



bmrk solutions - Research Study

In June 2003, bmrk undertook an independent research project to ascertain client's views to how the agency was performing.

The response to the questionnaire was very positive. Our current clients were asked to rate our services, over a range of experiences, encountered when working with us.

Over 97% rated the agency as either 'Excellent' or 'Very good'.

100% of our clients rated the agency us as 'Excellent' or 'Very Good' in the following areas:

*Are bmrk solutions (bmrk) accessible to you if you need to reach them?
Do bmrk keep you informed about the progress of the work they do for?
Are bmrk truly interested in your business?
Do bmrk respond quickly to your requests?
Are you satisfied with the service bmrk provide?
Do bmrk deliver projects on time and to budget?
How would you rate the overall service you receive from doing business with us?
How would you rate the overall value you receive from doing business with us?*

We also received the following unprompted responses:

"...am very satisfied."

"transparent pricing structure is great"

"...things get done on time."

"...great flexibility and patience"

Research conducted by Business Improvement Systems, MK43 8QX June 2003