



Customer Service & Support

You Purchase Software, But Live By The Support

ICS issues Customer Surveys after each Help Desk call. Since 2005, we have sent 812 surveys and received a total of 164 responses with the following results:

Was your call answered promptly?

Yes – 164 No – 0

Was the support staff knowledgeable and helpful?

Yes – 164 No – 0

Was the issue resolved to your satisfaction?

Yes – 164 No – 0

Please rate your satisfaction with customer support?

Satisfied – 53 Very Satisfied – 111
Dissatisfied – 0 Very Dissatisfied – 0

At the end of the survey, customers may add any comments they wish. The following are a few of the comments we have received:

“I am very happy with the level of response and the knowledge of the support individuals I work with at ICS. I recommend this solution and this company to my contacts in the field that are looking for an ICS/RF-SMART product. Pleasure doing business with you.”

IDEX Corporation

“As always I am very happy to work with your Tech Team. At times, it could be simple fix but because of the work pressure we do not think about that. But your tech support people are very patient and explain things very patiently.”

Sigma Electric

“When Michelle didn't know the answer, she found someone who could help in a timely manner. Michelle was active in finding a solution to my issue. She has followed with email and sent me updates.”

Medtronic Corp.

“Excellent service and knowledgeable staff. The support personnel patiently listened to the exact situation and then went ahead to resolve it.”

Philips-Lumileds

“You guys have a very good support team and the response time is very good. That's why I felt good about giving a telephone recommendation to a new customer during their decision. Customer support is definitely a strong point for ICS.”

Carolina Biological

“Matt has been very professional and accommodating. He is very knowledgeable and very helpful. He went above and beyond what is expected of him.”

AMCOR Sunclipse

“Even though this issue was ultimately not an RF-SMART issue, Matt was very helpful in finding the problem and resolving the issue.”

Sovereign Sales

“Nothing short of OUTSTANDING. You've established the new standard in response time. Thank you!”

The Penrod Company

“It is good to deal with a help/service desk where a problem is addressed and resolved quickly.”

Linatex Australia

“Your support people are great.”

DJ Orthopedics

“One of the best in the business.”

Trelleborg