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Ziphany, LLC Receives “Outstanding” Marks in Customer Satisfaction

Buffalo-Based Ziphany, LLC continues to meet or exceed Customer expectations in both metering service/presentation and reporting

Source: Ziphany, LLC, Buffalo, New York

Publication date: 2003-07-14

July 14, 2003, Buffalo, NY (USA) - Ziphany, LLC, a provider of energy monitoring/verification and internet communications systems, finished another round of customer satisfaction interviews, and received a grade of “outstanding” from 95% of those surveyed. As a follow-up to the six-month continuous improvement audits, Ziphany conducted a series of customer satisfaction interviews with a broad cross-section of customers. The participants included representative customers from government, institutional, commercial and industrial clients.

Customers were asked to rate Ziphany in several categories including: user friendliness, response time for issues/questions, functionality of the data/reporting, reliability of the data, and overall satisfaction with the system. The results were then placed into a matrix for evaluation and based upon the numerical response rating; Ziphany achieved an “Outstanding” grade from 95% of the participants. The remaining 5%, comprised of customers with less than 6 months experience on the system, rated Ziphany as meeting or exceeding expectations in all categories.

Frank Williams, Technical Customer Support, stated, "In the many conversations I've had with our numerous clients, it has been the retort of many; that they are pleased with how quick and effective their data is delivered to them. Determining how the data is applicable to cutting unnecessary everyday production power is just as important as knowing the data is aimed at cost-cutting measures that generates more capital for providential projects. To be able to see how much power is being utilized at any given point of the day and make necessary changes to save my company real dollars in conjunction with meeting important deadlines of production makes Ziphany's product worth it's weight in gold."

Ziphany provides an open-ended communications platform that permits data acquisition from multiple hardware devices and existing building management systems. These data are then transferred to Ziphany's secure website where presentation applications can be utilized to view information to help reduce operational costs.