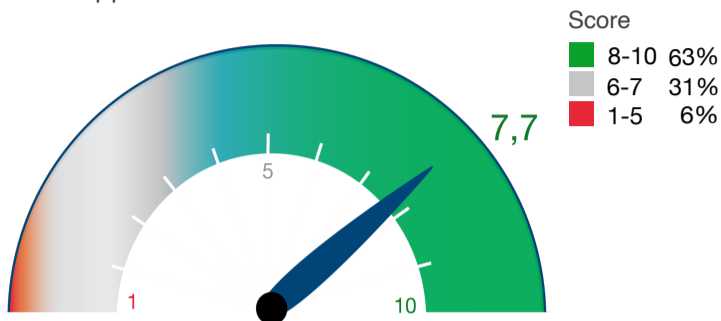


# Customer experience survey 2022

Conducted in cooperation with Buro Improof  
 Period: April-May 2022  
 582 customers took part in the survey

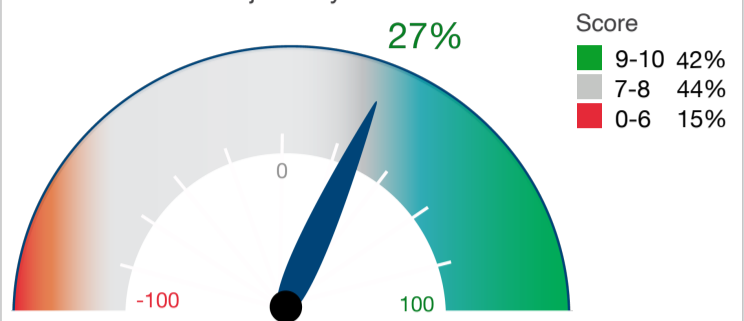
## Satisfaction

How satisfied are you with Portbase's services and support?



## Recommendation

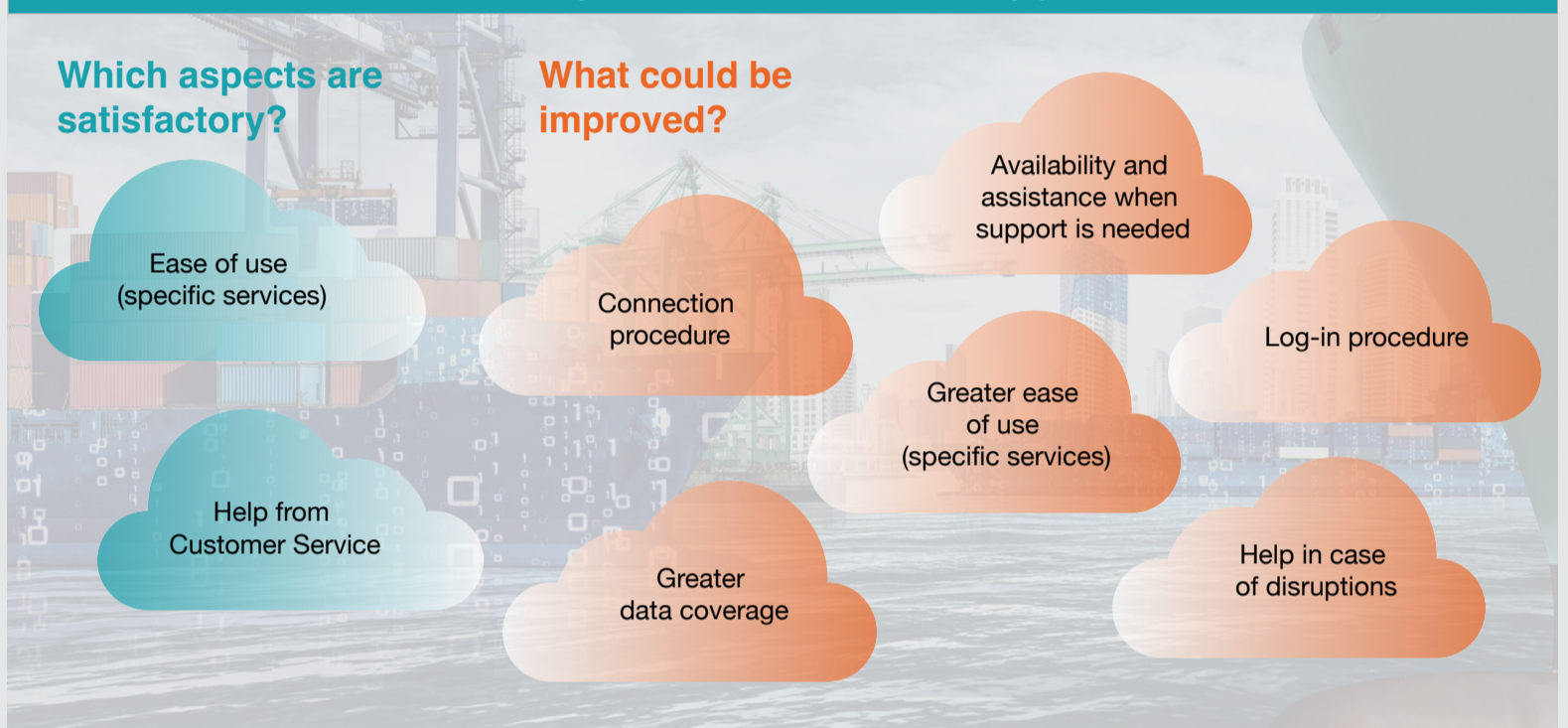
How likely are you to recommend Portbase to someone who has the same job as you?



## Quality of services and support

### Which aspects are satisfactory?

### What could be improved?



## Next steps

We will eagerly apply the concrete feedback and responses from this survey in order to improve our services. The first matters we intend to address are:

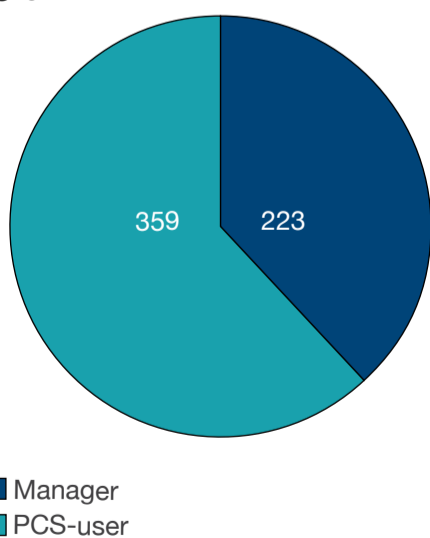
We have started a project aimed at making the procedure for connecting to our system easier. Our Customer Service Team is working to optimise its processes in order to better meet the diverse service needs of our customers.

With regard to Vessel Visit and Hinterland, additional capacity will be made available for a stronger focus on ease of use.

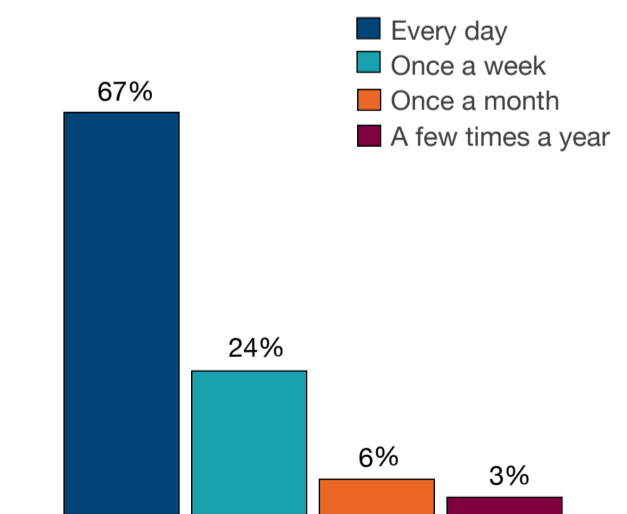
Our clients have also indicated a desire for improvement with regard to the end of sessions and in situations where disruptions occur. We will explore these specific areas for attention in the upcoming period.

## Participant profile

### Role



### Use of services



## In conclusion

Once a year, we send out a large-scale survey asking our clients about their experiences with Portbase. Our sincere thanks to everyone who took part in this survey. All feedback is valuable to us and offers opportunities to improve our services.

This infographic gives a general idea of the results obtained through this client survey. The outcome helps us identify areas in need of extra attention. After that, Portbase's Customer Experience Team (the CX Team) gets to work based on the insights we've gained. A special CX Roadmap is used to monitor the planning and implementation of concrete actions.