

Customer Satisfaction with Neos and Assembly



Released
43
New Features in 2023


Net Customer Retention Rate of
109%**



1100+
Neos University Certifications



560+
Documented Positive Customer Testimonials About Neos



U.S-Based Customer Support

Average of
20
Minutes to Engage with the Client After a Ticket has Been Submitted



Over
80%
Of all Calls are Answered in less Than 40 Seconds

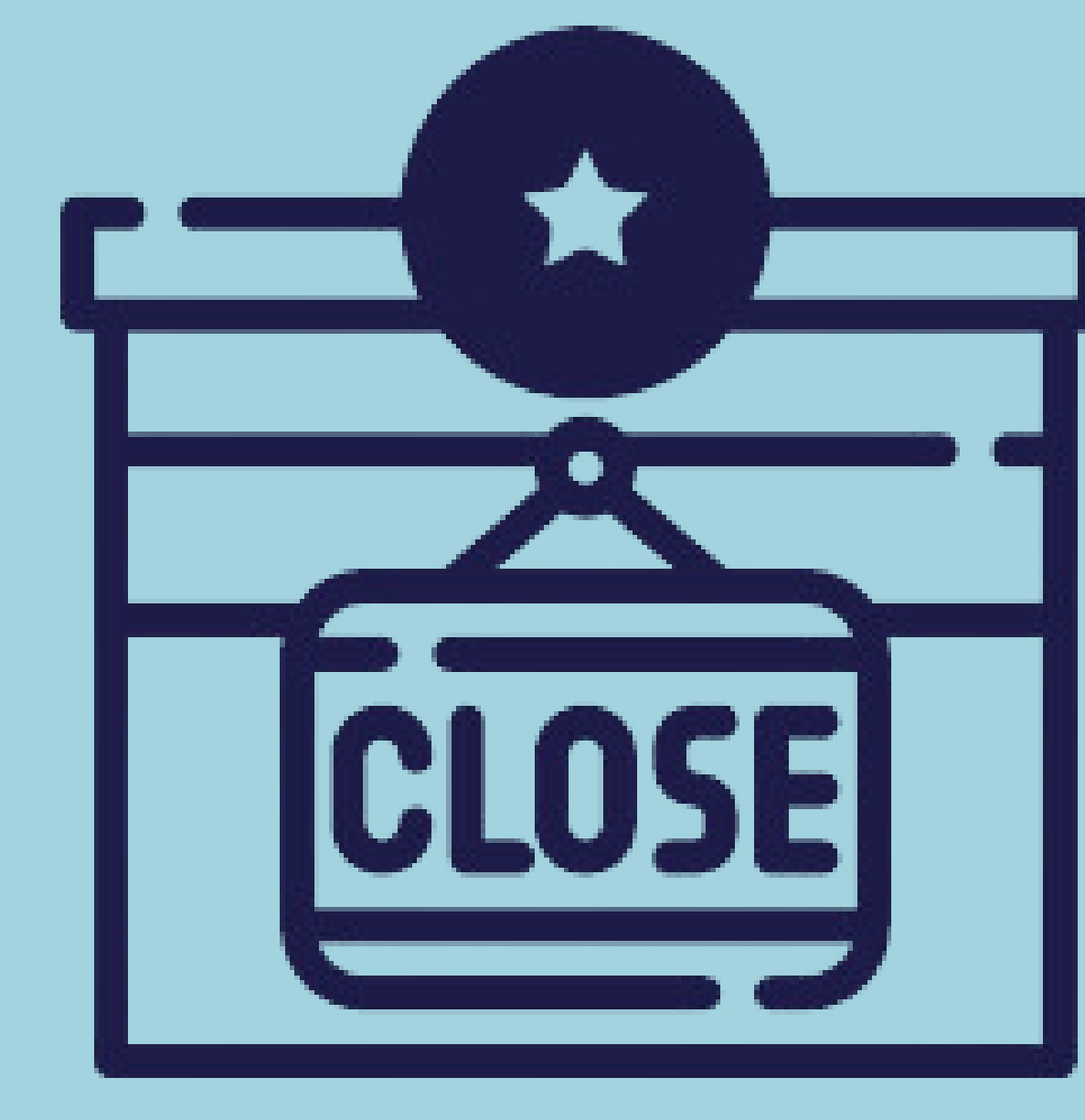


Customer Satisfaction Score



97%

82%
Of Tickets Closed in 24hrs



Assembly



35+
Years of Case Management Software Experience

Senior Leadership has Almost
300
Years of Combined Experience



Average Employee Tenure of
4 years




140+
Employees from all Over the U.S.

**Once firms are on Neos, the average firm grows their staff and requires additional licenses