

Lehigh Valley Tech Provider Surpasses 500 Reviews with 99% Customer Satisfaction

In its commitment to transparency, KDG has surpassed 500 client reviews and maintains a 99% customer satisfaction rating.

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/EINPresswire.com/ -- Lehigh Valley-

based tech solutions provider KDG

reached its 500th customer experience

review this week with 99% customer satisfaction. The achievement is a big

one for the company, which took its

commitment to transparent customer service to the next level earlier this year by showcasing its client feedback—both good and bad—on its website.



“For better or worse, we value ‘radical’ transparency at KDG. That means posting unfiltered feedback to our homepage in real time,” explains Kyle David, CEO of KDG.

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We hope that this transparency demonstrates our commitment to holding ourselves accountable for both successes and failures.”

Kyle David, CEO

Every week, clients in the business, nonprofit, and higher ed industries are sent feedback emails and asked to rate their experience with KDG. From unsatisfied to delighted, clients have five options to choose from. Once they make their choice and leave a comment, the feedback is published to the company’s website, unedited and unfiltered.

“We don’t get it right all of the time and everyone should know that,” continues David. “However, we hope that this transparency demonstrates our commitment to holding ourselves accountable for both successes and failures.”

The team of higher ed web designers and [custom software developers](#) reviews the feedback before, during, and after different projects. It’s this willingness to listen to clients that has contributed to the overwhelming positive feedback the company receives. Despite over 500 reviews, the company has been able to maintain a 99% customer satisfaction rating.

In addition, the company uses feedback as an opportunity to give back. For every piece of feedback the company receives, it makes a donation to charities and nonprofits around the country. Currently, it is donating to hurricane relief efforts.

“Our 99% rate of customer satisfaction shows our deep commitment to customer experience, and being able to give back to the organizations that we are passionate about makes it all the more

meaningful," says David.

To see the company's reviews for yourself, visit its customer experience page at:
<https://www.kyledavidgroup.com/about/values/customer-satisfaction>.

About KDG: About KDG: KDG (formerly The Kyle David Group) has been a leading provider of [higher ed web design](#), custom software development for businesses, and [small business IT support](#) for over 16 years. KDG has developed a reputation for being able to see and respond proactively to changing markets. Learn more at <http://www.kyledavidgroup.com/>.

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