Global MailStore Customer Survey 2016

Summary

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%

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

- Performance: 94.4%
- Stability: 97.6%
- Maintenance effort: 95.2%
- Setup effort: 94.9%

How would you rate the overall user experience?

- Search Speed: 89.8%
- User friendliness and ease of use: 88.8%
- Overall user acceptance: 93.4%

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

- Very good/good: 89.0%
- Average: 10.9%
- Poor: 0.1%

Was “compliance” a key criterion to buy MailStore?

- Yes: 56.0%
- No: 44.0%

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

- Yes: 27.3%
- No: 60.0%

We have used the archiving function of our email provider: 11.0%

We have used the archiving function of our email software: 2.7%

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

- We plan to use a cloud-based solution for email archiving: 8.2%

Would you recommend MailStore Server to others?

- Yes: 98.9%
- No: 1.1%

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%

We have used the archiving function of our email software: 27.3%

We have used the archiving function of our email provider: 11.0%

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

- Yes: 27.3%
- No: 60.0%

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

- We plan to use a hybrid solution: 13.8%

Would you recommend MailStore Server to others?

- Yes: 98.9%
- No: 1.1%

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%

We have used the archiving function of our email provider: 11.0%

We have used the archiving function of our email software: 27.3%

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

- We plan to use a hybrid solution: 13.8%

Would you recommend MailStore Server to others?

- Yes: 98.9%
- No: 1.1%