



CUSTOMER EXPERIENCE

WE ARE LISTENING

WHY ARE WE LISTENING?

Iron Mountain is committed to providing an exceptional Customer Experience. One of the most important factors in achieving this goal is listening to you, our customer, and incorporating your feedback into our continuous improvement process.

WHAT IS NET PROMOTER SCORE (NPS)?

NPS provides a best-practice framework for collecting, evaluating and acting on customer feedback to optimise benefits and engagement.

Iron Mountain uses NPS to measure customer satisfaction and loyalty through a survey attached to your Work Order that asks for a score range between 0 and 10, with 10 being positive. NPS embeds feedback into our processes and promotes a company culture that is truly customer focused.

WHAT INFORMATION DO WE COLLECT?

The real-time, unbiased feedback is both qualitative and quantitative. We ask one main question, How likely is it that you would recommend Iron Mountain to a friend or colleague?

The survey is designed to collect your specific expectations and preferences. It's all about learning, improving and evolving!

WHAT DO WE DO WITH THE INFORMATION?

Guided by your feedback, we aim to shape and improve our services.

We have a dedicated Customer Experience Team that actions your feedback. Issues rectified quickly ensuring the service we provide you meets your expectations. We also use insights to drive innovation and improve our service offering.

WHAT CAN YOU DO?

Iron Mountain appreciates your support. By participating in the survey attached to your next Work Order, we can respond to your needs.

Contact your Account Manager or for further enquiries contact us on:

W: www.ironmountain.co.nz

P: 0800 732 255