

Partner Experience Report

1ClickFactory Dynamics AX/365 Finance &
Supply Chain Management Development
Service

November, 2020

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Introduction

This report is a **summary of the results** from the annual Partner Satisfaction Survey for 1ClickFactory Dynamics AX/365 Finance & Supply Chain Management Development Service that was executed from July to September 2020.

Why do we run annual partner surveys? We know that no matter how much effort we invest internally in trying to continuously improve the service we provide, we don't always experience the same things as our partners do when using the service. Therefore, to better understand the evolving expectations of our partners and to remain relevant, we drive a cycle of various Voice of Partner activities to gain firsthand feedback from our partners.

We seek to be transparent with the survey findings within our Microsoft Dynamics Partner ecosystem and therefore create this report to share the summary details of the survey.

The survey was focused on the following areas:

- What are the partners' overall satisfaction levels with the service?
- How satisfied are partners with specific major service touchpoints?
- What do partners value most about the service and how can we enhance the service for partners?
- How likely are partners to recommend the service to others? (Net Promoter Score).

The survey responses provided were confidential and anonymous; however, respondents had the option to disclose their contact details, to open the doors to a more insightful conversation.

Please find the summary of the findings revealed through the annual Partner Satisfaction Survey below.



Overall Satisfaction with the Service

To measure the overall service performance, we asked our existing partners to **evaluate their satisfaction with Dynamics AX/365 Finance & Supply Chain Management development service** on a scale of 1 to 5, with 1 being the worst possible experience and 5 being the best possible experience.

Survey findings reveal that the average satisfaction rate of partners with the service received is 4.8 out of 5, which shows that the majority of partners are happy with the service they received. 83.3 % of partners rated that they are very satisfied with the service received while 16.7 % reported being satisfied with the service received.

How did we do over the last year? Overall, how satisfied are you with the 1ClickFactory Dynamics AX/365 for Finance & Supply Chain Management development service you have received so far?

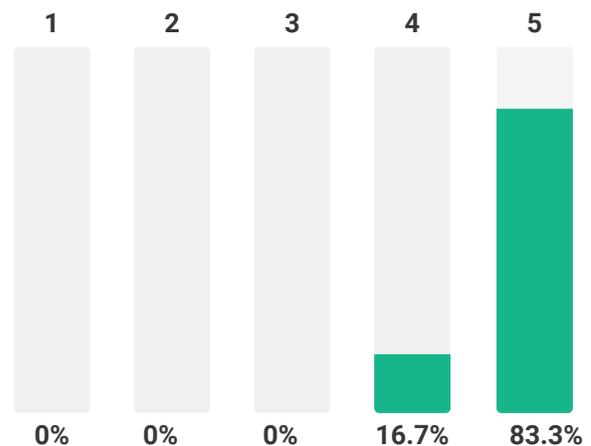


Figure: Overall satisfaction with the service

Satisfaction with Major Service Points

To gain a better understanding of possible service pain points, we asked partners to evaluate their satisfaction with the major touchpoints of the service.

| Service TouchPoint | Satisfaction (Out of 5) |
|---|-------------------------|
| 1ClickFactory local account manager responsiveness to your inquiries (e.g. explaining the service benefits, helping you to understand the pricing & proposal, responding to issues, etc.) | 4.8 |
| Quality of project management (e.g. preparing for a project, managing project schedules, communicating clearly and timely, managing project changes, etc.) | 4.8 |
| Collaboration efficiency among your and the 1ClickFactory project teams | 4.7 |
| Technical quality of delivered solutions | 4.5 |
| Issue resolution during the service (e.g. resolution time, outcome, professional staff, etc.) | 4.5 |

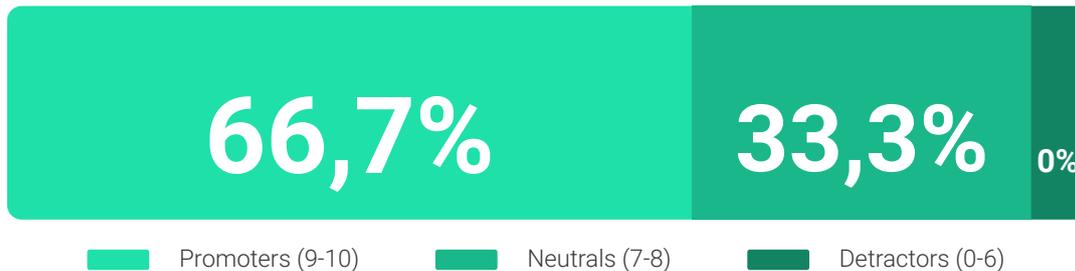
Figure: Partner satisfaction for major service touchpoints.

The Likelihood of **Recommending the Service (NPS)**

To capture the loyalty level of partners' we measured their willingness to recommend 1ClickFactory's service by asking the ultimate question: "How likely are you to recommend the service to others?". Answers collected enabled us to calculate the **service level Net Promoter Score (NPS)**.

The NPS for 1ClickFactory Dynamics AX/365 Finance & Supply Chain Management development service reached 66.7% which is a high score and well above the industry average.

$$\text{NPS} = 66.7 = \text{Promoters\%} - \text{Detractors\%}$$



- **Promoters** – Loyal partners who are keen to provide a positive word-of-mouth recommendation and refer the service to others.
- **Neutrals** - Satisfied and neutral partners.
- **Detractors** - Actively unhappy customers who may avoid the service in the future.

Figure: The Net Promoter Score is calculated as the difference between the percentage of Promoters and Detractors. The NPS is not expressed as a percentage but as an absolute number between -100 and +100.

What Do Partners Value Most About the Service?

We also asked partners, if they were to recommend us, what reasons would they give? What do you appreciate most about the service received?

This helped us to identify the key drivers of partners' satisfaction and the perceived value partners gain from using the service.



Figure: If you were to recommend us, what reasons would you give? What do you appreciate most about the service?

Proposed **Partner Experience Innovations** 2020–2021:

The survey findings provided us with a clear direction of where to focus our efforts to continuously improve our service experience to partners:

- One of the areas in which we will invest our effort in Dynamics 365 Finance and Supply Chain Management development service is further enhancing and automating the solution maintenance service, which helps partners to keep their Dynamics solutions updated quickly and functioning properly after One Version service updates. We are currently working on bringing important enhancements in the service (available from Q2 2021) that should increase the efficiency of the service.
- To maintain the high quality of the service and high partner satisfaction that we've earned (and which we genuinely appreciate!), we will continue to pay full attention to quality assurance, project management, and communication processes to ensure all parties working on the project understand the what, how, why, who, and when at all times.



About 1ClickFactory Dynamics AX/365 Finance & Supply Chain Management Development Service

Working together on Dynamics AX/365 Finance and Supply Chain Management development projects we help Microsoft Dynamics Partners gain tangible value and reap rewards in the following areas:

- Partners can expand their capacity to scale their business – accept new projects, meet tight project deadlines, and deliver their industry solutions to the market faster.
- A technical lead, a project manager, and a mix of developers with various expertise - is what a typical 1ClickFactory crew for a development project consists of. Thus, having access to our team with such versatile knowledge & skills, our partners gain a strong and reliable partner to support them with managing projects risks while delivering the highest quality service to their customers.
- With access to an external 1ClickFactory development team, Microsoft Dynamics Partners can better utilize their internal resources and rest assured that they are in safe hands. Many of our partners experience efficiency & financial gains when working together with 1ClickFactory.

40+

Dynamics AX/Dynamics
365 F&SCM Partners
partnered with us

19000+

Hours of Dynamics
AX/Dynamics 365
F&SCM Development