

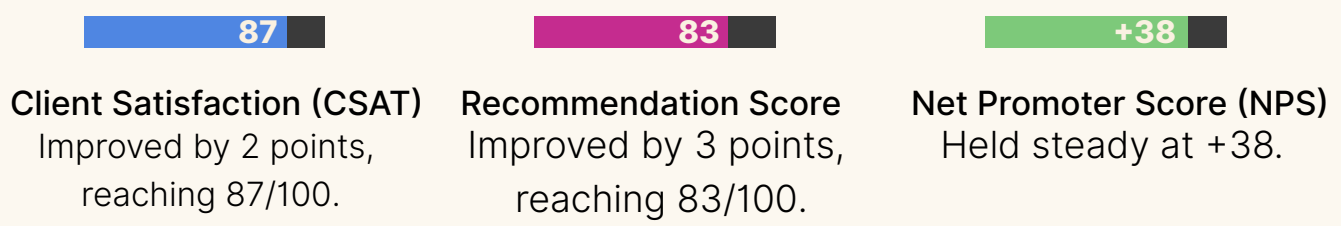
LatentView's Voice of Customer Insights for H1 2024

Fostering Trust and Building Lasting Partnerships

LatentView is pleased to share the insights from our recent Voice of Customer (VoC) survey for the first half of 2024. The exceptional response rates, with participation from all active accounts and workstreams, highlight the trust our clients place in our commitment to cultivating strong, enduring partnerships.

Improvement in Key Metrics from the Previous Survey

Our latest survey reveals encouraging improvements across key metrics, reflecting our focus on delivering exceptional client with:





Driving Growth through Thought Leadership and Innovation

-  **Large & Managed Services Teams:** Projects supported by larger teams (10+ resources) and Managed Services consistently achieved higher client satisfaction scores.
-  **Thought Partnership:** Most of our clients view us as a Thought Partner, resulting in an impressive client satisfaction score of 91/100 in those engagements.
-  **Innovative Solutions Deliver Tangible Benefits:** More than 75% of our clients acknowledged that implementing LatentView's recommendations led to measurable improvements in their business.

These results demonstrate our focus on delivering actionable insights that empower better decision-making and drive impactful business outcomes.

Key Takeaways: Excellence in Execution

-  **Seamless Execution:** Over **85%** of our clients expressed satisfaction with how we manage the projects, highlighting our process-driven approach to problem-solving.
-  **Delivery Excellence:** About **75%** of our clients reported no or minimal delivery issues, proving our team's high delivery quality standards.

Commitment to Continuous Improvement

While the survey results were positive overall, we acknowledge the need to improve in certain areas:

- **Learning Path for Delivery Teams:** We have developed a project-specific learning path, and the team members will be mandated to complete it before the next VoC survey. This is to ensure the delivery team exceeds our clients' expectations in every project.
- **Cross-pollination of Ideas:** We have mandated regular client connects to share ideas from other engagements. Client participation in these meetings is crucial to ensure successful knowledge sharing and the identification of potentially beneficial ideas from other engagements.

Your Voice Matters: Shaping the Future Together

To ensure we continue meeting your needs, we encourage your participation in our semi-annual Voice of the Customer Survey. Your feedback drives the evolution of our people, processes, and technology, helping us refine our approach and deliver tailored solutions that truly make a difference.

Thank you for your continued partnership. We look forward to working together and creating a business impact with data.