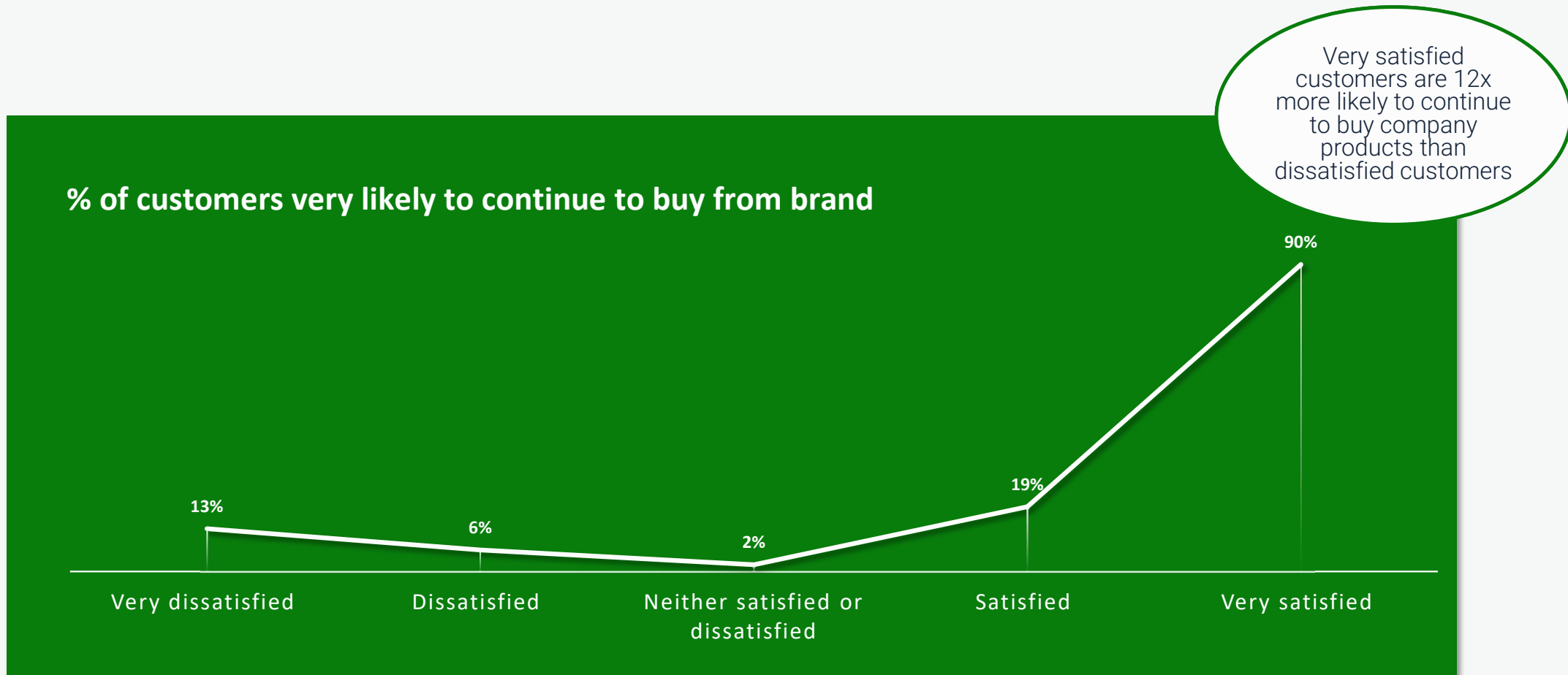


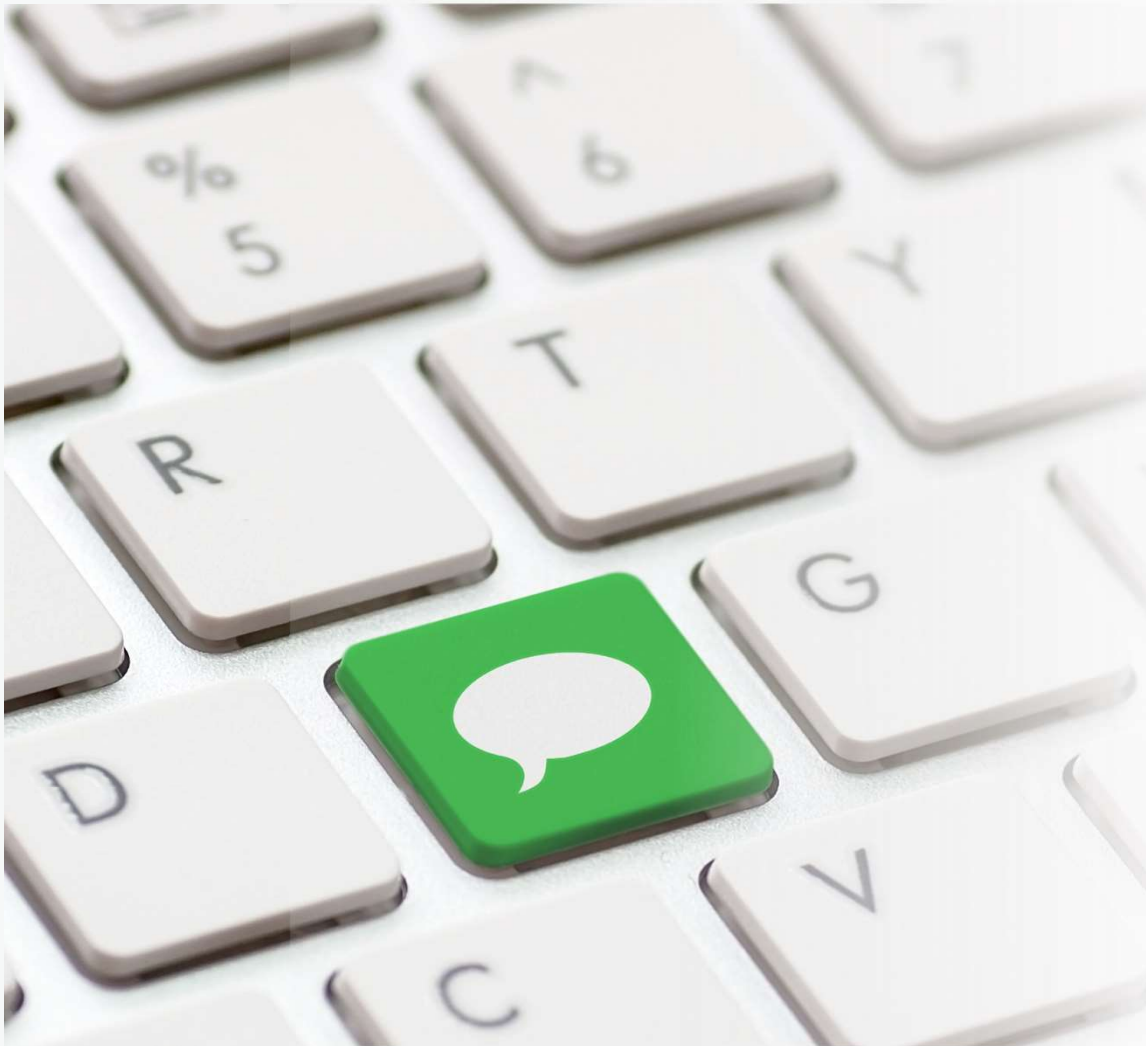
S I N E S I S

Satisfaction On Demand

Gain insights into your customers' perceptions of their experience and discover opportunities for improvement.

Customer Satisfaction





Introducing Satisfaction On Demand

Satisfaction On Demand enables companies to conduct customer satisfaction surveys without investing in platforms or resources.

It provides a seamless, on-demand solution for running experience surveys without months of planning or setup.

With Satisfaction On Demand, companies can launch satisfaction surveys whenever they need, as frequently as they like, and only pay per survey conducted.

Benefits of Satisfaction On Demand

SPEED & AGILITY

Gain instant access to services with minimal setup time.
Launch surveys quickly and effortlessly whenever needed.

Increase
Responsiveness

TIME & COST SAVINGS

Reduce time spent on building, planning and running surveys using internal resources.
Avoid the costs of survey tools or platforms only used sporadically throughout the year.

Increase Profitability

FLEXIBILITY & SCALABILITY

Use services as frequently or infrequently as required.
Scale up or down based on demand without commitment to long-term contracts.

Increase
Competitiveness

Satisfaction On Demand - Effortless Insights, On Demand!

- **Survey Design:** Proven question templates and response scales that will be customised to fit your business needs.
- **Survey Setup:** We configure the survey on our platform and provide a draft questionnaire for your review and approval.
- **Pre-Survey Communication Templates:** To maximise response rates, we deliver ready-to-use messaging that explains the survey's purpose to your customers, for you to use in pre-survey communication.
- **Survey Distribution:** We handle survey distribution using your customer email addresses.
- **Ongoing Monitoring & Insights:** We provide weekly updates on response collection, including urgent customer requests (e.g., callback requests for sales or support teams).
- **Results & Reporting:** We provide a detailed insights report covering satisfaction scores, performance strengths, and improvement areas. You'll also receive a raw data file with all collected responses and one results-sharing session.



Satisfaction On Demand - Process

6

01

Understanding business requirements and setting up draft survey for client to review and approve

02

Set up a survey on the platform, followed by client review and sign-off. Pre-comms templates provided to the client for pre-survey distribution

03

Survey launching with weekly follow-up with clients. Any immediate actions will be provided to the client to complete.

04

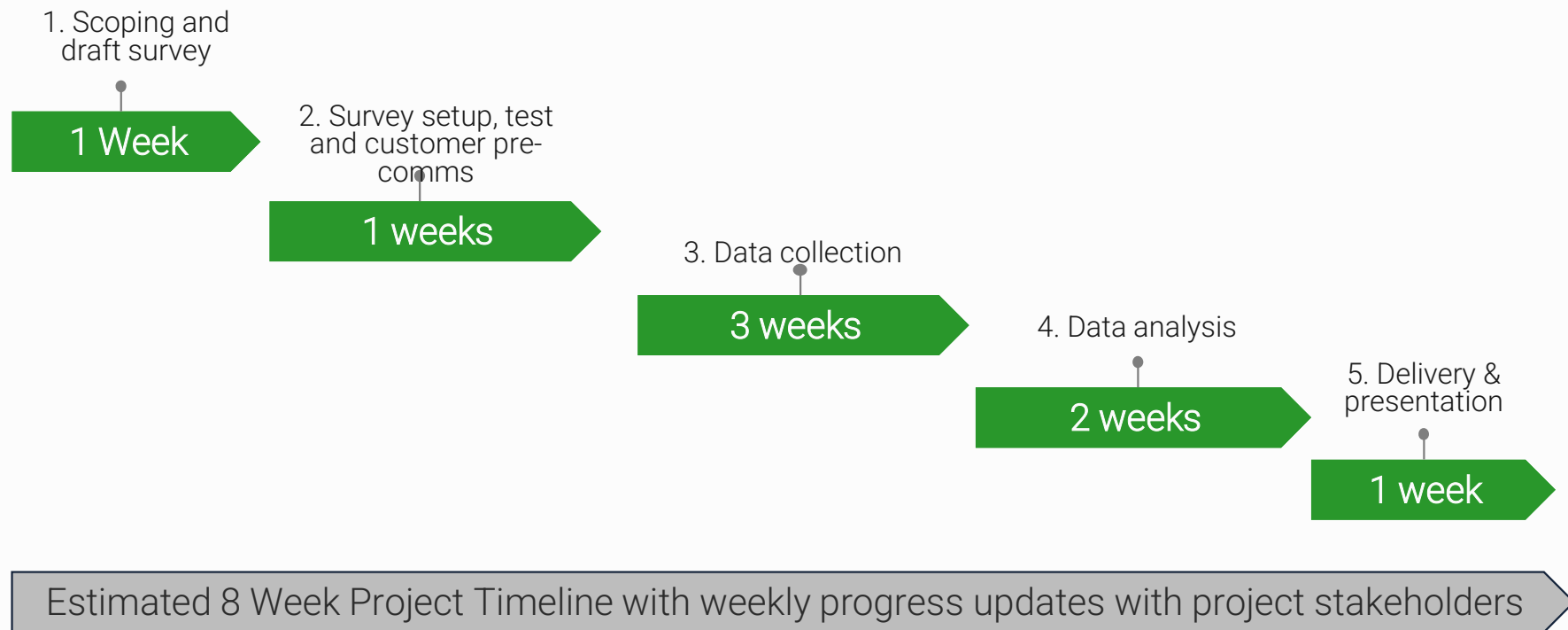
Survey close and data analysis assessing key improvement areas and key delight areas.

05

PowerPoint and Excel distribution. One session with the client to go through the results.

Satisfaction On Demand – Average timelines

7



- Base Package
 - Survey Design, Survey Setup, Pre-Survey Communication Templates, Survey, Distribution, PowerPoint report, Excel sheet, and one virtual results presentation.
 - Price excludes travel costs related to the project, which will only apply if the client requests.
- Additional work, such as follow-up analysis, additional survey reviews, additional presentations, etc., will be charged at an hourly rate of £175 excl. VAT



£8,000
(excl. VAT)

Example: Setup of customised surveys using templated questions

9

Please rank the following factors in order of importance when deciding to purchase the Survey Service from Sinesis with 1 being **most** important.

Price	1
Flexibility - buy when I need it	2
Delivery time	3
Ability to get expert advice	4
The survey could be customised	5

SUBMIT ✓ Press ENTER to go to next question

How likely are you to recommend Sinesis to a friend or colleague?

0	1	2	3	4	5	6	7	8	9	10	
Least Likely											Most Likely


C H A N G E

Why did you provide this score?

Very Happy with the Service Provided

HIT SHIFT + ENTER for new line

NEXT > **SKIP**



How satisfied were you with your experience with Sinesis? Please rate on a scale of 1 to 5, where 1 means 'Very Dissatisfied' and 5 means 'Very Satisfied'

	1. Very Dissatisfied	2. Dissatisfied	3. Neither Satisfied nor dissatisfied	4. Satisfied	5. Very Satisfied
Initial scoping session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The draft survey provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The look and feel of the survey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
The responsiveness of the Sinesis employee to your requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time the project took from start to finishing the project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The final results report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SUBMIT ✓ Press ENTER to go to next question

Why did you provide this score?

The service provided by Sinesis was fantastic!

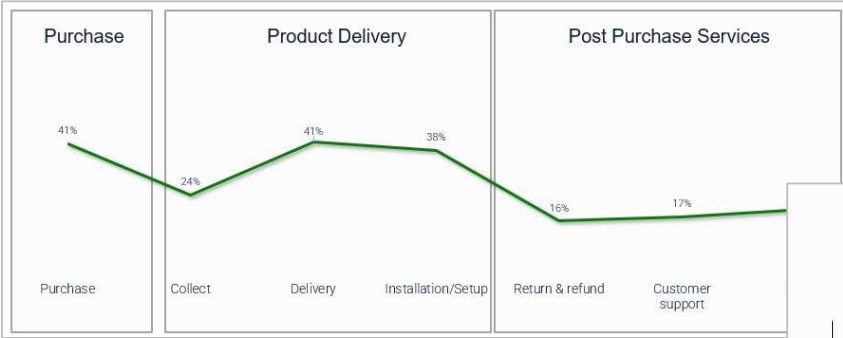
HIT SHIFT + ENTER for new line

NEXT > **SKIP**

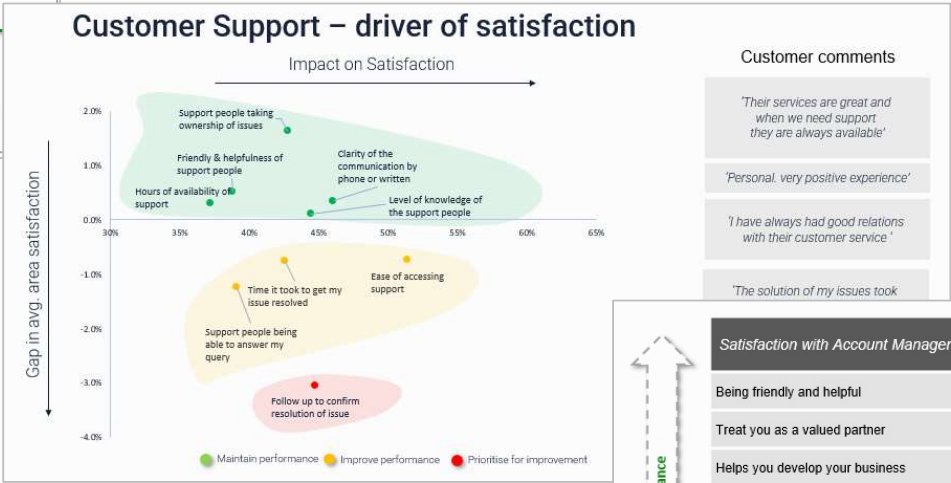
SINESIS

Example: Results report

Identify the points in the customer journey where your experience falls short or excels.



Understand what needs to be improved within each area of your customer journey.



Customer comments

- "Their services are great and when we need support they are always available"
- "Personal, very positive experience"
- "I have always had good relations with their customer service"
- "The solution of my issues took"

Understand where you have improved your experience.
(require measurement at two different time periods)

Satisfaction with Account Management	H1 2024	H1 2025	Change from 24' to 25'
Being friendly and helpful	85.3%	85.9%	+0.6%
Treat you as a valued partner	80.6%	85.9%	+5.3%
Helps you develop your business	80.2%	85.6%	+5.3%
Understand your needs	86.8%	84.8%	-2.0%
The level of knowledge sharing by account manager(s)	81.7%	84.3%	+2.6%
Has knowledge of your subscription	82.4%	84.0%	+1.5%
Keep you updated with new insight or market development	79.1%	83.5%	+4.3%
Has regional knowledge	80.2%	83.4%	+3.2%
Frequency of contact with account manager(s))	74.4%	79.8%	+5.4%

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