

ArjoHuntleigh Getinge Group

ARJOHUNTLEIGH
GETINGE GROUP

Solution Required

ArjoHuntleigh used Netigate to:

- Conduct annual global customer satisfaction surveys in 21 countries and 9 languages in a cost effective way
- Measure the Net Promoter Score in an easy and efficient way
- Allow for deep analysis through cross tabulation not available through the standard internet survey applications
- Drive accountability for local corrective action plans across the regions and markets

Results

As a result of using Netigate ArjoHuntleigh

- Optimised the survey with the expertise and guidance of the experts from Netigate and Netigate Insight
- Achieved second year response rates in excess of 15%
- Placed a focus on the importance of listening to what their customers are saying and understanding net promoter score as a standardised measure of performance

“I have been very impressed with Netigate. It has proved to be exceptional value.”

John Gregory,

former Marketing Communications Director

The customers value in focus ArjoHuntleigh endeavours to be an outward looking company driven by the motto ...with people in mind. Therefore their strategy is focused on creating value for the customers and on closing partnerships with them. In order to find out more about our customer's needs and wishes ArjoHuntleigh commenced conducting customer satisfaction surveys on an annual basis. Netigate provided ArjoHuntleigh with a platform and the guidance to complete international customer satisfaction surveys in an efficient and cost-effective way.

ArjoHuntleigh

ArjoHuntleigh is a leading global provider of medical technology products, services and solutions for patients with reduced mobility and related conditions due to for example age, illness, overweight or in post-surgery situations. The company's solutions aim at actively preventing some of the most common healthcare-related conditions such as pressure ulcers, venous thromboembolism, patient falls or injuries to caregivers.

ArjoHuntleigh is dedicated to increasing the quality and efficiency of care.

With more than 5,500 employees worldwide and an annual turnover of more than € 750 million the company serves the needs of acute and long-term care in more than 100 countries.