# MailStore Customer Satisfaction Survey

2014 | International Edition

This document summarizes the results of the 2014 Customer Satisfaction Survey. A total of 6,113 companies from the United States of America, Canada, Australia, New Zealand, Great Britain, the Netherlands, Belgium, Germany, Austria, and Switzerland and further countries (103 different countries in total) were sent an email invitation to answer questions as part of an online survey on 10 November 2014.

All of the companies invited to participate purchased MailStore Server directly from MailStore and use version 7.0 of the solution, which was released on 10 May 2012. However, version 9 is the most current version. The companies surveyed are active in all industries and represent all customer sizes, from five licensed users right through to several thousand users.

Out of the 6,113 customers that were invited, 486 took part in the survey, meaning MailStore reached a participation quota of 7.95 percent. No incentives or rewards were offered for taking part.

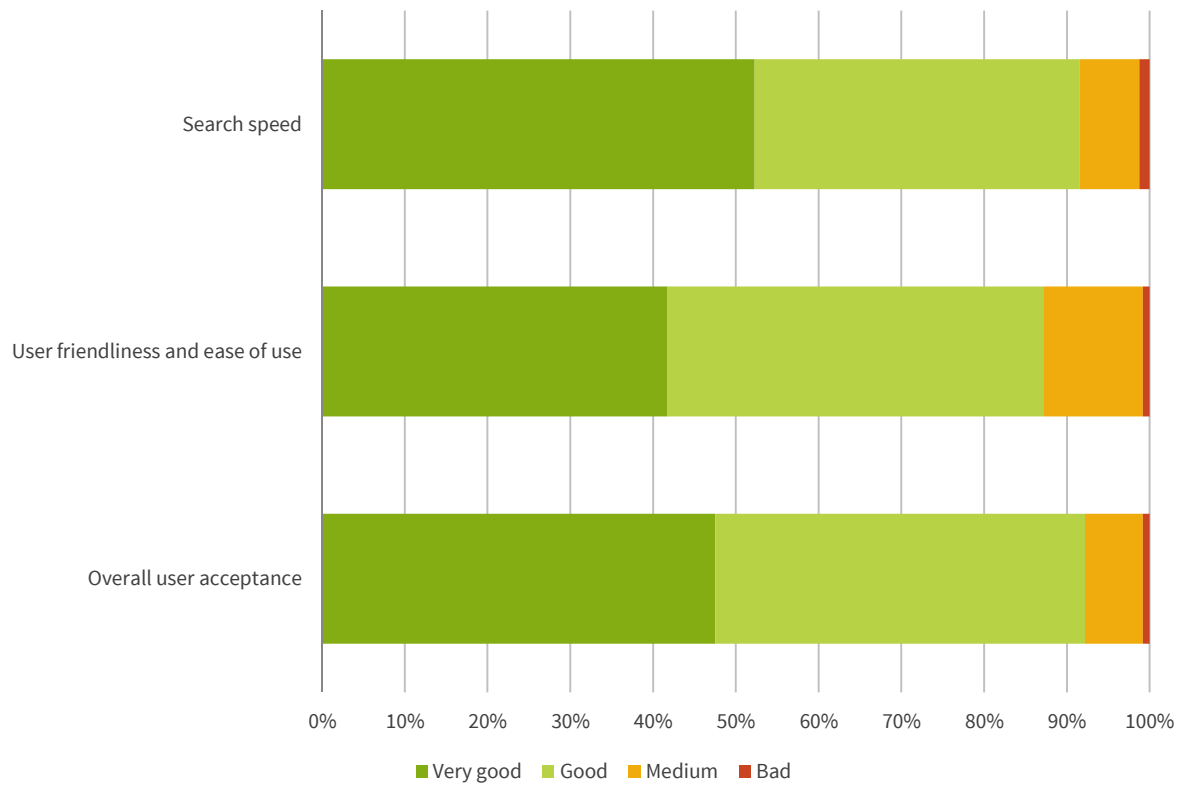# 1 | How would you rate documentation and support?
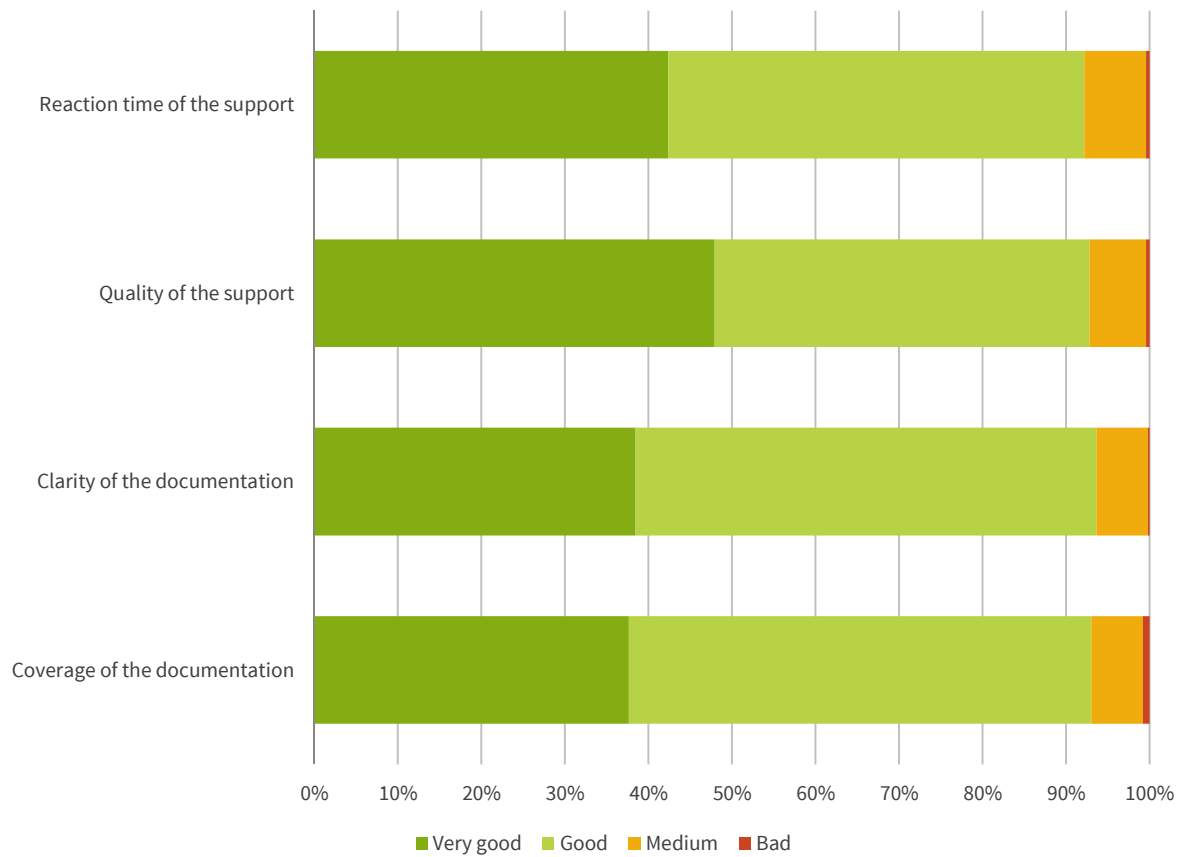
	Very good	Good	Average	Poor
Coverage of the documentation	37.65%	55.35%	6.17%	0.82%
	183	269	30	4
Clarity of the documentation	38.48%	55.14%	6.17%	0.21%
	187	268	30	1
Quality of support	47.94%	44.86%	6.79%	0.41%
	233	218	33	2
Reaction time of the support	42.39%	49.79%	7.41%	0.41%
	206	242	36	2

# 2 | As an administrator, how would you rate MailStore Server?
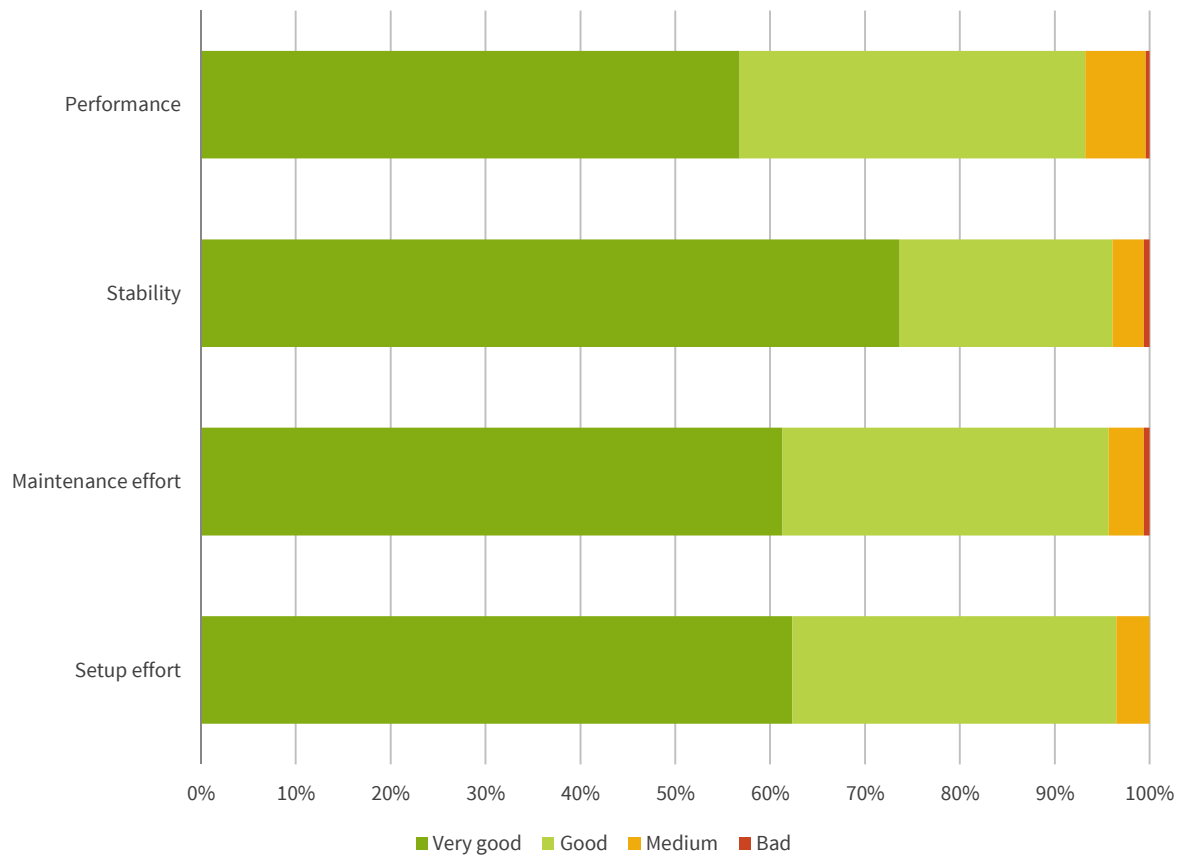
	Very good	Good	Average	Poor
Setup effort	62.35%	34.16%	3.50%	0.00%
	303	166	17	0
Maintenance effort	61.32%	34.36%	3.70%	0.62%
	298	167	18	3
Stability	73.66%	22.43%	3.29%	0.62%
	358	109	16	3
Performance	56.79%	36.42%	6.38%	0.41%
	276	177	31	2

3 | How would you rate the overall user experience?

Search speed

User friendliness and ease of use

Overall user acceptance

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Very good ■ Good ■ Medium ■ Bad

	Very good	Good	Average	Poor
Overall user acceptance	47.53%	44.65%	7.00%	0.82%
	231	217	34	4
User friendliness and ease of use	41.77%	45.47%	11.93%	0.82%
	203	221	58	4
Search speed	52.26%	39.30%	7.20%	1.23%
	254	191	35	6

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4 | How would rate the price/performance ratio of MailStore Server?
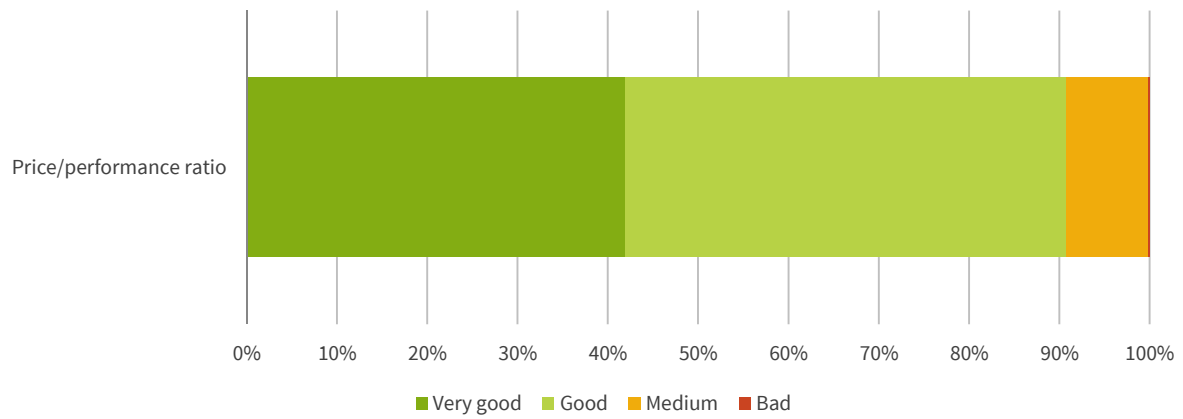
	Very good	Good	Average	Poor
Price/performance ratio	41.98%	48.77%	9.05%	0.21%
	204	237	44	1

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5 | Would you recommend MailStore Server to others?

■ Yes ■ No
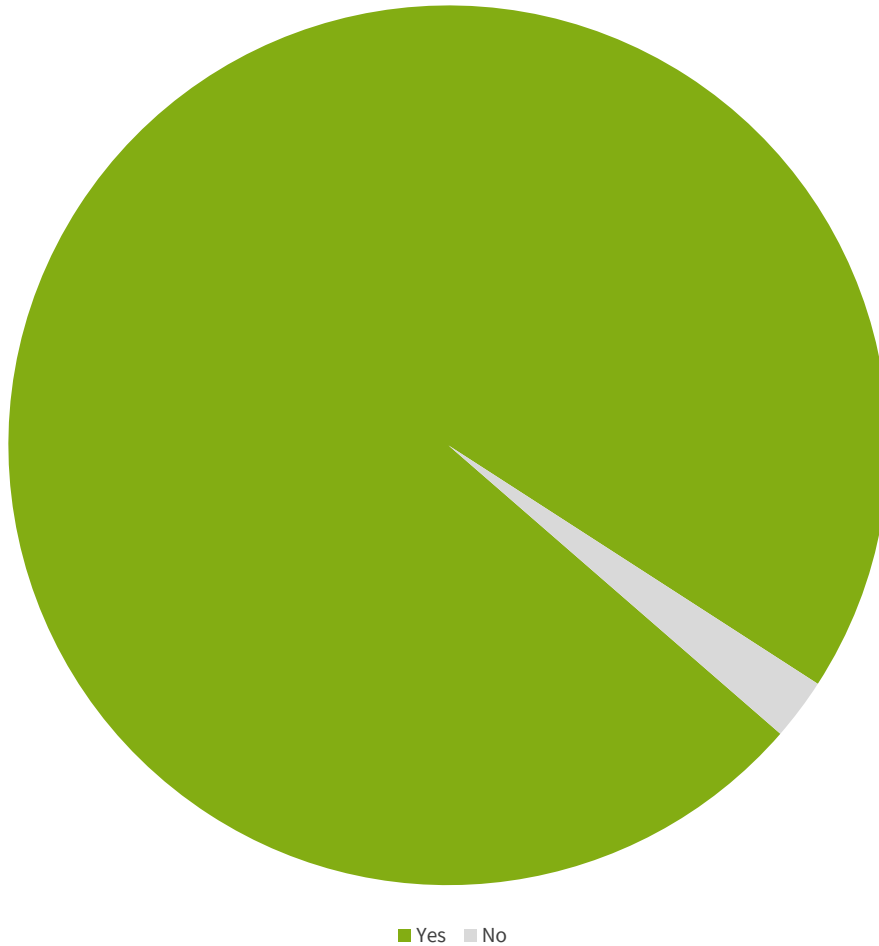
Options	Answers	
Yes	97.74%	475
No	2.26%	11

About MailStore

MailStore Software GmbH, one of the worldwide leading manufacturers of email archiving solutions, is headquartered in Viersen, Germany (near Düsseldorf) and is a subsidiary of Carbonite (Nasdaq: CARB), the backup specialist from the U.S. Over 25,000 companies, public and educational institutions in 100 different countries rely on the products of this German specialist.

Moreover, MailStore offers a solution developed specifically for providers with the MailStore Service Provider Edition (SPE), enabling them to provide legally compliant email archiving as a managed service to their customers.

MailStore Home is another product in the portfolio that allows individual users to archive their personal email at no extra cost. MailStore Home currently has over 1,000,000 users worldwide.

Get in touch with us!

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