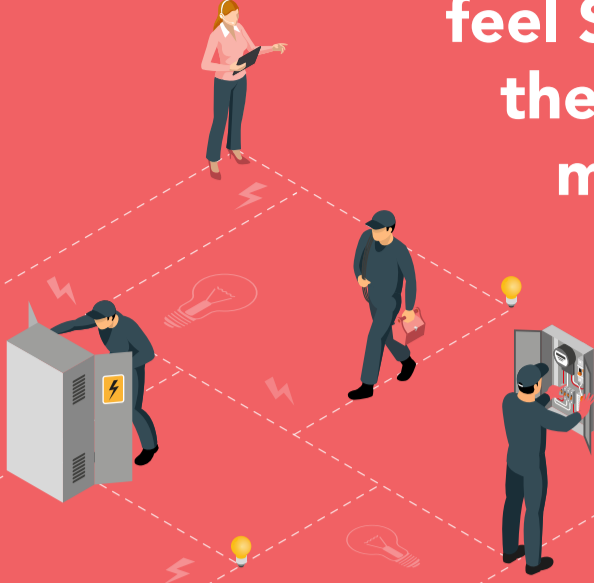
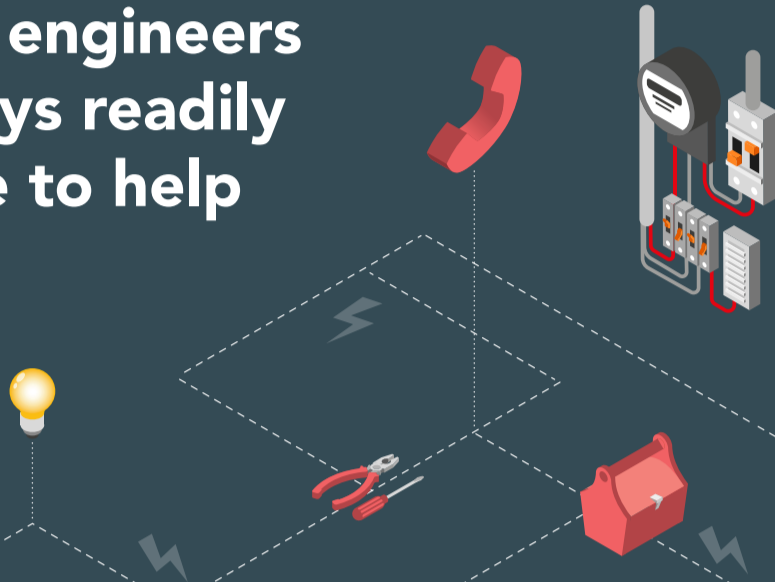


# 2020 SAPIENT USER SURVEY RESULTS

100% of respondents feel SAPIENT helps them do their job more efficiently



Respondents agreed that our engineers are always readily available to help



Over the past 12 months, we have...

**Supported 19,151 calls**

**Monitored 3,177 feeders**



**Provided 17,384 fault locations**



**MOST POPULAR FEATURES OF SAPIENT**



**To support fault finding**

97%



**To support TDR use**

69%



**To locate equipment**

69%



**For performance and benefit reporting**

28%



**For action and installation reports**

59%

"It's great to have someone looking into the fault location, allowing us to fit the kit and get on with the job."



Support with on-site equipment issues

"We always get good results, fast, which is what you need in a fault situation."



Knowledge and experience of staff

"SAPIENT allows you to pinpoint faults more effectively."



Fault location services

"Great staff, great knowledge."



Excellent level of service

How likely are you to recommend SAPIENT to your colleagues?



**8.9**

Net promoter score