



CUSTOMER EXPERIENCE

Why customers choose—and stay with—Journeyx

By the numbers



What sets Journeyx apart:

**Easiest to Do
Business With**

**Best User
Experience**

**Easiest and Best
Implementations
and Integrations**

**Provably Distinct,
High ROI Value**

17 minutes

Average time between support ticket entry and human response in 2023

36.5 minutes

Unscheduled downtime in all of 2023 (over 99.99% uptime)

98%

Support tickets rated “Awesome” in 2023

0

Number of exceptions in annual SOC audits

10 minutes

Average downtime for a scheduled software upgrade to a new version

500ms

Average response time for users loading the application



MORE CUSTOMER EXPERIENCE DATA...

< 2 days

Average time between contract and initial outreach to customer

10%

Average actual deviation from service project estimates in past 6 months

100%

Projects tracked using constant customer feedback process

★★★★★ (4.6)

Responsiveness Rating
< 1 day response time

★★★★★ (4.3)

Consulting Rating
how customer perceives solution recommendations

★★★★★ (4.4)

Project Management Rating
frequency and quality of project updates