



Annual Client Survey 2021

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The results from this survey were obtained from live HomeMaster clients during February 2021.

Respondents were asked to rate a range of statements from 1-5 based upon their experience of HomeMaster. The statements covered topics such as implementation, support, the HomeMaster team and the solution itself.

The Solution

- Overall, how satisfied are you with the HomeMaster product?



4.5

- How satisfied are you with the reliability of HomeMaster?



4.7

- How would you rate the HomeMaster user interface?



4.5

The Team

- How would you rate working with our team?



- How would you rate the knowledge of our team?



“The team are AMAZING!”

“Great team of people to work with.”

Implementation

- Overall, how would you rate the implementation of HomeMaster?



“The implementation was well planned and went smoothly.”

“All went well, calmly and efficiently”

“Achieved within 6 months with a number of sessions delivered remotely”

Support

- How would you rate HomeMaster's support service?



"The support service is a real highlight of using HomeMaster, support tickets are assigned fair priorities and seen to quickly"

"Support responses have always been well within target SLA and ensures no downtime for users"

"Excellent support service with almost all issues being resolved on the same day and 100% within SLA"

The Benefit

- Does HomeMaster represent value for money?



- How likely are you to recommend HomeMaster to another provider?



“We are already seeing numerous efficiencies & cost benefits”

“We have benefitted greatly as the web based system made the transition to working from home seamless.”

“We’ve leapt from the 19th Century to the 21st Century”

Comments

- *"Highly recommend HomeMaster, the software has clearly been created by developers with great industry experience"*
- *"The rent increase process has been so much easier this year, it is straightforward and easy to follow"*
- *"The Compliance area has provided us all with assurance that we remain compliant and the contract management aspect is detailed and quick and easy to use"*
- *"This has truly been one of the best experiences of my career, thanks to everyone at Designer Software & I'm looking forward to seeing what you come up with next"*