

CUSTOMER EXPERIENCE SURVEY 2026

Conducted in collaboration with Buro Improof
Period: April-May 2026

Together we set the course

We regularly ask customers about their experiences, both through an annual broad survey and during the development of services. This helps align our services as closely as possible with the needs of the community. Feedback is a key driver for improvement.

343



customers participated in this survey



Satisfaction

Average satisfaction with Portbase

+35



Net Promoter Score

Enthusiastic users (score 9-10):	48
Neutral users (score 7-8):	38
Critical users (score 0-6):	13
NPS score (48 minus 13):	35



Customer Effort Score

Average ease of use of services

What's going well

- User-friendliness of services
- Support when starting with a new service
- Reliable, well-structured platform

Needs attention

- Clarity of error messages
- Solutions provided by support
- Information during disruptions

What we are working on:

• Smooth service usage

The duration of PCS sessions will be extended from 60 to 120 minutes. Additional focus will be placed on clarifying error messages.

• More support options

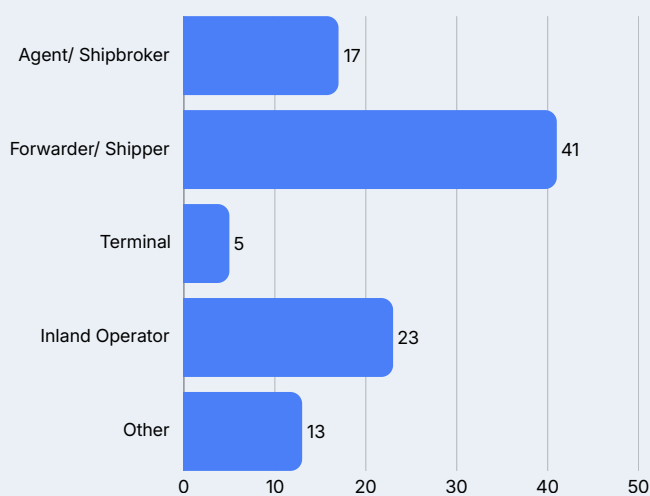
With new Customer Service tooling, users can indicate when their question has been answered and close their own ticket. It will also soon be possible to submit questions via a form on the support website.

• Information during disruptions

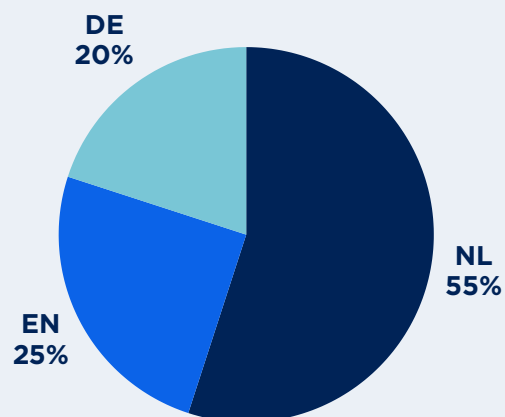
Portbase monitors the performance of services and their integrations. Automatic detection helps identify disruptions or delays in the chain more quickly. Development teams follow their own planning.

Participant profile information

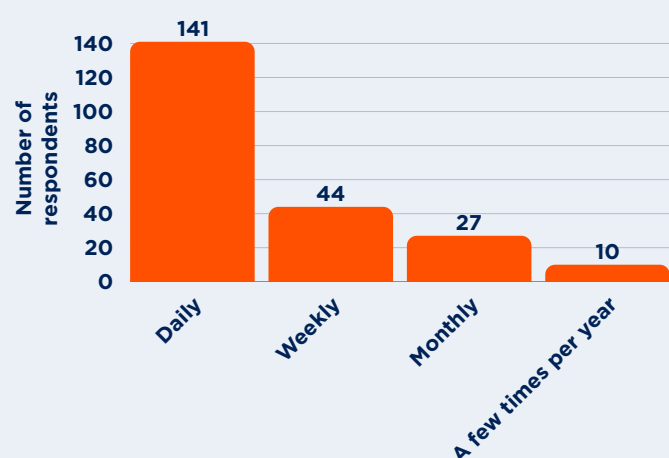
CUSTOMER ROLE



LANGUAGE



USAGE FREQUENCY



LENGTH OF USE

- <2 months
- 2 mos - 1 year
- 1-3 year
- >3 year

Numbers indicate the number of respondents

