

Giarte© - IT Xperience Monitor 2022

Feedback - BPSOLUTIONS



GIARTE Master the art of a
perfect IT experience

Utrecht, 27-10-2022

Timeline

PUBLICATION ITX MONITOR

First Insights

2021

December

February

Selecting Participants

March

May

Online Data Collection

2022

June

Data Processing

Analysis

Production of
Results

July

August

In-depth Interviews
(Deep Dive's only)

September

October

November

Presentations and Workshops

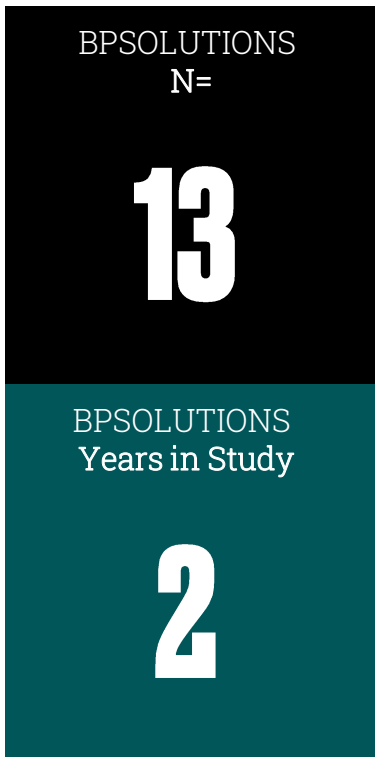
ITX Monitor 2022



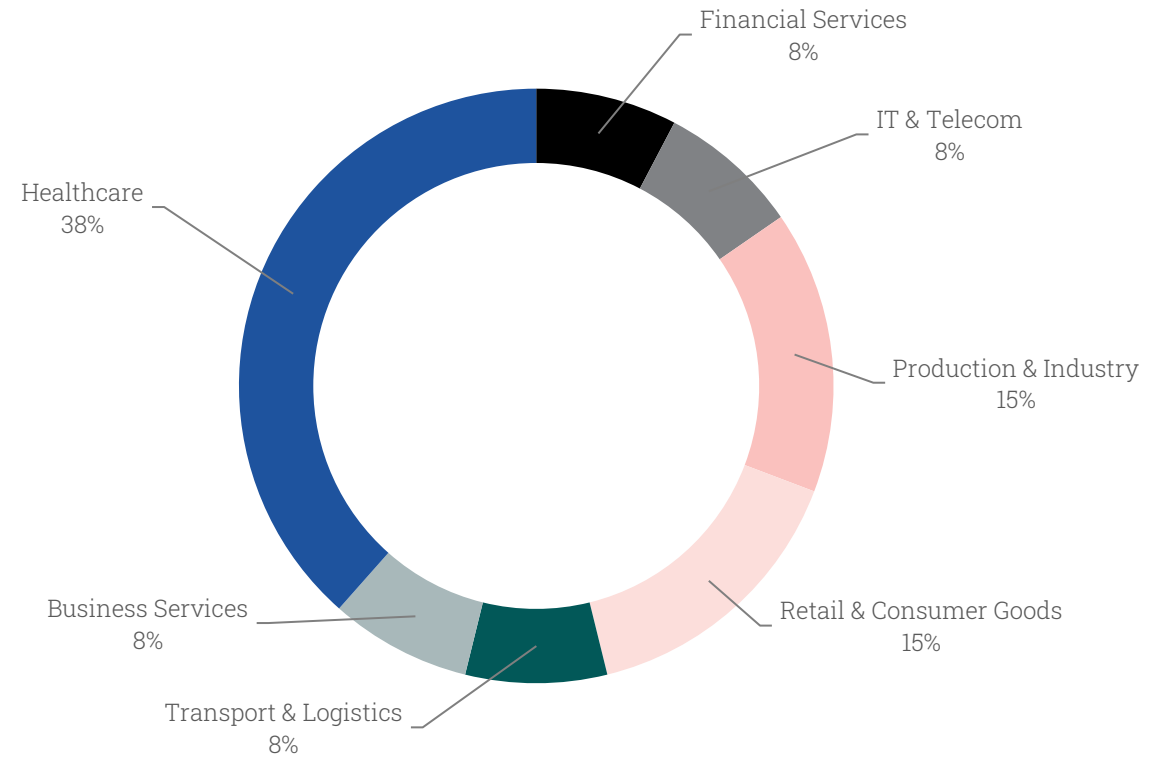
All IT Companies in ITX 2022

AnyLinQ	Digital Realty	Levi9	Proserve
Atos	DXC Technology	NAVARA	Rapid Circle
Avantage	Fujitsu	NEH Group	Schuberg Philis
Axians	Ictivity	NetRom	Simac
BPSOLUTIONS	ilionx	Oblivion	Sogeti
Capgemini	Intermax	OGD	Solvinity
Cegeka	KPN	Open Line	Telindus
Conclusion	Kyndryl	Orange Cyberdefense	T-Systems
Ctac	Lemontree	Proact	Valid

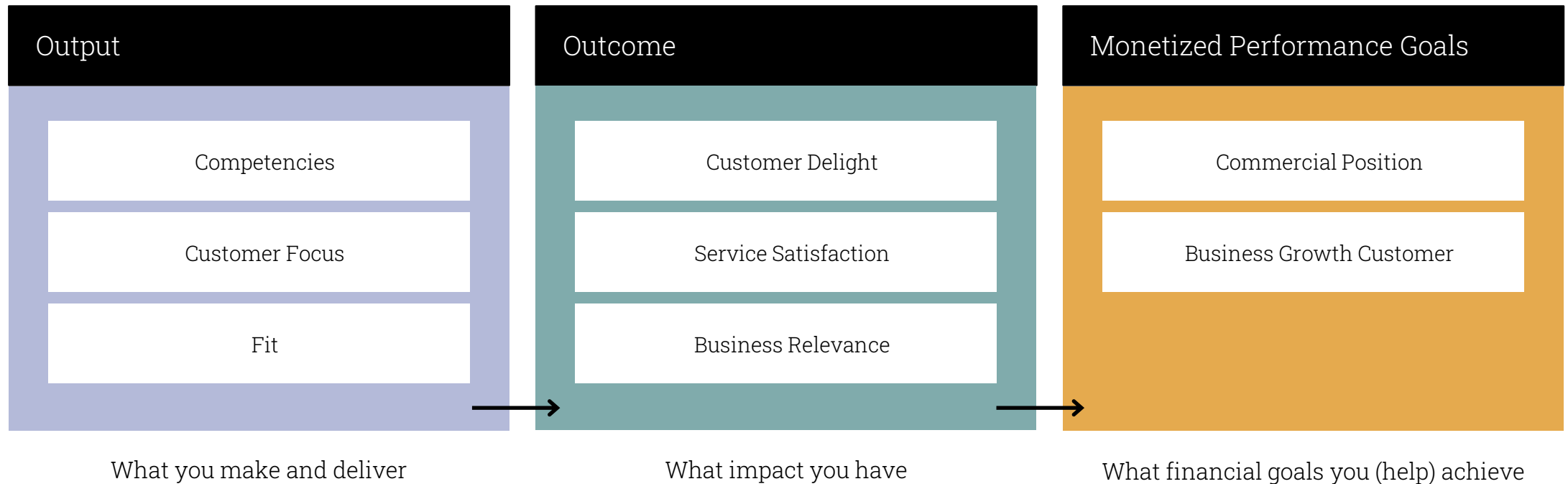
Facts & Figures BPSOLUTIONS



Sectors BPSOLUTIONS



IT Xperience Model



BPSOLUTIONS in ITX Monitor 2022

Only IT company with
100% FANS

2nd position in Superfans
62%

2nd position
Satisfaction Managed
Services (9,0)

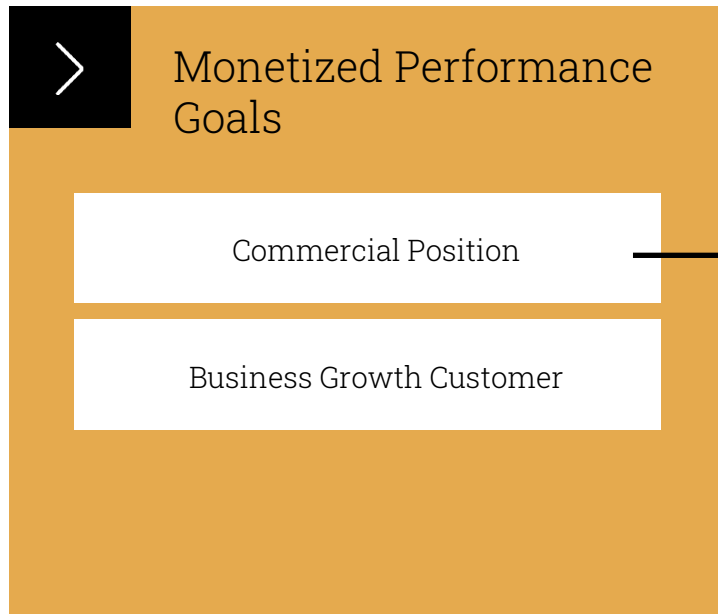
Shared 1st position
Satisfaction Managed
Infrastructure

1st position
Competencies

91

Shared 2nd position
Customer Delight

88



Monetized Performance Goals

Commercial Position

Business Growth Customer

- **Reletting:** the customer's intention to extend the current contract with BPSOLUTIONS
- **Share of Wallet:** the customer's desire to outsource additional services

Commercial Position

Commercial Position Distribution BPSOLUTIONS

Reletting

"If you had a choice, would you outsource the current IT services to BPSOLUTIONS again in the future?"



91

73

Score
 Market Average

Share of Wallet

"In case your organization would seek to outsource additional IT services that fit the portfolio of BPSOLUTIONS, would BPSOLUTIONS be considered to provide these services?"

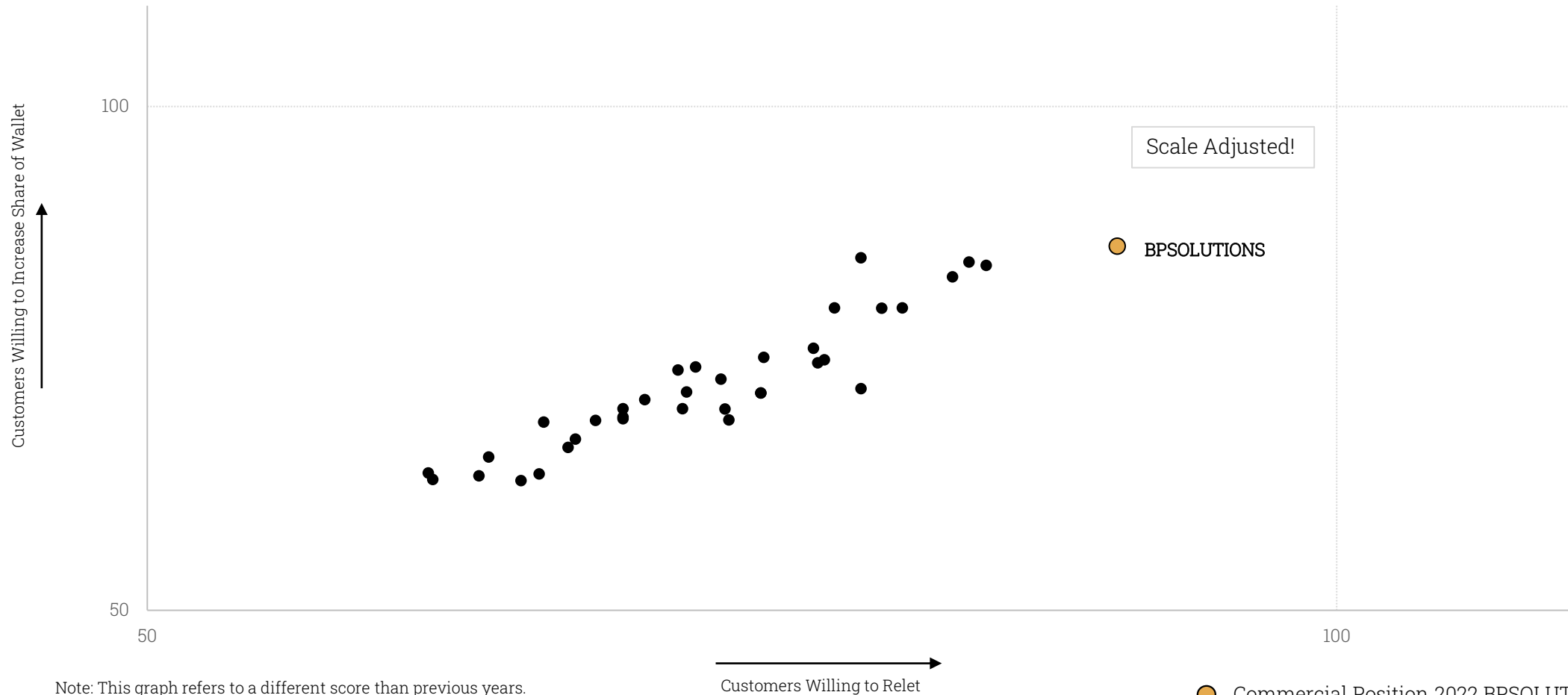


86

72

Commercial Position

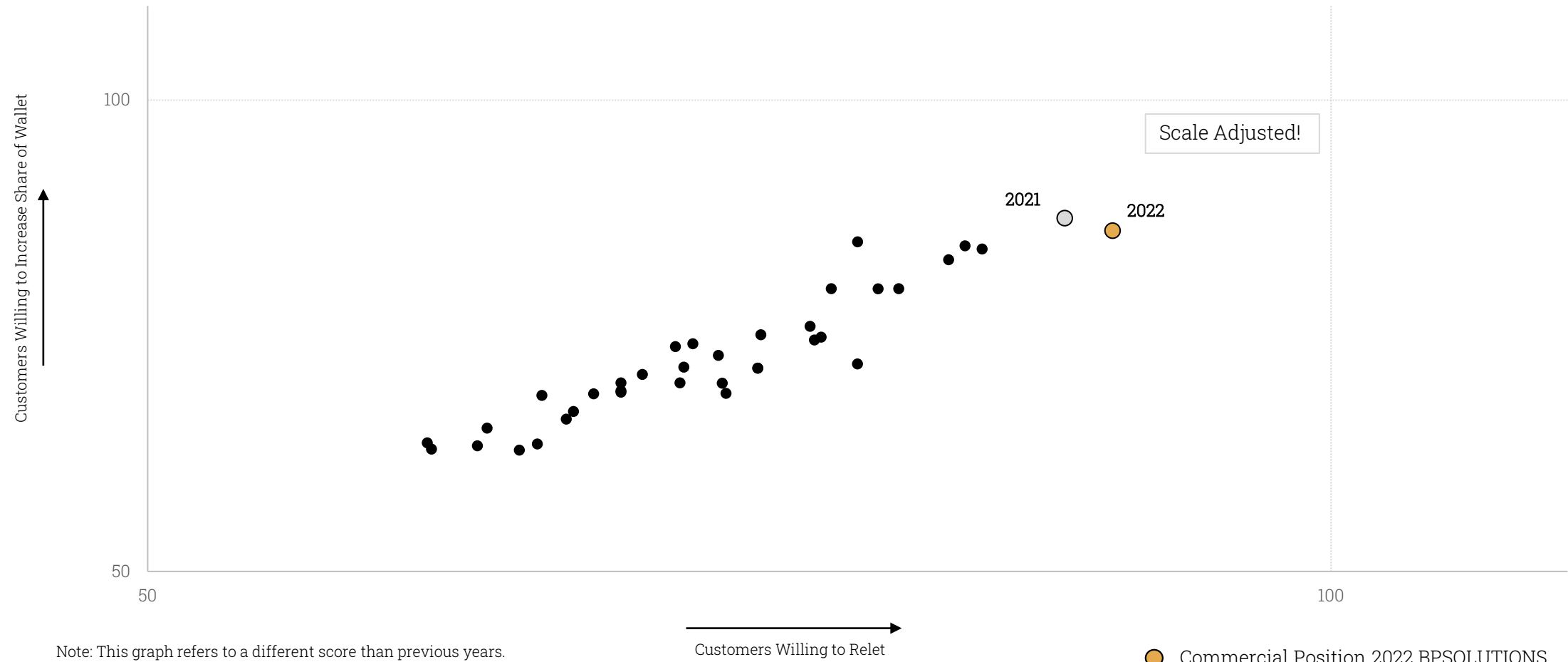
Commercial Position Scatter BPSOLUTIONS



Note: This graph refers to a different score than previous years.

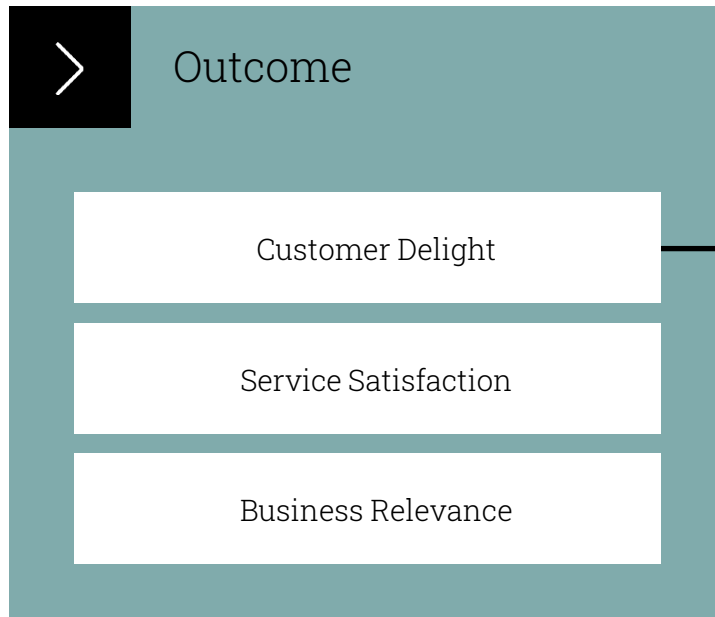
Commercial Position

Commercial Position Scatter BPSOLUTIONS 2021-2022



Note: This graph refers to a different score than previous years.

- Commercial Position 2022 BPSOLUTIONS
- Commercial Position 2021 BPSOLUTIONS
- IT Companies in ITX 2022

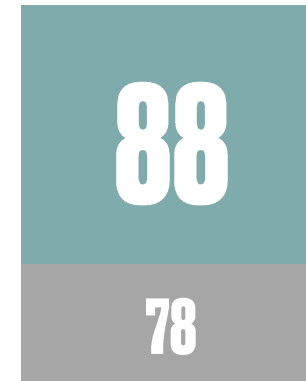
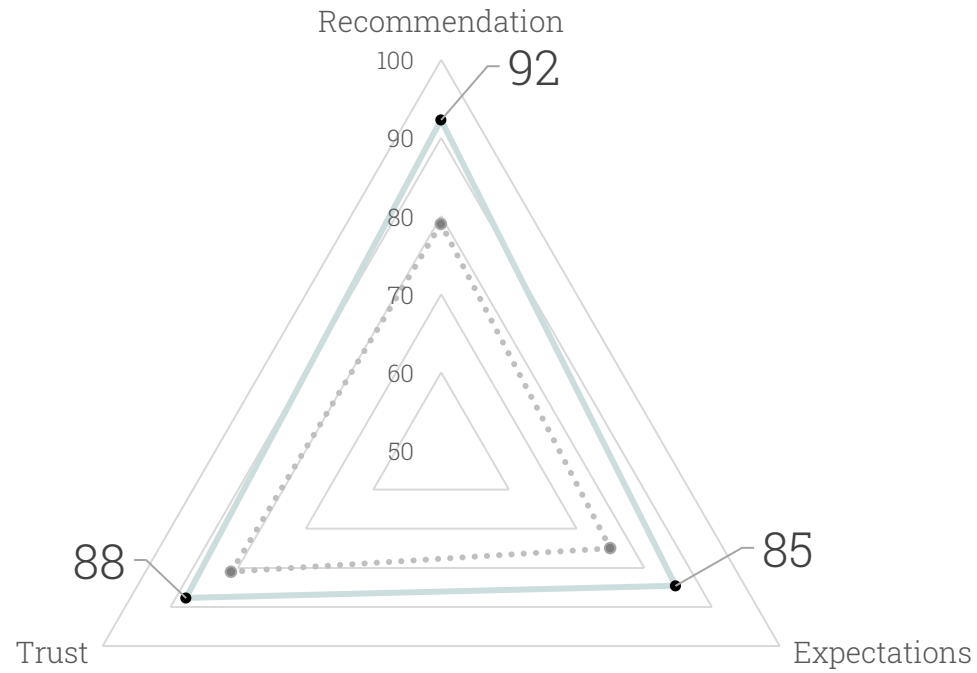


- **Recommendation:** "Would you recommend BPSOLUTIONS?"
- **Trust:** "To what extent do you trust BPSOLUTIONS?"
- **Expectations:** "To what extent does BPSOLUTIONS meet your expectations?"

The weighted average score of the three statements measures the level of Customer Delight.

Customer Delight

Customer Delight Breakdown BPSOLUTIONS



x Score

x Market Average

Customer Delight

Recommendation Distribution BPSOLUTIONS

"Would you recommend BPSOLUTIONS?"

Recommendation Distribution



92

79

X Recommendation Score

X Fan Score

X Market Average

Detractors, Passives, Fans



100%

75%





Recommendation

Recommendation Development BPSOLUTIONS (1)

2021

2022





Absolutely!		
Yes		
Probably		
Probably not		
No		
Absolutely not!		

Recommendation

Recommendation Development BPSOLUTIONS (2)

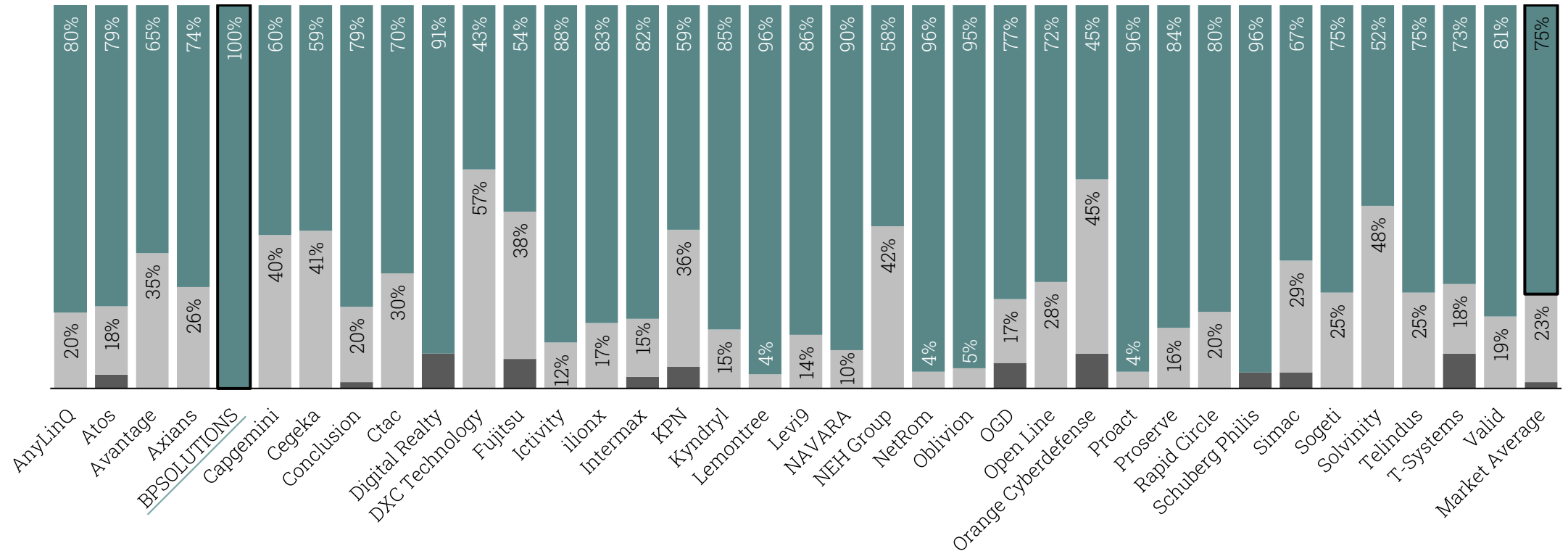
2021

2022

Absolutely!		
Yes		
Probably		
Probably not		
No		
Absolutely not!		

Recommendation

Detractors, Passives & Fans All IT Companies



Customer Delight

Trust and Expectations Distribution BPSOLUTIONS

Trust

"To what extent do you trust BPSOLUTIONS?"



88

81

Expectations

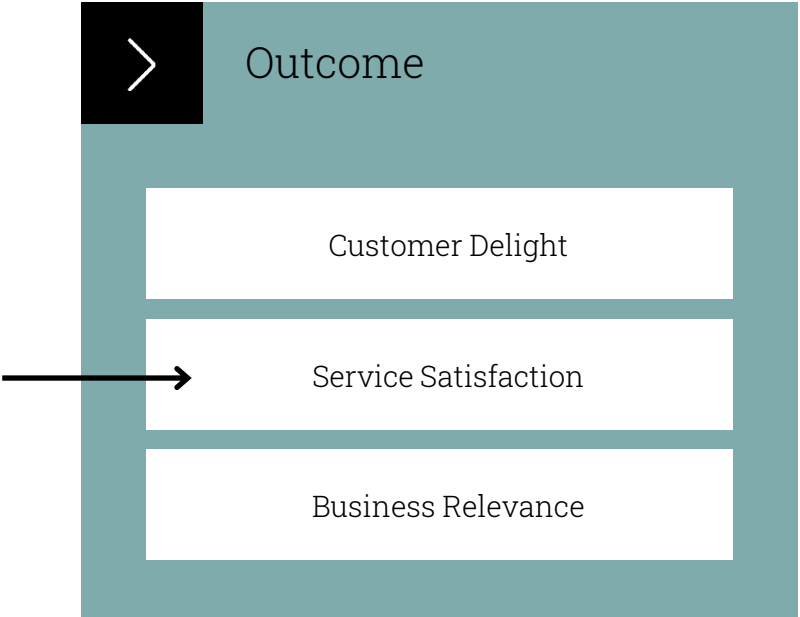
"To what extent does BPSOLUTIONS meet your expectations?"



85

75

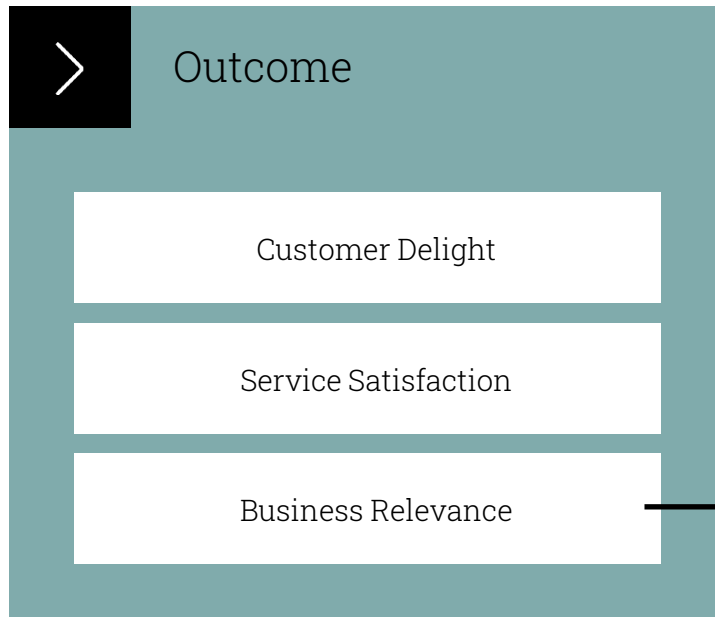
x Score
x Market Average



Service Satisfaction

Service Satisfaction BPSOLUTIONS Score per Role



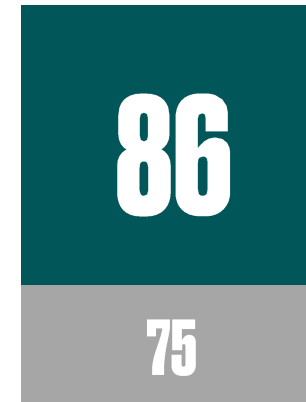
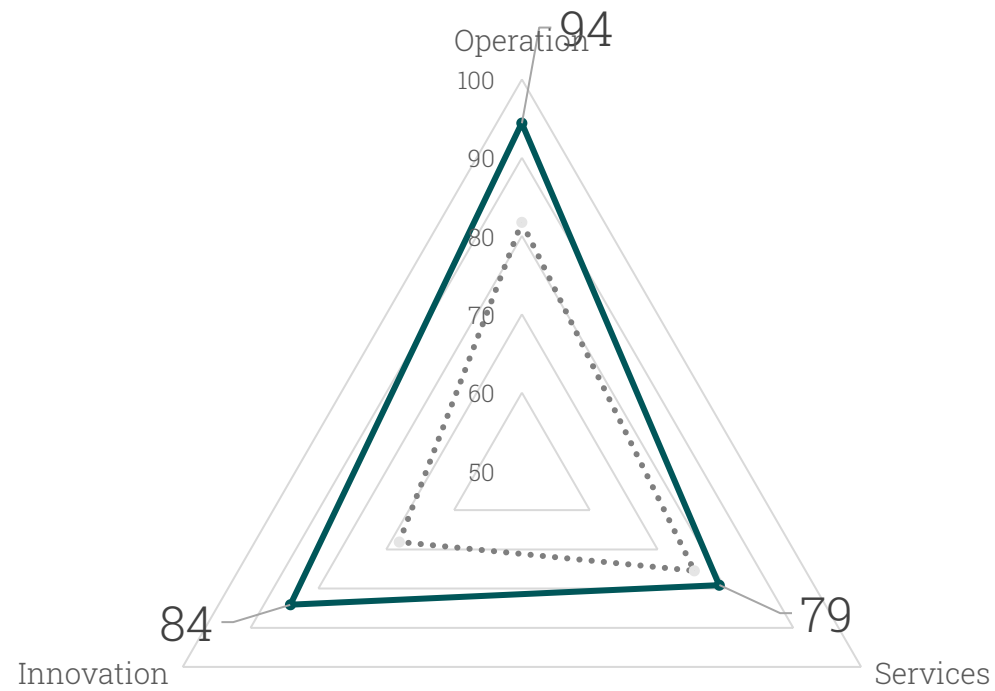


The weighted average score of the seven statements measures the level of Business Relevance.

- **Business Continuity:** “BPSOLUTIONS helps us to ensure our business continuity”
- **Risk Mitigation:** “BPSOLUTIONS helps us to mitigate potential business risks”
- **Quality of Services:** “BPSOLUTIONS helps us to improve the quality of our services and/or products”
- **Improved End User Satisfaction:** “BPSOLUTIONS helps us to increase the satisfaction of our end-users with our services and/or products”
- **Business Innovation:** “BPSOLUTIONS helps us to introduce new growth areas (e.g., services, products, processes and/or business models)”
- **Technological Innovation:** “BPSOLUTIONS helps us to develop innovative technological solutions”
- **Business Flexibility:** “BPSOLUTIONS helps us to increase our business flexibility”

Business Relevance

Business Relevance Breakdown BPSOLUTIONS



x Score
x Market Average

Business Relevance

Business Relevance Breakdown – Value Areas BPSOLUTIONS

Scores 2022

Operation

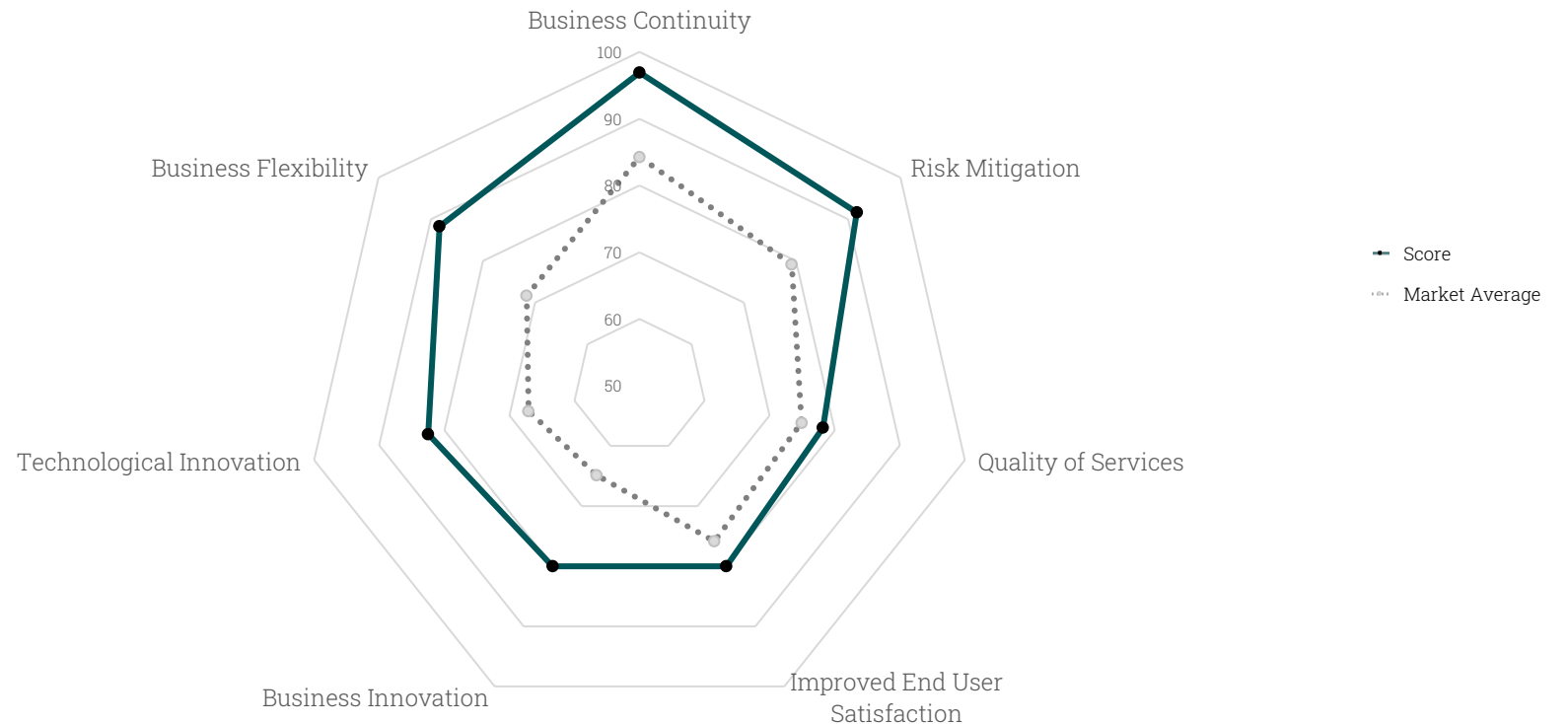
- 97 Business Continuity
- 92 Risk Mitigation

Services

- 78 Quality of Services
- 80 Improved End User Satisfaction

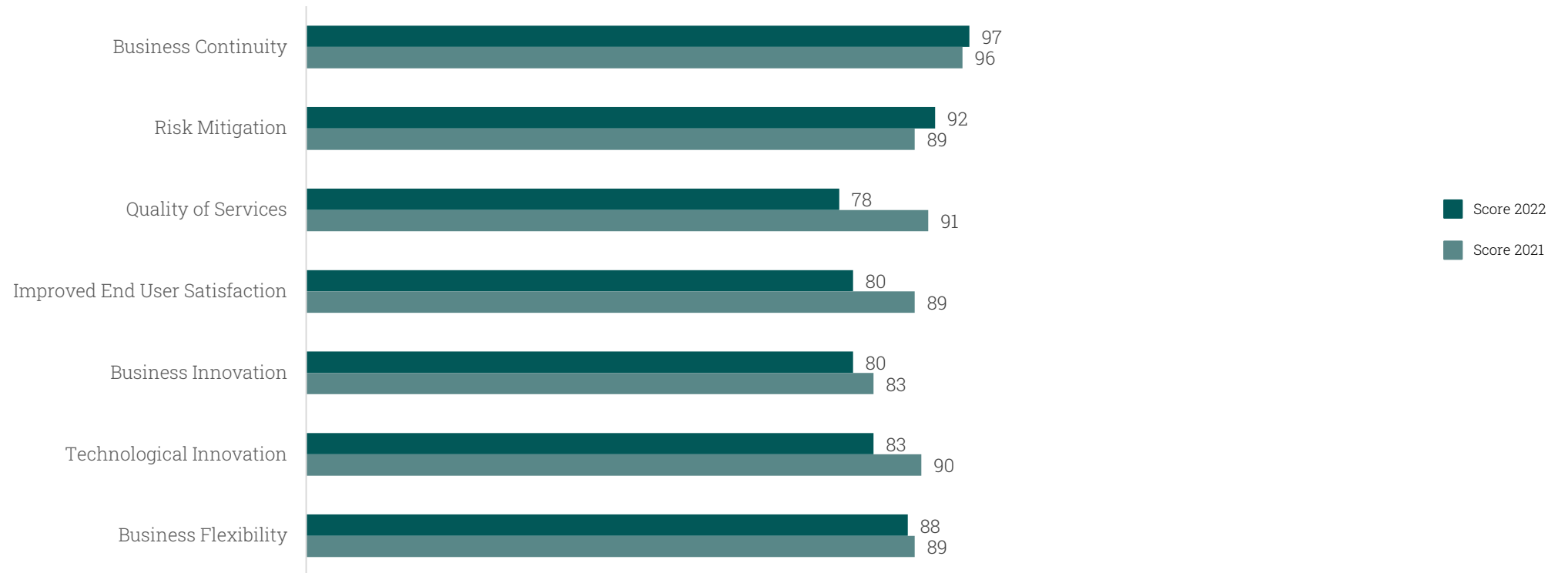
Innovation

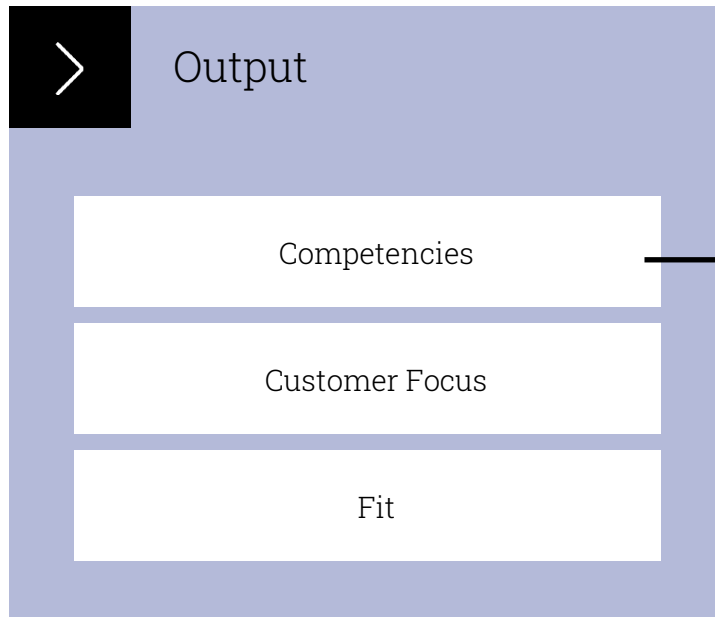
- 80 Business Innovation
- 83 Technological Innovation
- 88 Business Flexibility



Business Relevance

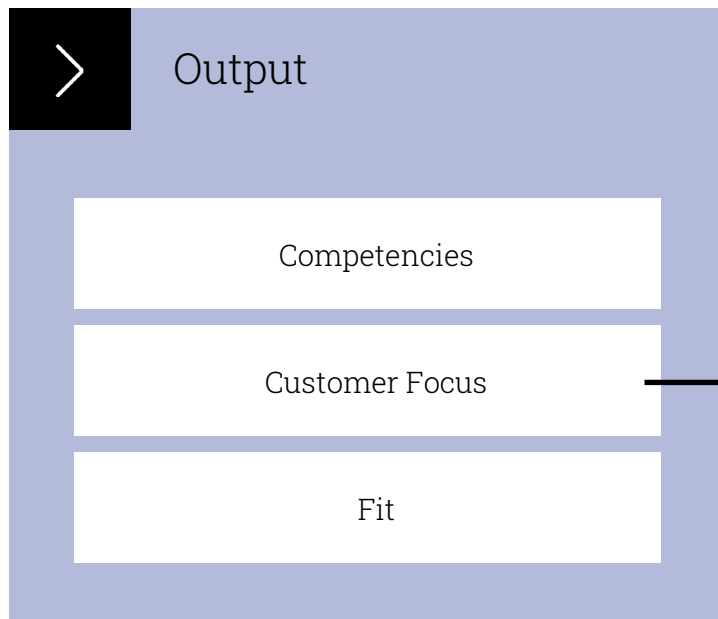
Business Relevance Breakdown – Value Areas BPSOLUTIONS 2021-2022





The weighted average score of the four statements measures the level of Competencies.

- **Skills:** "BPSOLUTIONS has the right expertise and skills to provide the services"
- **Zero Repeat:** "BPSOLUTIONS prevents repetition of mistakes"
- **Continuous Improvement:** "BPSOLUTIONS improves the existing service delivery"
- **Reliability:** "BPSOLUTIONS keeps to the agreements made"

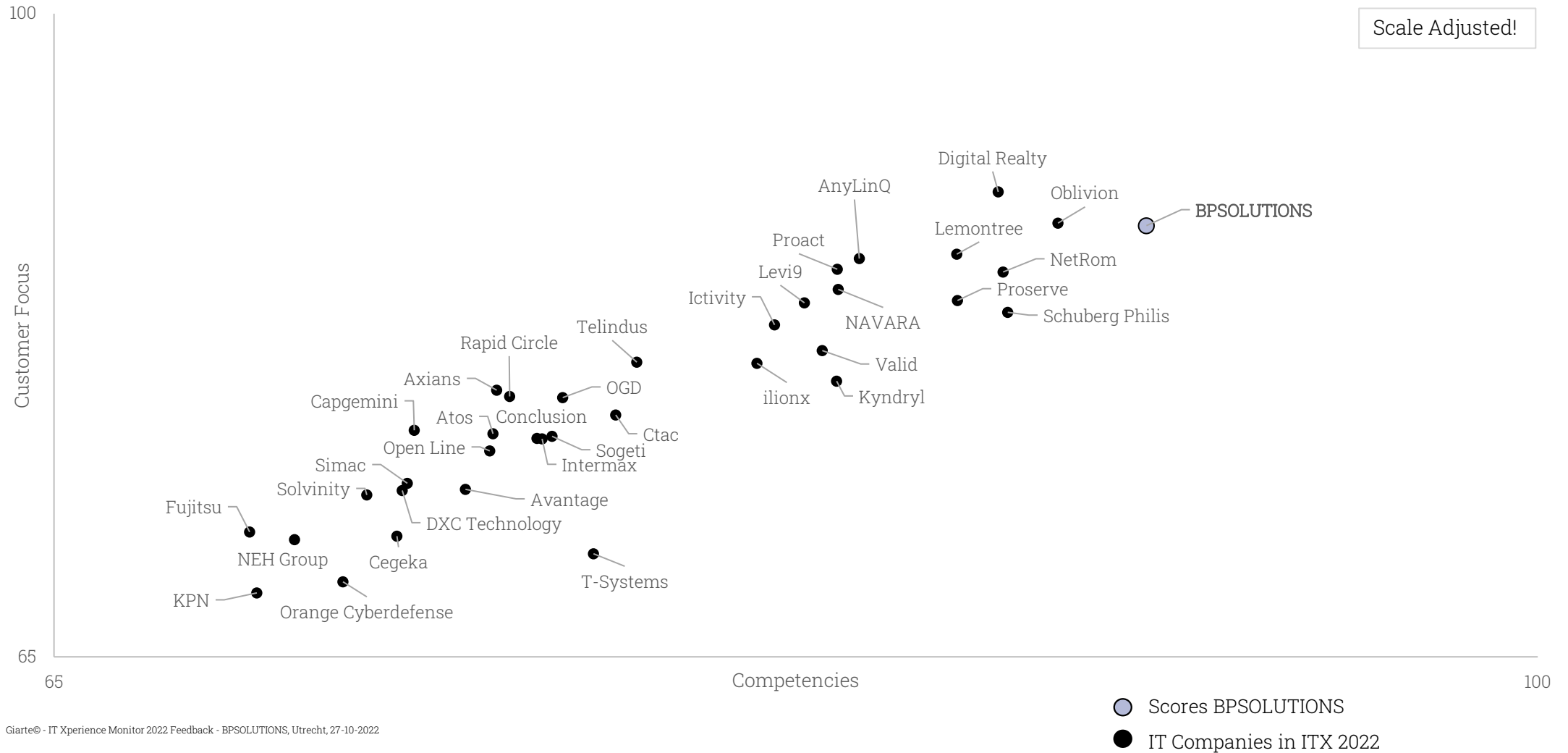


The weighted average score of the six statements measures the level of Customer Focus.

- **Communication:** "BPSOLUTIONS communicates well with us"
- **Empathy:** "BPSOLUTIONS understands our organization and challenges"
- **Willingness:** "BPSOLUTIONS puts in the effort to satisfy us as a customer"
- **Transparency:** "BPSOLUTIONS acts transparently in case conflicts or disagreements arise"
- **Interests:** "BPSOLUTIONS takes into account the interests of our organization"
- **Adaptability:** "BPSOLUTIONS is able to adapt whenever our needs change"

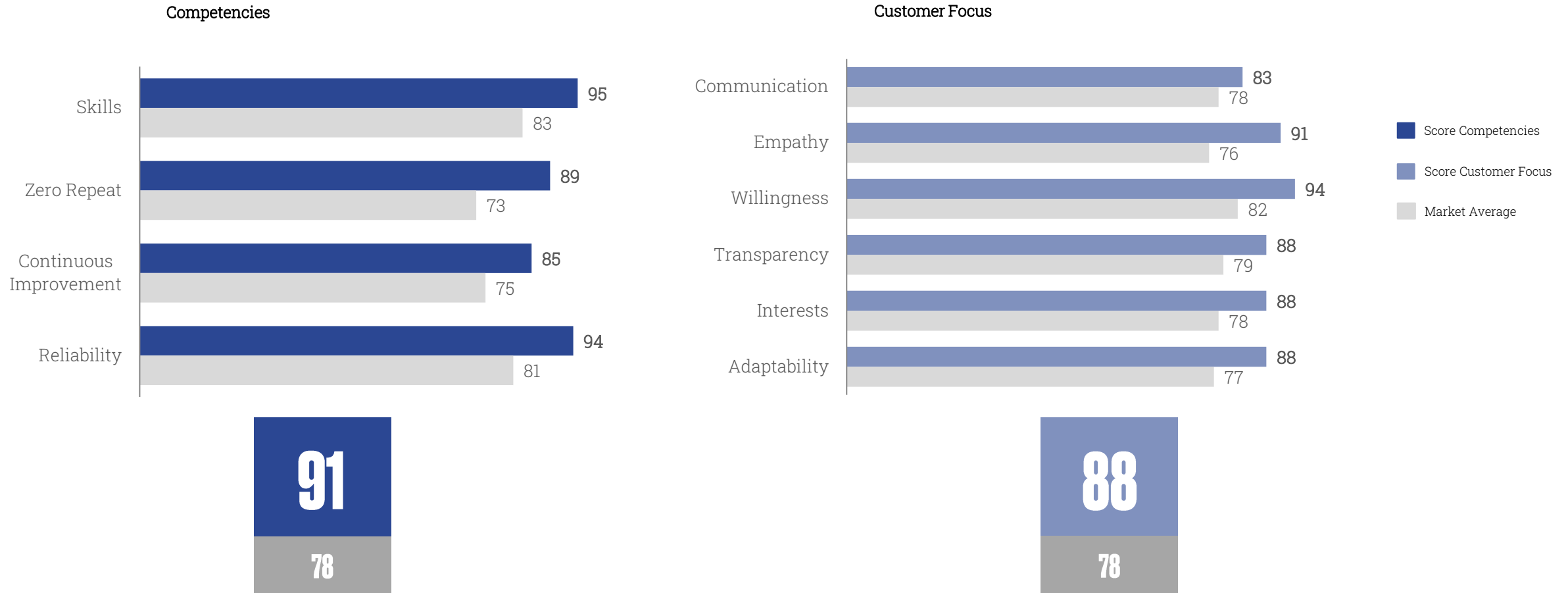
Service Satisfaction

Competencies & Customer Focus Scatter All IT Companies



Competencies & Customer Focus

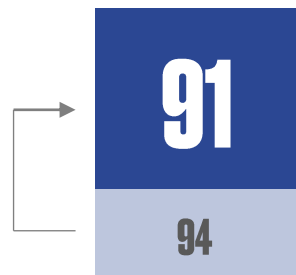
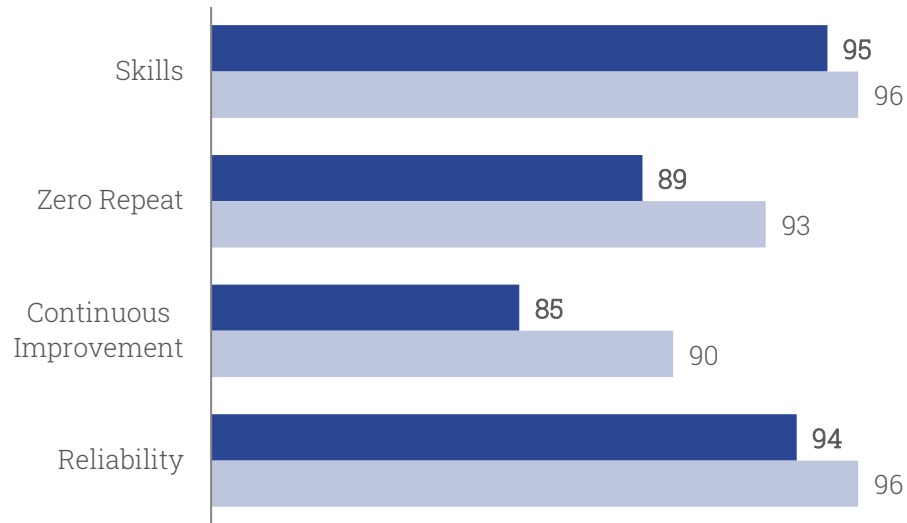
Competencies & Customer Focus Breakdown BPSOLUTIONS



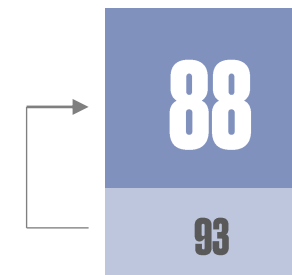
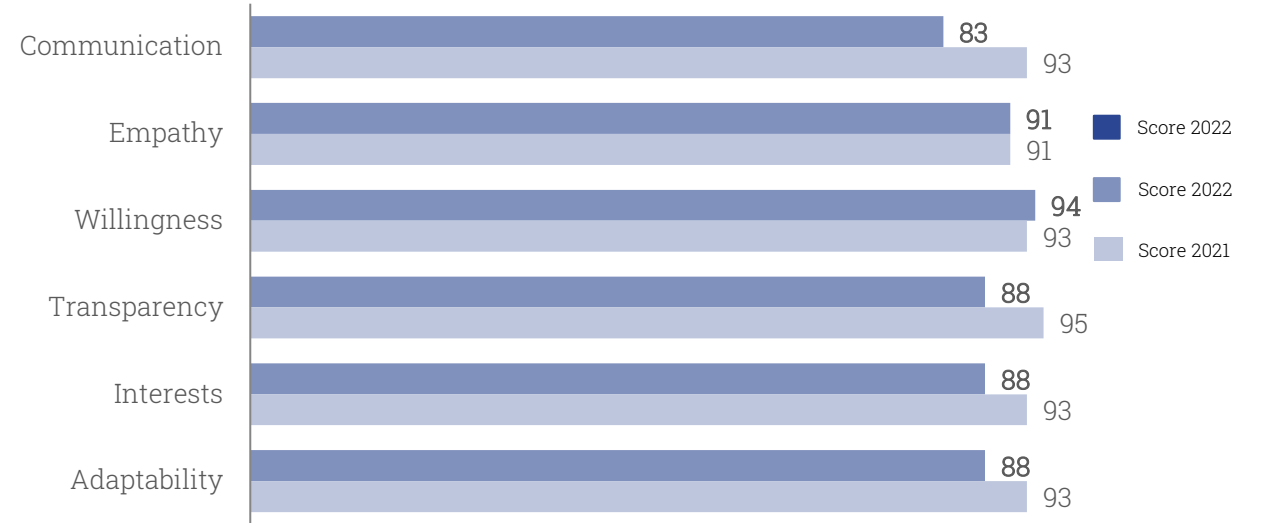
Competencies & Customer Focus

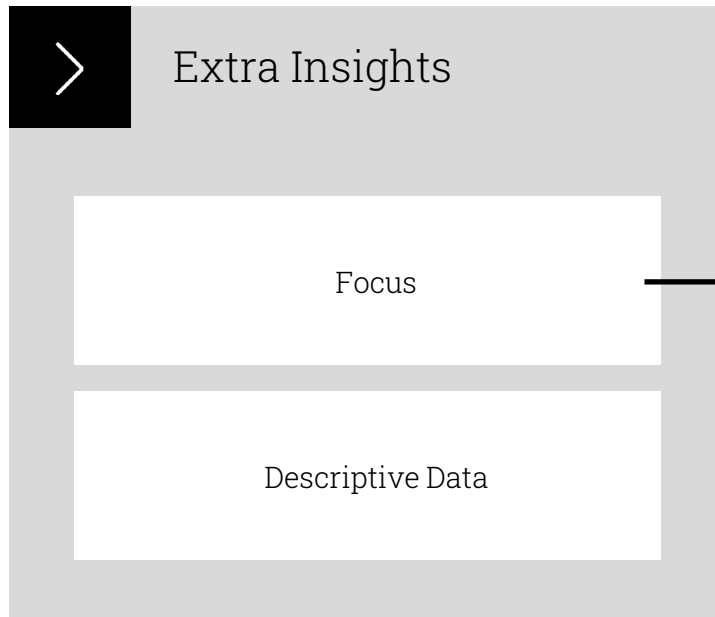
Competencies & Customer Focus Breakdown BPSOLUTIONS 2021-2022

Competencies



Customer Focus

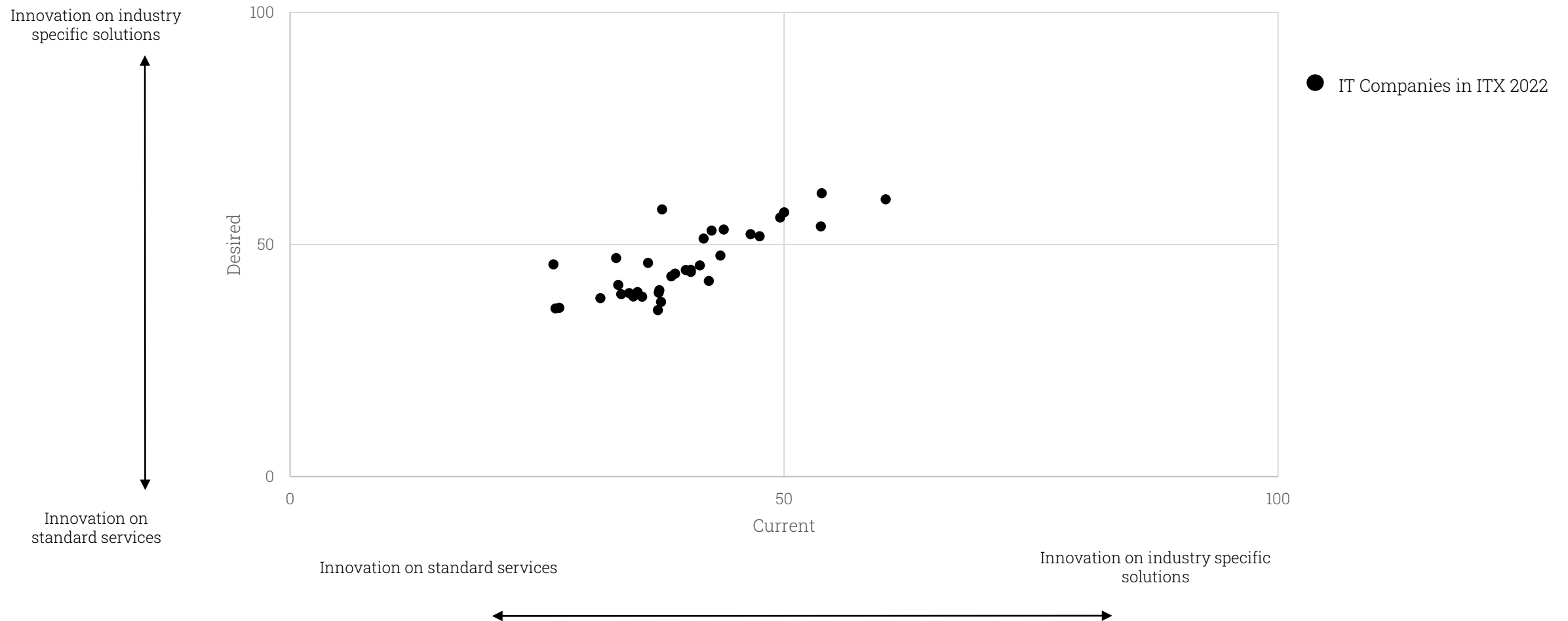




- **Current Focus:** “According to you, what is the current focus of BPSOLUTIONS?”
Innovation on standard services - Innovation on industry specific solutions
- **Desired Focus:** “Given the needs of your organization, where would you like BPSOLUTIONS to focus on more strongly?”
Innovation on standard services - Innovation on industry specific solutions

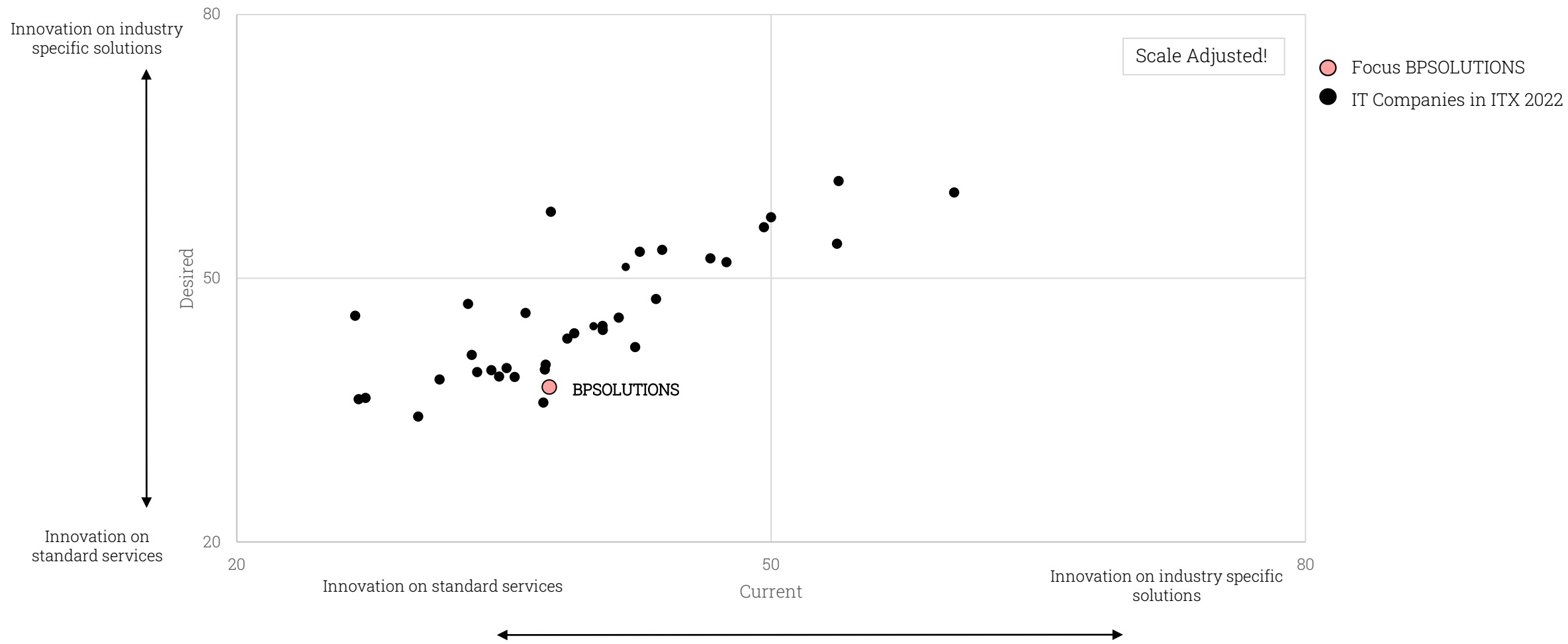
Focus

Current & Desired Focus All IT Companies



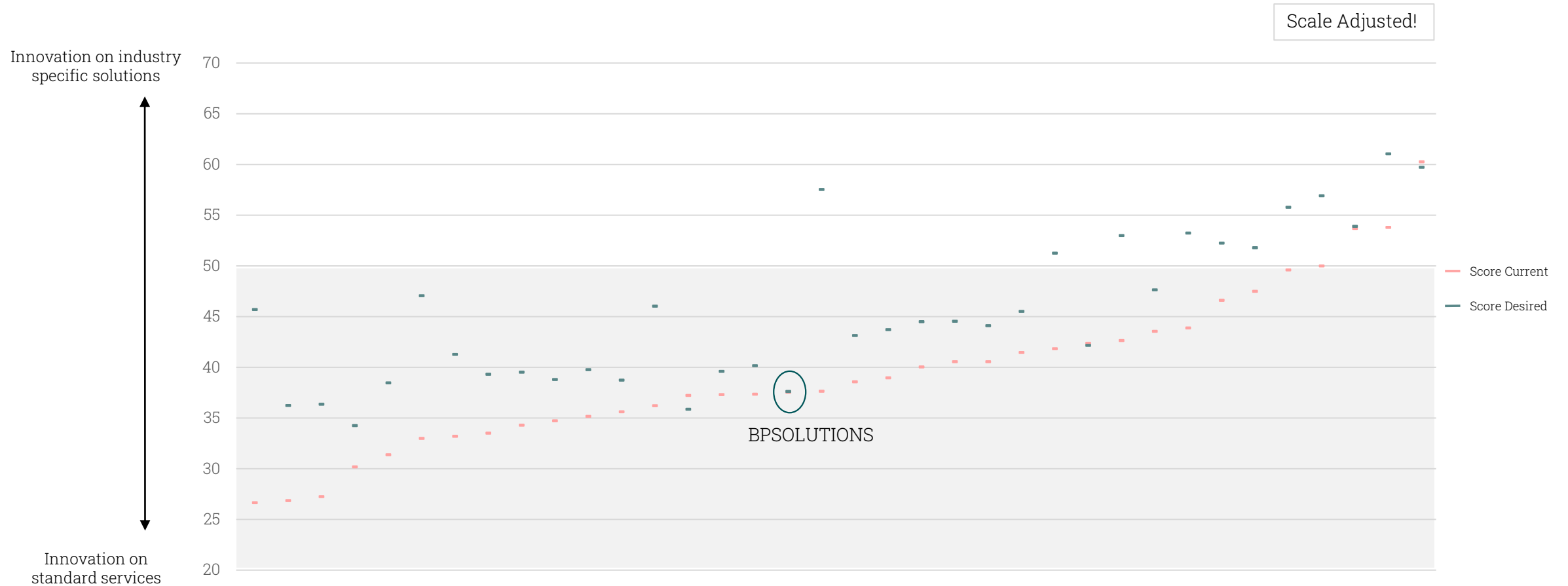
Focus

Current & Desired Focus BPSOLUTIONS



Focus

Current & Desired Focus All IT Companies





The appendix



Sectors explained

SECTORS

In the sectors figure all customers of BPSOLUTIONS have been divided into different sectors (in percentages). The division of these sectors can be found in the table on the right.

Disclaimer

When an IT company **has not** received evaluations in a particular sector, this does not always mean they are not represented in this sector. For example, customers from specific sectors may have not provided an evaluation by participating in this year's study, or contracts may have not reached the minimum required amount to be included in the study.

SECTOR

Business Services

Education

Financial Services

Government/Public Services

Healthcare

Housing

IT & Telecom

Production & Industry

Retail & Consumer Goods

Transport & Logistics

Other

EXAMPLES:

Consultancy & Advisory, research, HR, PR, communication services, real estate

Lower and higher education, mbo, hbo, university, e-learning

Banks, insurance, fintech, investors, trading

(Local/regional/national) governments, government instances, defence, police, courts of justice, libraries, utility services organizations

Cure, care, ggz, general practitioners, medical equipment

Housing and housing construction

IT service providers, ISV, wholesale, telecom

Agriculture, cattle breeding, fishing, car industry, manufacturing, pharmaceuticals, oil, gas, minerals and chemicals industry organizations, construction and engineering organizations

Retail, consumer goods (including food)

Transport, airlines, maritime sector organizations, storage facilities, logistics and supply chain

Other organizations that cannot be classified in above mentioned organizations, such as animal care, media, recreation, legal, NGO



Scoring Statements

Respondents are presented with different statements, and they are asked to rate each statement by choosing one of the answers below. Greater agreement with a statement offers more points and contributes to higher total scores.

The statements for Vision Alignment (Fit), Business Relevance, Data Center & Infra Services, Managed Services, Technology & Business Transformation, Business Growth Customer, and Industry Focus also include the answer option "Not Applicable because these indicators are not applicable to every relationship."

Answer Categories			Scoring
Completely disagree	Absolutely not!	Not at all	0 points
Disagree	No	Very little	20 points
Partially disagree	Probably not	Rather little	40 points
Partially agree	Probably	Rather much	60 points
Agree	Yes	Much	80 points
Completely agree	Absolutely!	Very much	100 points

Fan Score

The Fans Score is based on the indicator Recommendation. Based on their answers, respondents are divided into three groups: Detractors, Passives and Fans. The Passives group contains the cut-off point between negative and positive responses, namely "*probably not*" and "*probably*".

The Fan Score, but also the Detractor and Passive Scores, are presented as percentages of the total number of evaluations for the IT company.

Answer Categories	
Absolutely not!	Detractors
No	
Probably not	Passives
Probably	
Yes	Fans
Absolutely!	



Scoring Satisfaction

Respondents can select up to five roles the IT company fulfills in the collaboration. Next, they are asked to rate their level of satisfaction with each of the selected roles on a scale from 1 to 10.

In the case the respondent selects the role Data Center & Infra Services, Managed Services, Software Services or Technology & Business Transformation the respondent can also select and rate these services. After calculating the average score per service type, which is weighted based on the number of evaluations per service type, an average Satisfaction Score for each role is calculated.

About Giarte

In IT, people rarely come first. Too often, we run into dead-end streets and workarounds. That must change for the better. With research, training, and consultancy, Giarte is dedicated to creating the best possible human experience in IT. That is why our motto is "master the art of a perfect IT experience".

We have been crafting tools and conducting research to reveal the human experience in tech for over 20 years. We know the power of user experience and trust inside out, and we know how to reshape existing IT processes to make it happen.

We rethink IT starting at the impact it has on people and businesses. Next to conducting ground-breaking research on IT-related experience, Giarte is the driving force behind a growing movement called Xperience Level Agreement, XLA®, that is increasingly acclaimed and implemented by more and more companies. We introduced the new XLA® thinking to break the traditional IT paradigm.

Our clients and partners rank among the world's top technology companies, NGOs, and corporations. Our common goals are happy customers, empowered employees, and thriving businesses.

Find out more about Giarte on www.giarte.com and give your organization a boost with XLA®!

About ITX

The IT Xperience Monitor (ITX) is the annual measurement of customer experience (CX) within the world of leading and fast emerging IT companies in the Dutch market. ITX provides practical insights and inspiration for the continuous improvement of customer experience. Customer experience is the starting point for sustainable success.

How do you make customer experience part of your DNA? ITX is an anchor point and compass for IT companies and outsourcing organizations that want to make a difference. ITX is inextricably linked with XLA®, the framework initiated by Giarte. Xperience Level Agreement is a mindset (way of thinking), skillset (knowledge and skills) and toolset (measurement solutions and data platform) to steer IT services towards what really counts for IT users, the business and customers.

Find out more about ITX and XLA® on itx.giarte.com or www.giarte.com

About The Giarte Academy

The Giarte Academy

To accelerate the global adoption of Xperience Management and XLA®, Giarte launched its own Academy with a suite of self-paced, online, and classroom training. The training courses provide concrete tools to start with Xperience Management yourself and to realize your first XLA®s.

The XLA Academy welcomes people with different backgrounds within your organization, such as DevOps, Customer Operations, Software Development, Service Delivery, Service Improvement, Customer Success Management, Sourcing Management and UX/CX Experts. All courses are open to individuals and groups of your organization.

Are you ready to get your first XLA® badge and get started with Xperience Management?

Visit academy.giarte.com and give your organization a boost with XLA®!

IT XPERIENCE

> Dé jaarlijkse monitor van klantbeleving in zakelijke IT

MONITOR 2022

GIARTE

Voor toonaangevende en snelgroeiende IT-bedrijven in Nederland



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perfect IT experience

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