

DENOVO ACHIEVES YET ANOTHER RECORD-BREAKING CUSTOMER NPS SCORE

Posted: April 26, 2022

BOULDER, CO, UNITED STATES, April 26, 2022, Denovo, a leading provider of managed enterprise resource planning (ERP) application operations, professional services, and technology platform services, is pleased to announce a Q1 2022 Net Promoter Score (NPS) of 61, up from 52 in Q4-2021.

“Denovo continues to focus on delighting its customers with every aspect of our service delivery and throughout every customer experience” said David Shimoni, CEO of Denovo. “When we announced last December an industry record NPS of 52, we promised to continue to improve our performance – and we did! An increase of seventeen percent in one quarter is a marked gain for Denovo and I attribute that increase distinctly to our exceptional Denovo employees and to our growing family of customers that we are so privileged to serve.”

The Net Promoter Score is a measure of customer satisfaction based on the responses to one pointed question: “On a scale from zero to ten, how likely would you be to recommend our company to a friend?” Denovo asks this question of our customers each quarter and acts responsively on all feedback – whether it be favorable or not.

In 2003 Bain & Company devised the Net Promoter Score to measure how well an organization creates customer relationships. It is used widely across a variety of industries to measure customer satisfaction. NPS has been shown to correlate directly to business growth and new customer acquisition.

Paul Cioni, Executive Vice President and CTO for Denovo added “Our exceptional people developed and continue to refine exceptional processes to support our customers. As an example, simplified service entitlements based on business outcomes, like determining a trial balance or processing payroll, give our team the flexibility and the mandate to leverage Denovo’s service resources to deliver superior outcomes. I’m proud of the way our sense of operational empathy – for example allowing the customer to set case priority and never closing a ticket without customer concurrence – creates an exceptional service experience for each customer.”

Denovo provides a guided cloud journey for customers with Oracle ERP workloads seeking to embark on a hybrid cloud, multi cloud, or any cloud digital transformation journey. Our SmartCloud approach matches the “right cloud” to the “right workload”. As independent, professional stewards of each customer’s unique transformation, Denovo delivers guaranteed results.

Shimoni added “Denovo is not finished elevating the service quality we deliver to our customers. Our journey to deliver sustained world-class support during every customer experience remains our focus. I know that we have exceptional technology, disciplined operations teams, and the best trained and equipped professionals. We will continue to

leverage these service resources to create remarkable service for every customer that chooses Denovo.”

About Denovo

Established in 2003, Denovo Ventures, LLC (Denovo) is a full-service Oracle Enterprise Resource Planning hosting, cloud computing, application managed services, managed disaster recovery, and professional services firm with extensive expertise in designing, implementing, and supporting enterprise software.

Denovo is proud to be an Oracle Partner with expertise in JD Edwards, Oracle E-Business Suite, Oracle ERP Cloud, and Oracle Cloud Platform. Our team of over 200 Oracle resources has a combined 3,600+ years of Oracle experience. This includes successfully completing Oracle ERP and cloud projects for a wide variety of commercial and public-sector clients. The company is headquartered in Boulder, Colorado. For more information on who Denovo is, please visit our website at Denovo-us.com.

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