

2021 Customer Satisfaction Results

In our 2021 customer satisfaction survey, we received feedback from over 550 clients. Here's what our customers think about the iHASCO experience...

iHASCO was given an overall rating of 4.6 out of 5



8.89 / 10 for:
Ease of use



9.02 / 10 for:
Responsiveness



9.28 / 10 for:
Friendliness of staff



9.24 / 10 for:
Knowledge of staff



9 / 10 for:
Range of courses offered



9.24 / 10 for:
Customer service & support



9.07 / 10 for:
Course quality



9.21 / 10 for:
Accuracy of content



NPS score:

66

compared to a UK average of 30

Net Promoter Score is an universally accepted measure of Customer Satisfaction based on how likely a customer is to recommend a business. Our NPS is deemed an 'excellent' by Bain & Co (the source of the NPS system), with the average B2B Software NPS score sitting at 30 in 2021.

What our customers say

about us...



Great quality, good content, each course is well laid out. System is intuitive and easy to navigate. Support from iHASCO staff is first class and very responsive. Overall, highly recommended.

- Sheila G, St Aloysius' College



Very informative, high quality videos and additional resources, mixture of videos with subtitles in different languages and additional transcript -great way to meet learner needs

- Agnieszka, Morgan Motor Company



New courses are released all the time so we know that you actively monitor them to ensure that they are always up to date - not something we had with our last LMS so much appreciated!

- A A Thornton



I love the dashboard, the courses are great, wonderful production of videos, full of information and easy to access.

- Kimberley, Infrastructure Gateway Ltd



Very high quality production standards and presentation. Appropriate in the level of assumed knowledge, pacing and language. The best I've come across for this type of content.

- Sarennah, H.E.L Group