

PathXL's First Annual Customer Satisfaction Survey Results Revealed

88% of customers 'satisfied' or 'very satisfied' with PathXL's products and services.

BELFAST, UK, August 12, 2014 /EINPresswire.com/ -- [PathXL](#) unveil results of their first annual customer satisfaction survey and are celebrating the feedback which showed 88% of customers are satisfied or very satisfied with PathXL's products and services.

The award winning digital pathology software provider is rapidly expanding its global reach, with all of its key client accounts across UK, Europe and North America invited to complete the online survey and a large percentage taking part.

Encouragingly, the survey revealed that 82% of customers said they would recommend PathXL products and services to others. With 76% of customers stating they are satisfied or very satisfied with the overall quality of PathXL's software.

It is clear that PathXL are dedicated to nurturing customer relationships as a remarkable 90% agree or strongly agree that they are satisfied with their account manager. Not surprising that a substantial majority of respondents went on to say they would be willing to buy from the company again.

Aside from customer service, when we asked customers what they liked best about PathXL products, 53% of customers specifically mentioned the ease of use and intuitive nature of the web based products. PathXL solutions have been designed for pathologists, by pathologists in order to meet with their specific needs - a flexible and intuitive interface for users who may not be IT experts. The survey highlighted that customers also utilise the Slide Scanning and Slide Hosting services offered by PathXL, with 65% using one or both of these.

Of the PathXL services used, customers felt they not only met their needs but offered value for money. Moreover, 82% stated they were very satisfied with the ongoing support provided by the in-house technical support team. It is clear customers hold the technical support team in high regard as evidenced by these figures:



PathXL provides innovative digital pathology software for use in drug discovery research, clinical sectors, biomarker analysis and education

- 89% rate the technical support team as 'knowledgeable and professional'
- 83% felt that the team respond to queries in a timely manner
- 82% report that they resolved their issue(s) in full.

What was interesting was that 65% of customers felt their organisation could use further training. PathXL have been quick to react to this. In-house plans are underway to ensure that further training is available to those who request it by offering additional remote training sessions. PathXL will also be releasing new interactive training material very soon to allow customers to train in their own time and become PathXL Certified Users.

As a customer centric organisation, PathXL continue to exploit the use of the latest technologies to ensure their customers have access to highly versatile products at the forefront of innovation. This has led the company to win widely recognised awards such as Deloitte Fast 50 in both 2012 and 2013. In addition they have been honoured twice now as the recipient of the prestigious Frost and Sullivan Enabling Technology award in 2012 and Frost and Sullivan [New Product Innovation](#) award 2014.

Head of Account Management and Pre-Sales, Eileen Regan stated

"At PathXL we are focused on maintaining a high quality service for our customers. This survey is simply another step in the process to achieve this. We are gratified by the positive feedback and suggestions from customers and will action these to ensure we continue to serve their evolving needs."

About PathXL

PathXL, twice recipient of the Deloitte Technology Fast 50 Award, is a global pioneer in the use of web-based solutions for digital pathology, and provides innovative software for use in drug discovery research, clinical sectors, biomarker analysis and education. [TissueMark®](#), its latest product for Image Analysis, is fast-tracking tumor annotation and streamlining macrodissection for molecular analysis and biomarker discovery.

Press release courtesy of Online PR Media: <http://bit.ly/1kz5Khr>

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