

# Snapshot

Customer Satisfaction Survey 2013 - Delivered by the  
Dynamic Survey Engine tool - Snapshot

## Ensize International AB



Ensize International AB  
33 of 110 has finished their  
analysis (30 %)  
Analysis date: 20/09/2013  
Print date: 28/10/2013

Ensize International AB  
Martin Jansson  
Solleftegatan 15  
162 53 Vällingby  
Martin.jansson@ensize.com

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# Cooperation

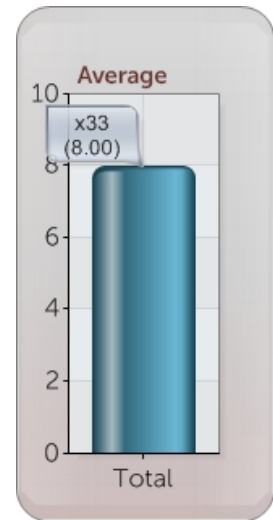
## Overall it is easy to cooperate with Ensize

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 8.00



Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	0	0	2	3	5	10	9	4	33	8,00	NaN

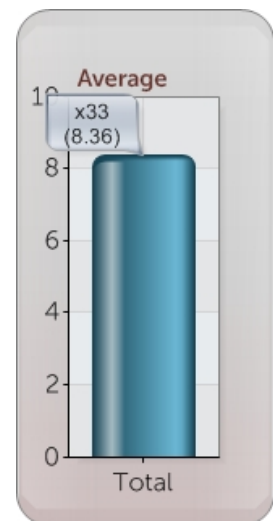
## It is easy to communicate with Ensize when I need to

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 8.36



Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	0	0	2	0	6	9	8	8	33	8,36	NaN

# Cooperation, continued...

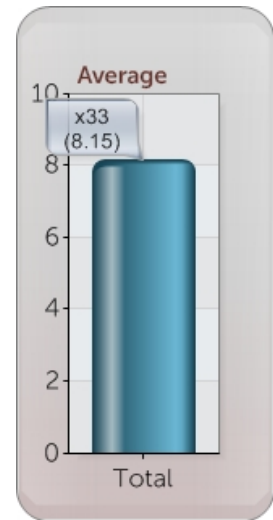
## Ensize is always clear in their communication with me

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 8.15

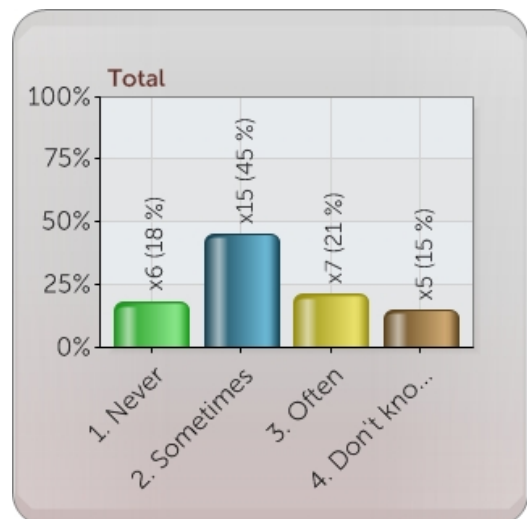


Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	0	0	3	1	5	10	7	7	33	8,15	NaN

## I receive good ideas, tips and tricks from Ensize that help me in my work

Possible answers:

1. Never
2. Sometimes
3. Often
4. Don't know



# Cooperation, continued...

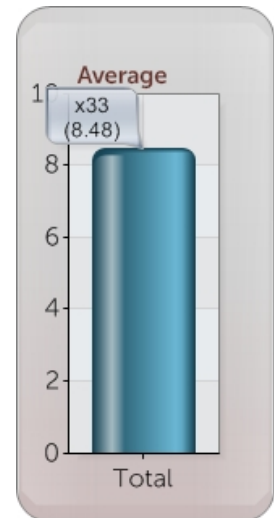
## I will recommend Ensize to other people and companies

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 8.48



Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	0	0	2	3	0	10	8	10	33	8,48	NaN

## I have the following improvement suggestions for our cooperation

Answers from the respondents:

1. .
2. change Carotte
3. Ensize have always been supportive of my endeavours and in introducing me to advocates. I need to focus on the UK market potential.
4. I haven't had an inter-action with Ensize for some years
5. More contact! Invitations to seminars etc to learn more - for autorized users
6. More help when you have questions
7. more possibilities in the demographic of the snapshot that we can create.
8. Offer Henrik french lessons :))
9. Please, when we can choose the language of the survey, it easer to have more than only english in the propositions. And, when you have not exchange xith ENSIZE (new client) it's difficulté to answer the survey. Regards
10. possibility to get the result of thérmmometer or team analysis on power point in order to you it easily with the client
11. Working with Francois is easy, no additional suggestion for the moment. I'm going to try open link with one client, and I hope it will work right.

# The EDOC System

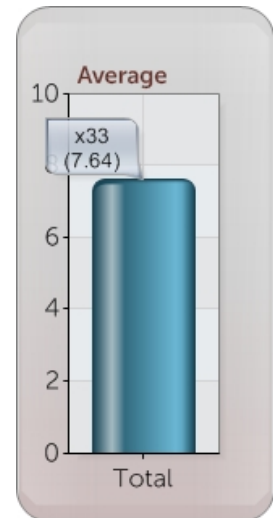
Overall it is easy to work in the EDOC-system

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 7.64

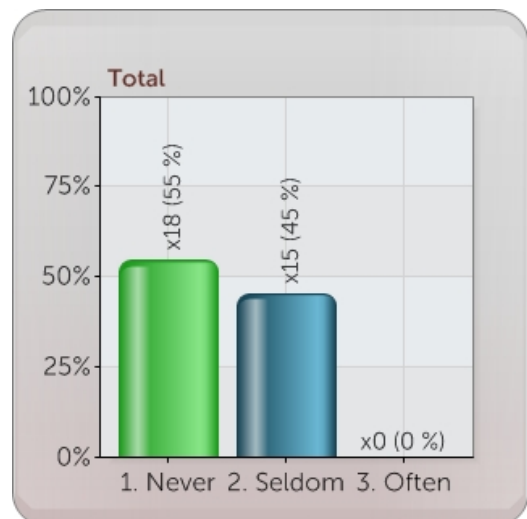


Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	0	2	0	6	7	6	9	3	33	7,64	NaN

Have you experienced problems logging into the EDOC-system

Possible answers:

1. Never
2. Seldom
3. Often

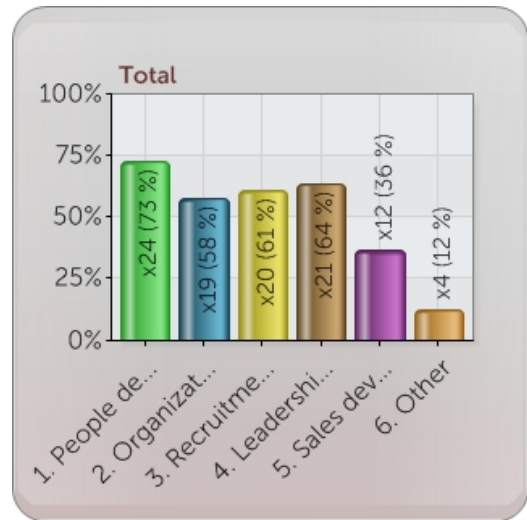


# The EDOC System, continued...

## I use the EDOC-system to work with...

Possible answers:

1. People development
2. Organization development
3. Recruitment
4. Leadership development
5. Sales development
6. Other



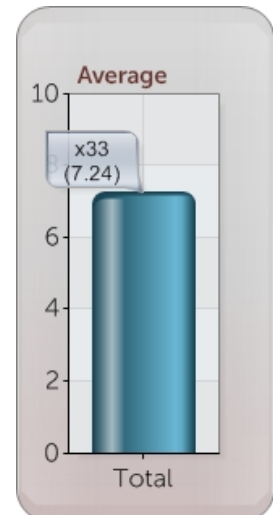
## It's easy to navigate in the EDOC-system

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 7.24



Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	1	1	0	6	12	6	6	1	33	7,24	NaN

# The EDOC System, continued...

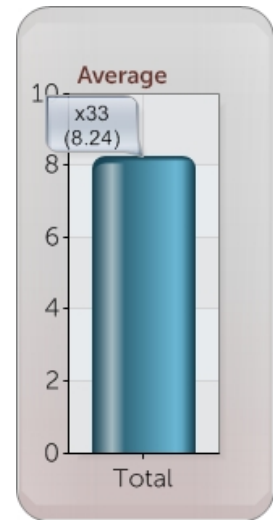
## It's easy to send out invitations from the EDOC-system

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 8.24



Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	0	0	2	1	5	9	11	5	33	8,24	NaN

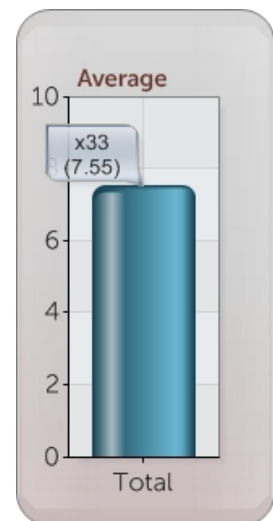
## It's easy to work with and produce reports

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 7.55



Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	1	2	0	5	5	11	5	4	33	7,55	NaN



# The EDOC System, continued...

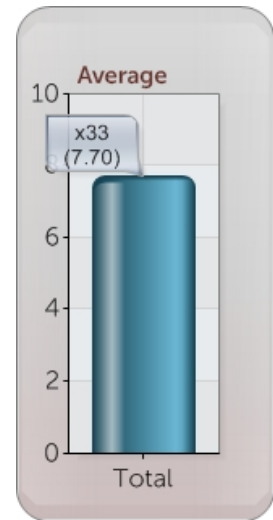
## The report designs look good and have a good structure

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 7.70



Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	1	0	3	3	5	10	7	4	33	7,70	NaN

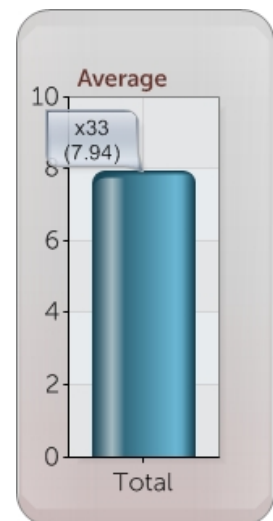
## The report text have a good flow and are easy to read

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 7.94



Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	0	0	1	3	7	10	10	2	33	7,94	NaN

# The EDOC System, continued...

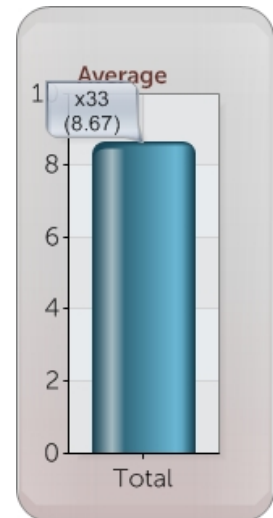
## The number of languages available are satisfactory

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 8.67



Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	0	0	2	0	4	5	12	10	33	8,67	NaN

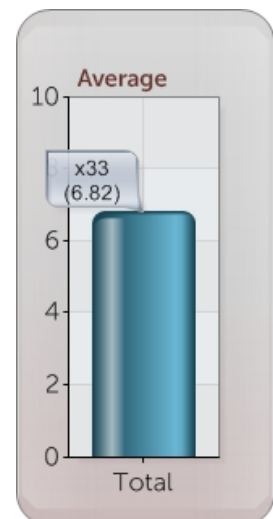
## The EDOC license is worth its monthly fee. I get value for my money

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 6.82



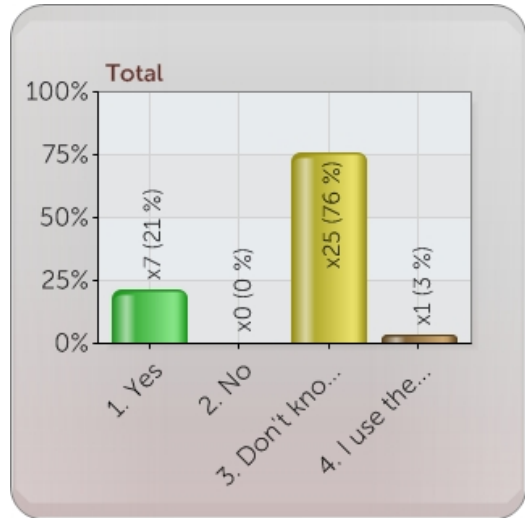
Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	1	0	0	2	6	4	4	11	4	1	33	6,82	NaN

# The EDOC System, continued...

## It's easy to use EDOCs built-in support function (technical issues)

Possible answers:

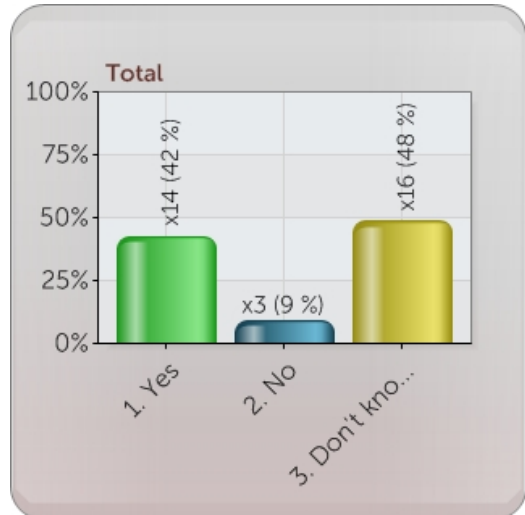
1. Yes
2. No
3. Don't know
4. I use the phone



## It's easy to use EDOCs built-in document library (Powerpoint, workshop material etc)

Possible answers:

1. Yes
2. No
3. Don't know

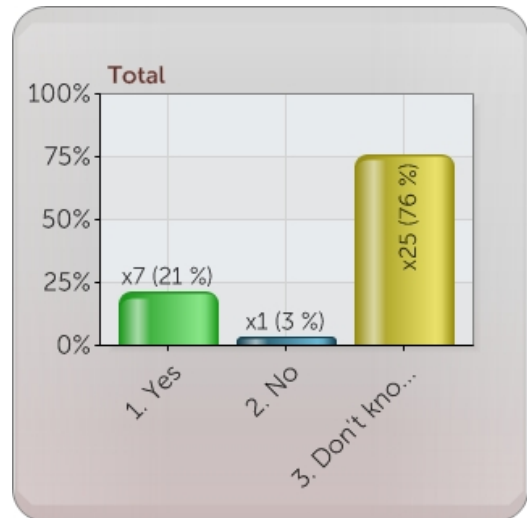


# The EDOC System, continued...

## It's easy to shop in the EDOC shop (Puzzle cards and books etc)

Possible answers:

1. Yes
2. No
3. Don't know



## I have the following improvement suggestions for EDOC / Reports / Shop items

Answers from the respondents:

1. .
2. being able to create a hiring profile, so the client know what they are looking for
3. I found it difficult to print a report from another laptop without saving it on the laptop disk !
4. I have a few suggestions for language translations. Coming soon
5. I have noticed that the language is written in US English. For the UK/Ireland market English English would be better. However, this is not a 'show stopper'.
6. i have write it in a email... done ;-)
7. make it possible to customize Cards games with a client's logo
8. no
9. When we do a Group report, on the first page, there's the nme of the person we have to choose to compare ti the orthers. This name must not appear to clarity le reading on the document. We have ti justify why it's written.
10. When you make the Carrot rapport in danish it does not always spell the words right... And when it combines the driving forces, it sometimes doubles the response...

# Other

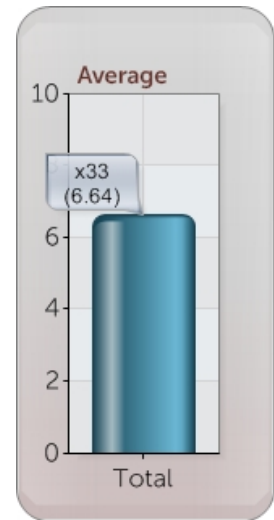
## I feel well informed about all of Ensize products and services

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 6.64



Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	1	2	0	4	11	2	7	5	1	33	6,64	NaN

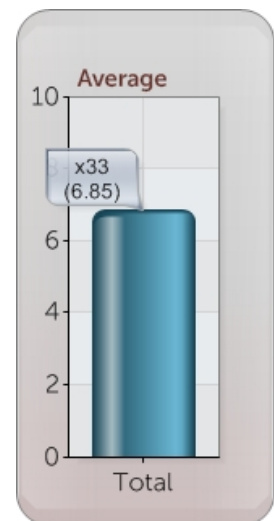
## Ensize offerings are clear and easy to understand

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 6.85



Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	1	1	0	4	7	8	7	3	2	33	6,85	NaN

# Other, continued...

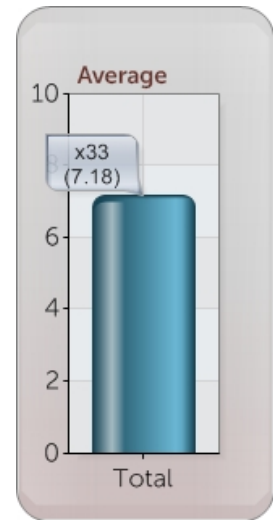
It's easy to navigate and find information on Ensize homepage [www.ensize.com](http://www.ensize.com)

Possible answers:

1 - 10 (Strongly disagree - Strongly agree)

Results & Statistics:

Average: 7.18

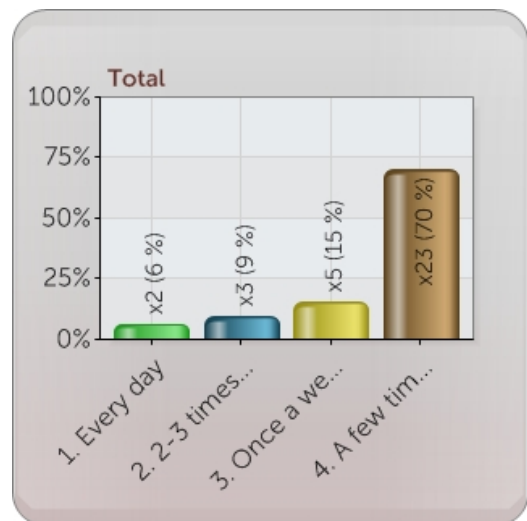


Values	1	2	3	4	5	6	7	8	9	10	No.	Average	Category average
Total	0	0	0	1	6	3	8	8	5	2	33	7,18	NaN

How often do you visit Ensize homepage ([www.ensize.com](http://www.ensize.com))?

Possible answers:

1. Every day
2. 2-3 times per week
3. Once a week
4. A few times per month

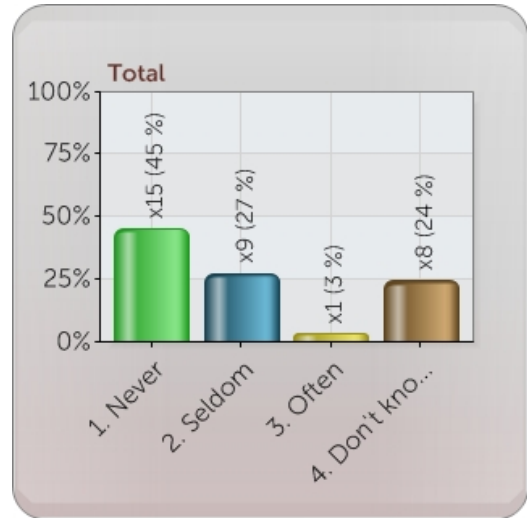


# Other, continued...

## Do you experience problems accessing www.ensize.com?

Possible answers:

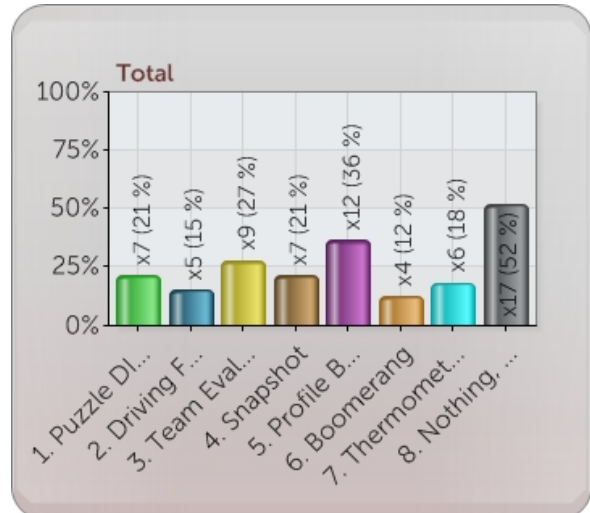
1. Never
2. Seldom
3. Often
4. Don't know



## I'd like Ensize to show and teach me more about...

Possible answers:

1. Puzzle DISC
2. Driving Forces
3. Team Evaluator
4. Snapshot
5. Profile Builder
6. Boomerang
7. Thermometer
8. Nothing, I'm satisfied



# Additional questions

## I have the following thoughts and comments

Answers from the respondents:

1. ??
2. Fantastic solution
3. go on supporting us like this!
4. I find the puzzle DISC to be one of the best in market. It is a pleasure to work with. The new upgrades in design are very good. It is not always easy to navigate though in the EDOC. Maybe a more intuitive approach like apples products would be possible
5. New client, I need to use more your products !
6. no
7. Not sure I should have completed this as I have not used the product for a long time!