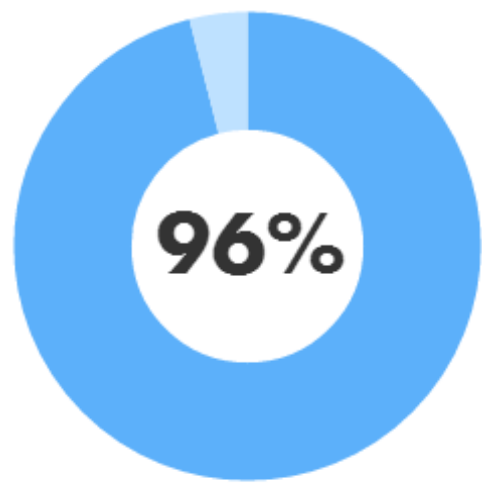


## 2017 Customer Satisfaction Report

We asked our clients about the performance of our services, taking into account cloud and managed services, cost & value, and total client satisfaction.

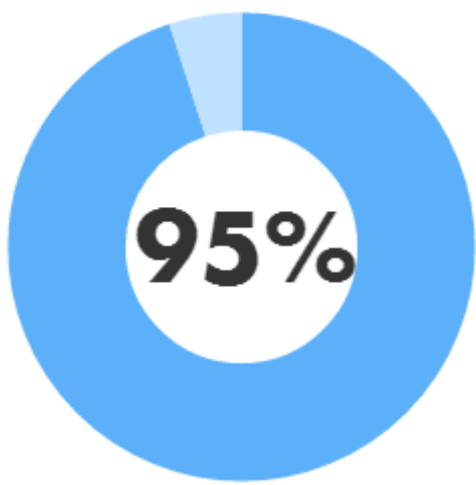
### Managed Services

96% of clients are very satisfied with managed services, citing the level of professionalism from OSIbeyond employees as the number one contributing factors.



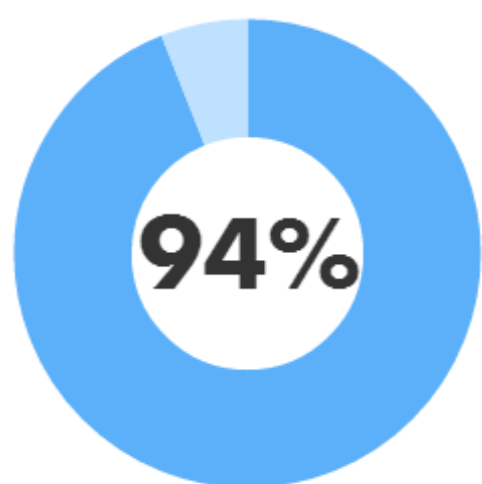
### Cloud Services

95% of clients are very satisfied with cloud services, with availability (up time) and overall reliability tied as the highest rated category.



### Cost & Value

94% say they are very satisfied with the value they receive from services provided by OSIbeyond.



### Here's what our clients had to say:

"OSIbeyond's expertise helps me feel confident about my network and more IT infrastructure."

"I applaud the OSI team for overall services."

"Keep up the good work, above all maintain your quality of your customer service."

"OSI was instrumental in making our facility move a success this year."

**OSIbeyond Received An Overall "A" Rating For The Second Year In A Row!**



\*Based on the individual categories above, clients rated OSIbeyond's overall services at 95%