

# Customer Satisfaction Report Card

How are we doing? Our clients are our biggest fans. Net Promoter scores are calculated based on answers to a single question: **How likely are you to recommend us to a colleague?**

Net Promoter Score: <i>Support</i>	96
Net Promoter Score: <i>Implementation</i>	100
Average Call Answer Speed	15 SECONDS
SLA Issue Resolution	95.38%
Average Issue Handle Time	10 MINUTES, 27 SECONDS



I have worked in a school office setting for over fifteen years and I am a witness that **Raptor is a proven product** that works. It helps identify any visitors that are a "red flag" and the ID badges help identify true visitors. — *Bay (FL) District Schools*

Excellent product, **excellent customer service**, prompt addressing of issues, courteous employees. — *Newtown (CT) School District*

The Raptor technical support team is **extremely professional** and quick to react to issues. They're always very helpful! — *Grand Prairie (TX) ISD*

The Raptor system is really reliable and easy to use. They give us **outstanding customer support**. We love it! — *Forsythe County (GA) Schools*

[T]he **implementation and technical support teams have been great**. — *Lincoln County (TN) Schools*

[Raptor] **really works**, and their technical support team is great! — *Pilgrim School, Los Angeles*

[A]doption and implementation have gone incredibly smoothly . . . **[issues] were immediately addressed** by the Raptor technical support staff—they've been great. — *Irvine (CA) USD*

We had one little glitch . . . The Raptor team got right on it . . . The Raptor team gives great service. **We've been super satisfied**. — *Charter Schools USA*

We're strong supporters. We've promoted the Raptor system to neighboring districts because our experience with it [has been] **nothing short of remarkable**. — *Weatherford (TX) ISD*

I believe in the product. **I've already recommended Raptor . . . to several other districts**. — *Robinson (TX) ISD*

**We [recommend Raptor] all the time!** We've been extremely happy with the product. — *Irvine (CA) USD*

**Would I recommend** that other districts consider Raptor Technologies as part of their comprehensive school safety plan? **Yes, I would, absolutely!** — *Austin (TX) ISD*

We had some representatives from a neighboring district in here just yesterday. Believe me, **we're big fans**. — *Marysville (CA) JUSD*

**I love it.** I've been very pleased with Raptor. — *St. Charles Parish (LA) Public Schools*

Districts call me all the time . . . I just got off the phone the other day with an HR director. She said she **wanted to phone Raptor to set up a demo**. — *Rowan-Salisbury (NC) School System*

[Another district] spent the better part of an hour with me going over the Raptor system. **I know they were impressed**. — *Lake Washington (WA) School District*

