


Customer Satisfaction with Neos and Assembly

Net Promoter Score of



56

(average for SaaS is 40*)

Released




52

New Features in 2024

Net Customer Retention Rate of

106%**




2200+

Neos University Certifications



850+

Documented Positive Customer Testimonials About Neos




U.S-Based Customer Support

Average of

15

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



Over

80%

Of all Calls are Answered in less Than 40 Seconds



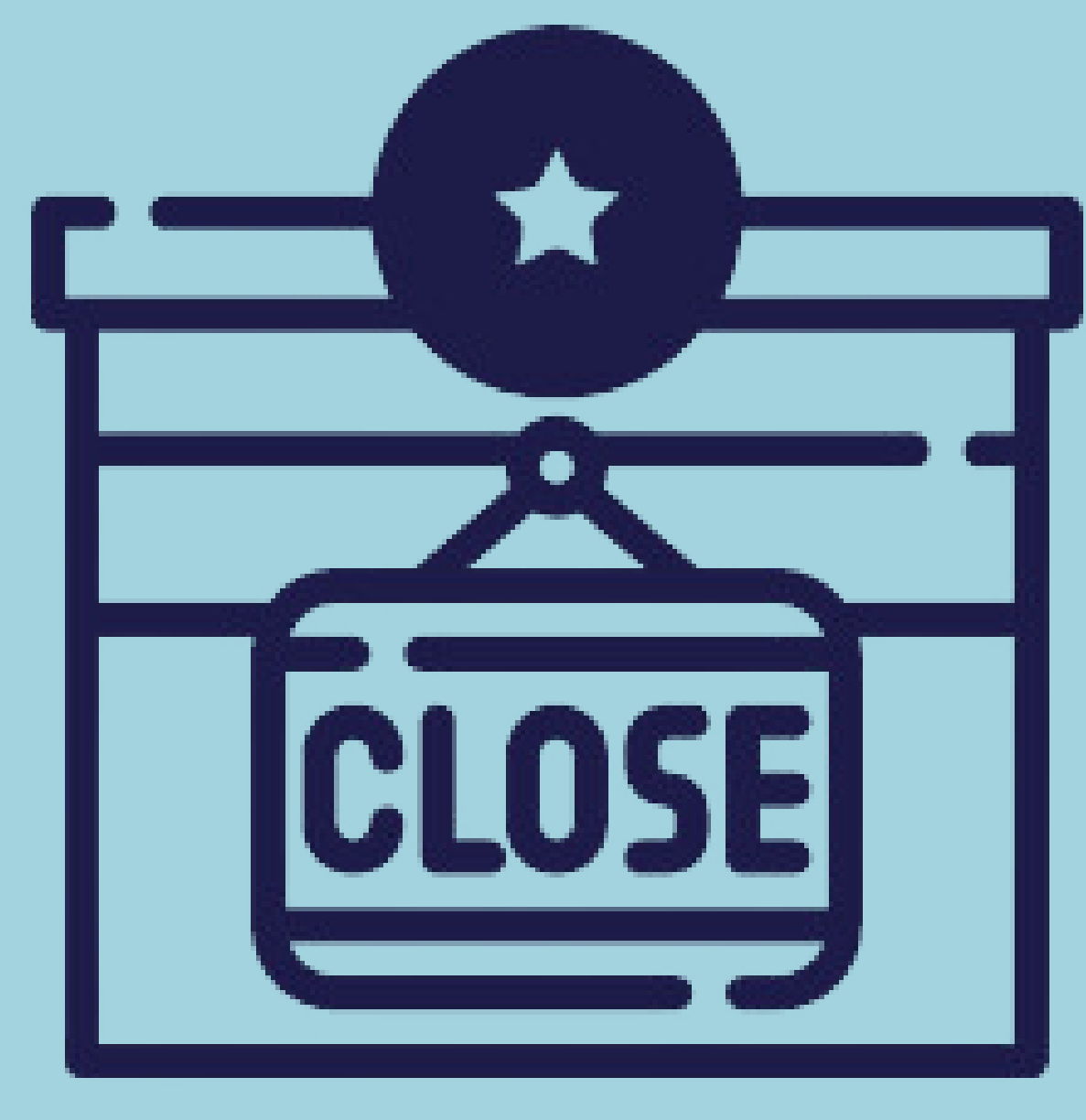
Customer Satisfaction Score



96%

78%

Of Tickets Closed in 24hrs



Assembly



40

Years of Case Management Software Experience

Employee Net Promoter Score of

107




145+

Employees from all Over the U.S.


Average Employee Tenure of



4.5 years

4%

Turnover



(well below industry average)

Senior Leadership has Almost

300

Years of Combined Experience



*Source: Retently 2024 NPS Benchmarks for B2B Software & SaaS
www.retently.com/blog/good-net-promoter-score/

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