

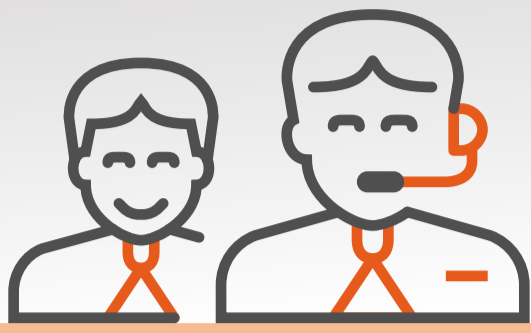
MailStore Customer Survey 2016

Global

Summary

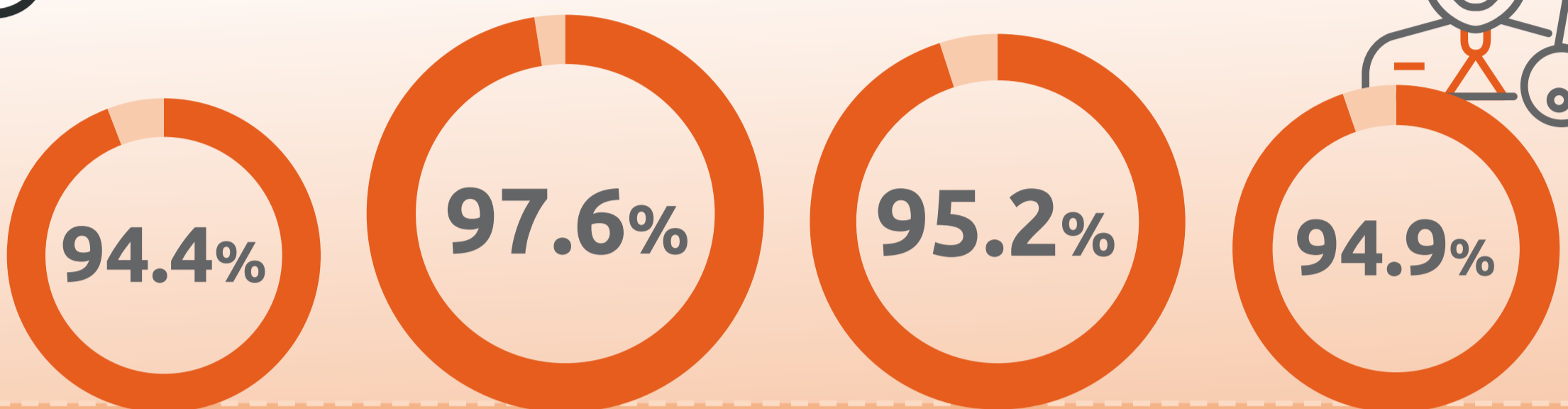
Results in percent from answers „very good“ and „good“ (Top-Two-Box)

1 Please rate your overall satisfaction with the service provided by MailStore:



First response time of technical support issues	94.2%
Resolution time of technical support issues	92.5%
Quality of technical support answers	93.0%
Clarity of product documentation	90.9%
Comprehension of product documentation	90.4%

2 As an IT admin, how would you rate MailStore Server's...



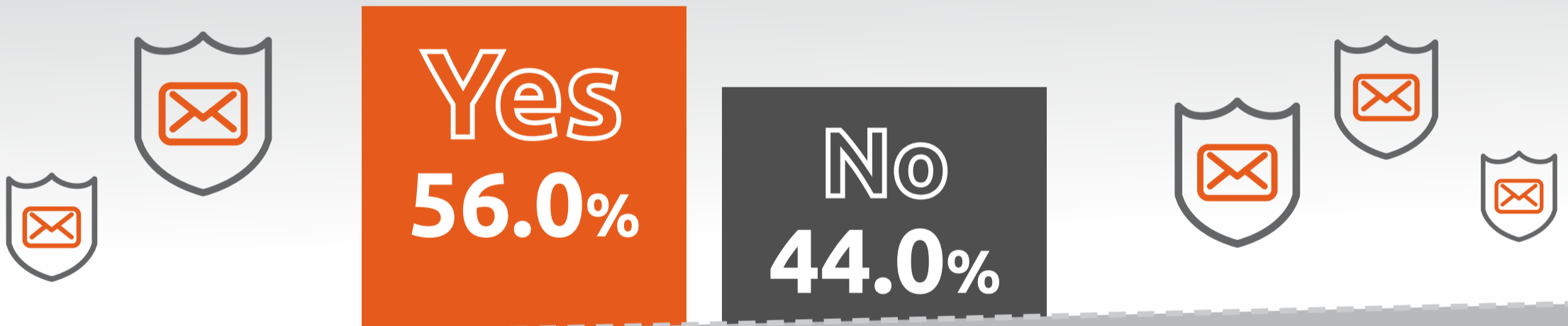
3 How would you rate the overall user experience?



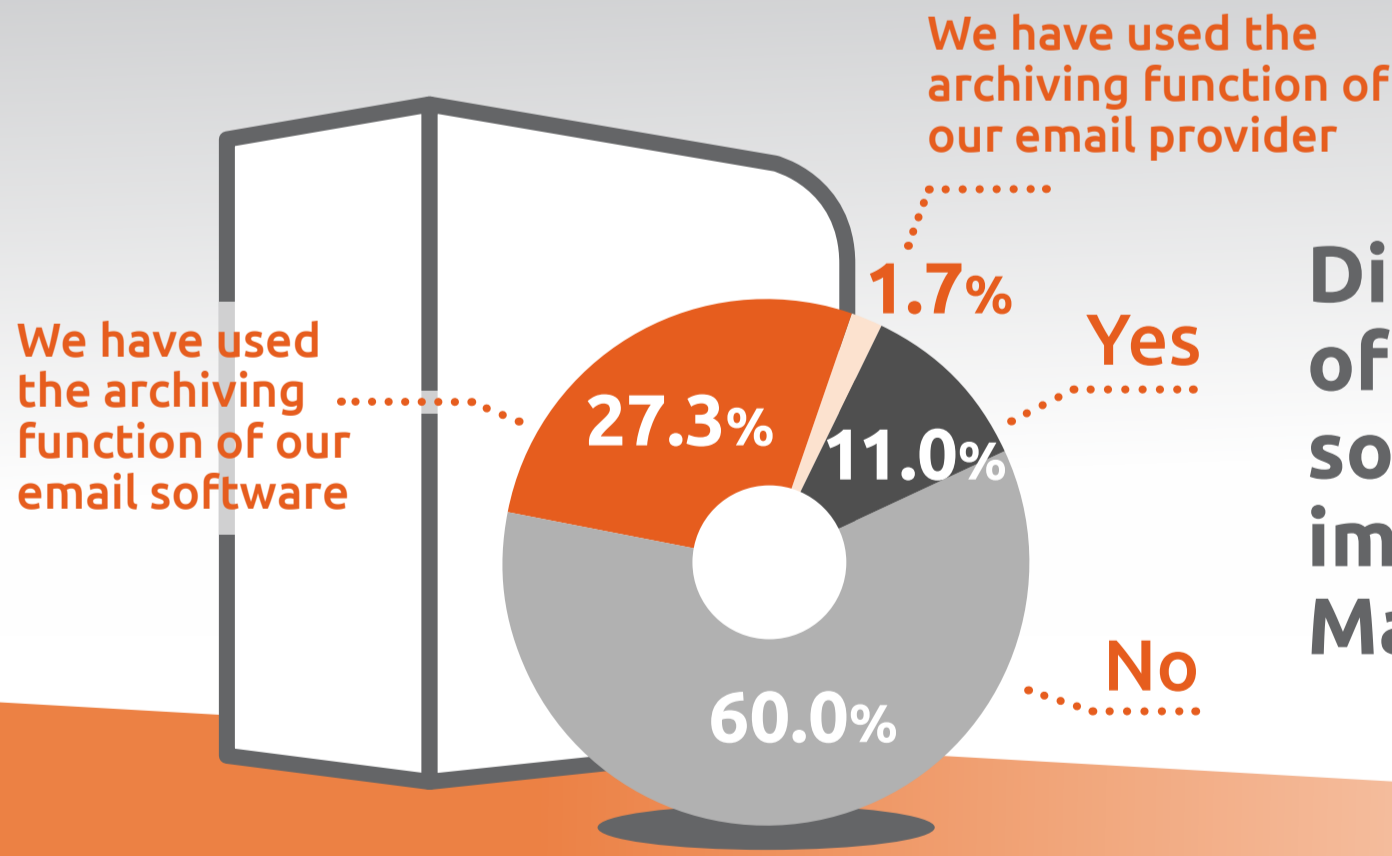
4 How would you rate the price/performance ratio of MailStore Server?



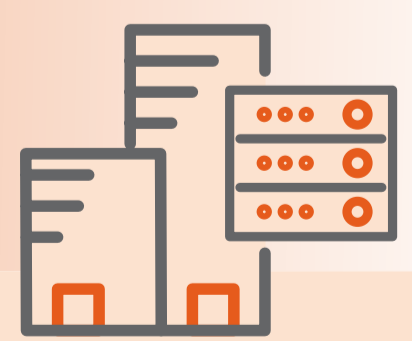
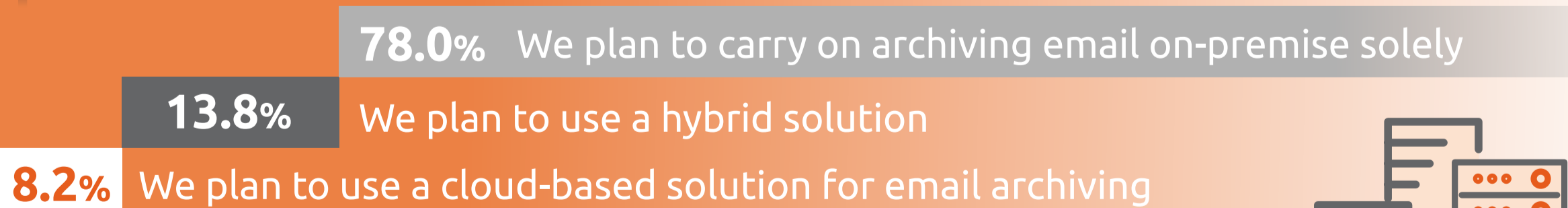
5 Was "compliance" a key criterion to buy MailStore?



6 Did you use any kind of email archiving software before implementing MailStore Server?



7 MailStore Server is an on-premise software product. What do you plan next?



8 Would you recommend MailStore Server to others?



Duration of online-survey: November 7th – November 29th
USA, Canada, Australia, New Zealand, UK, The Netherlands, Belgium, Germany, Austria, Switzerland and further countries (103 in total)
5.361 end-customers invited, 571 took part; participation quota of 10.65%

The Experts in Email Archiving
www.mailstore.com

