



# Neat Customer Experience

2024 Survey Results

neat.





# Survey Goal

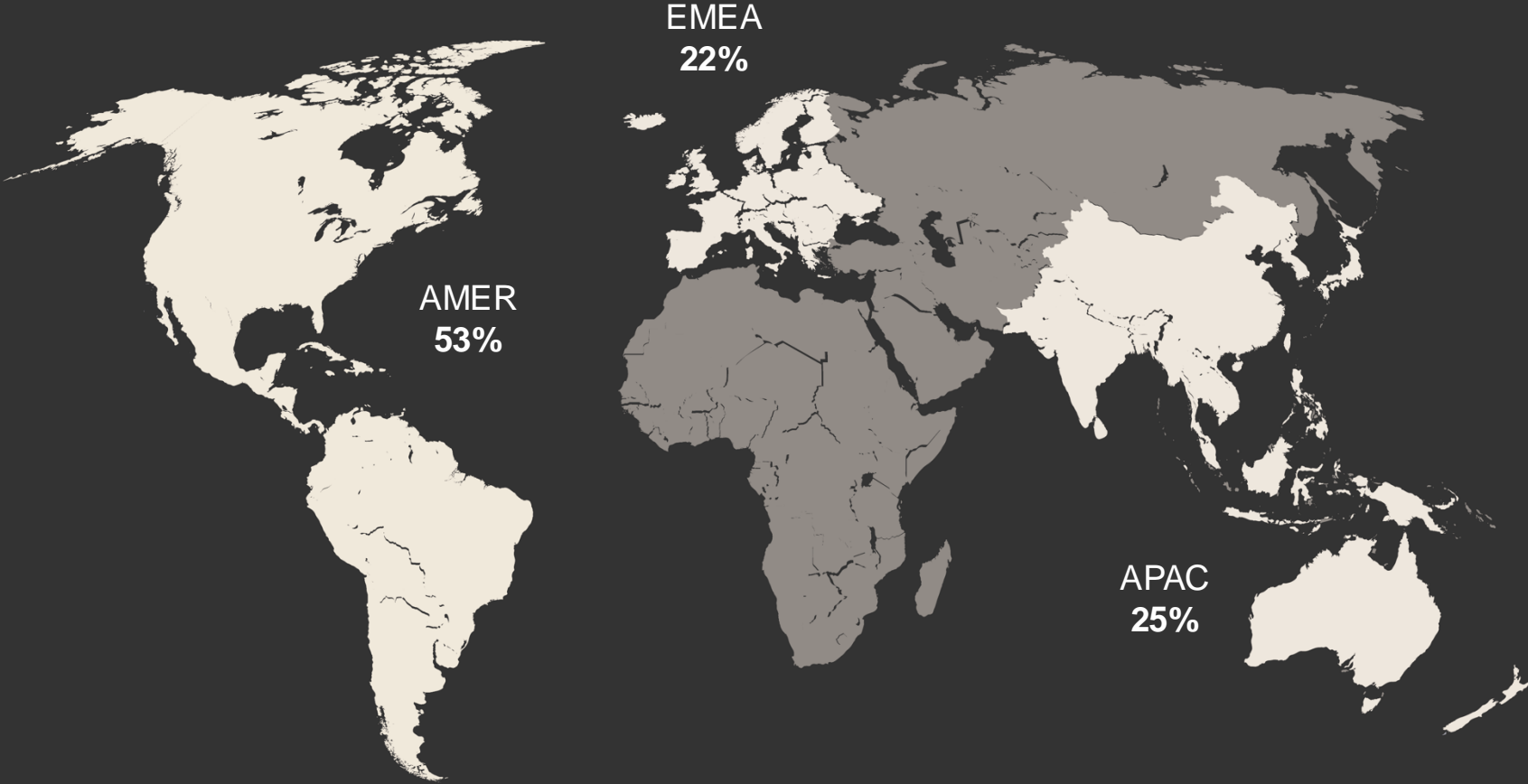
The purpose of this survey was to objectively evaluate the business impact by measuring how Neat customers save time and reduce costs.

*Data was collected anonymously between September 2024 to October 2024 from a survey polling 59 Neat customers with over 16,000 meeting spaces collectively.*

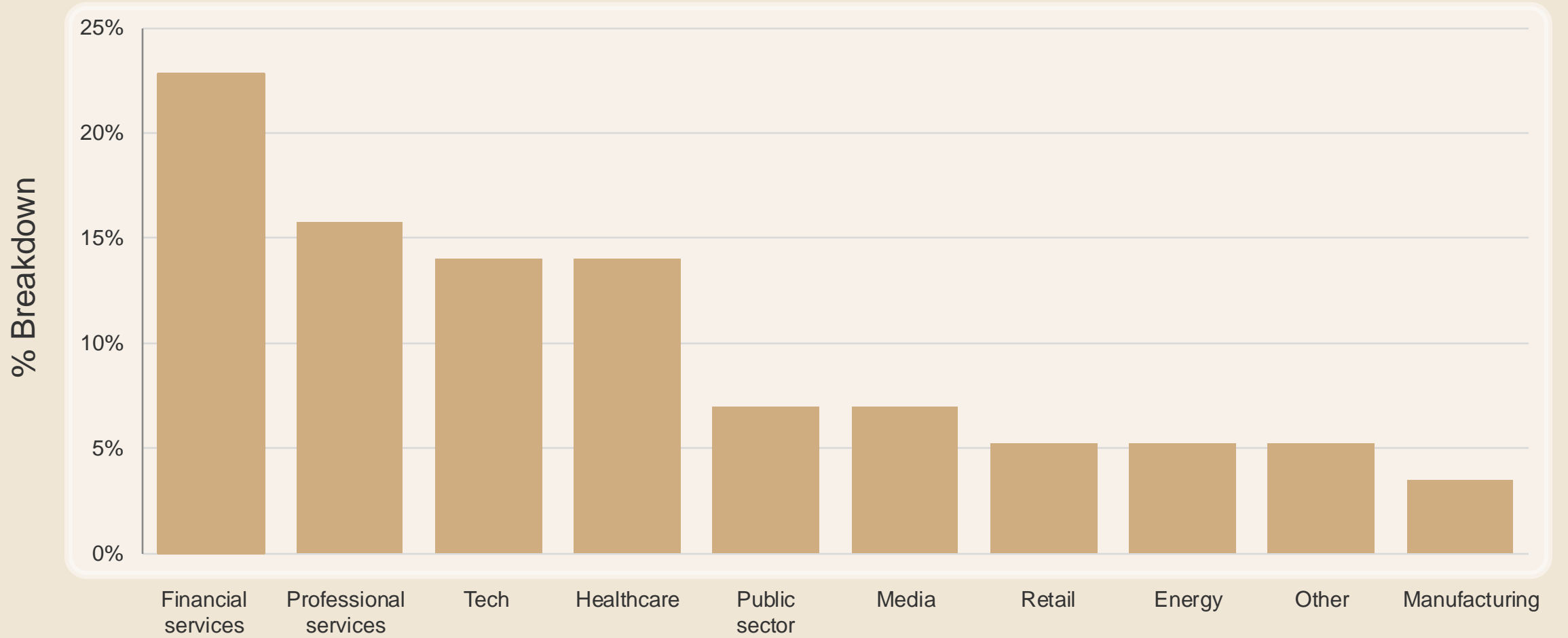
# Respondents

**59**  
Companies

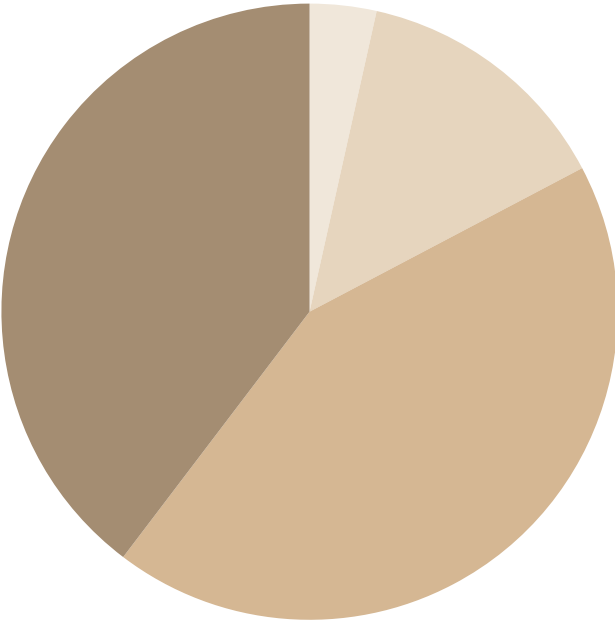
**12**  
Industries



# Industry breakdown

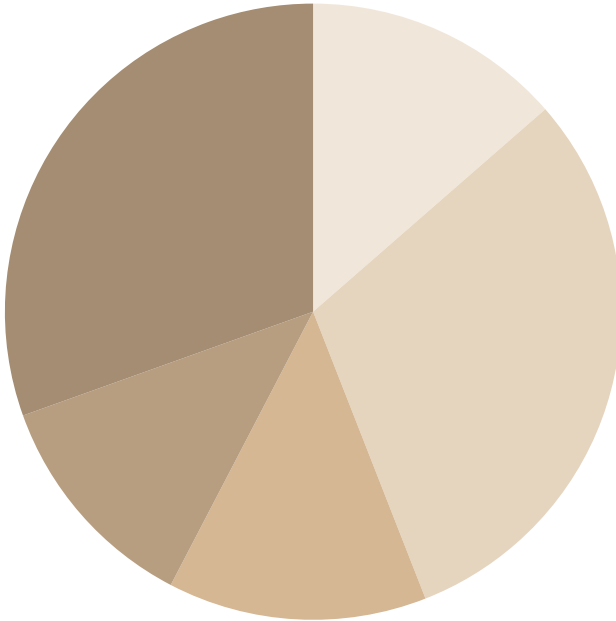


# Company background



**Employee size per company**

- <250 | 3.5%
- 251-999 | 13.8%
- >10,000 | 39.7%
- 1,000-9,999 | 43.10%



**Number of meeting rooms across companies**

- 1-49 | 13.6%
- 50-149 | 30.5%
- 150-249 | 13.6%
- 250-499 | 11.9%
- >500 | 30.5%

*This sample size represents more than 16K meeting spaces*

# Setup and deployment\*

**3.3**

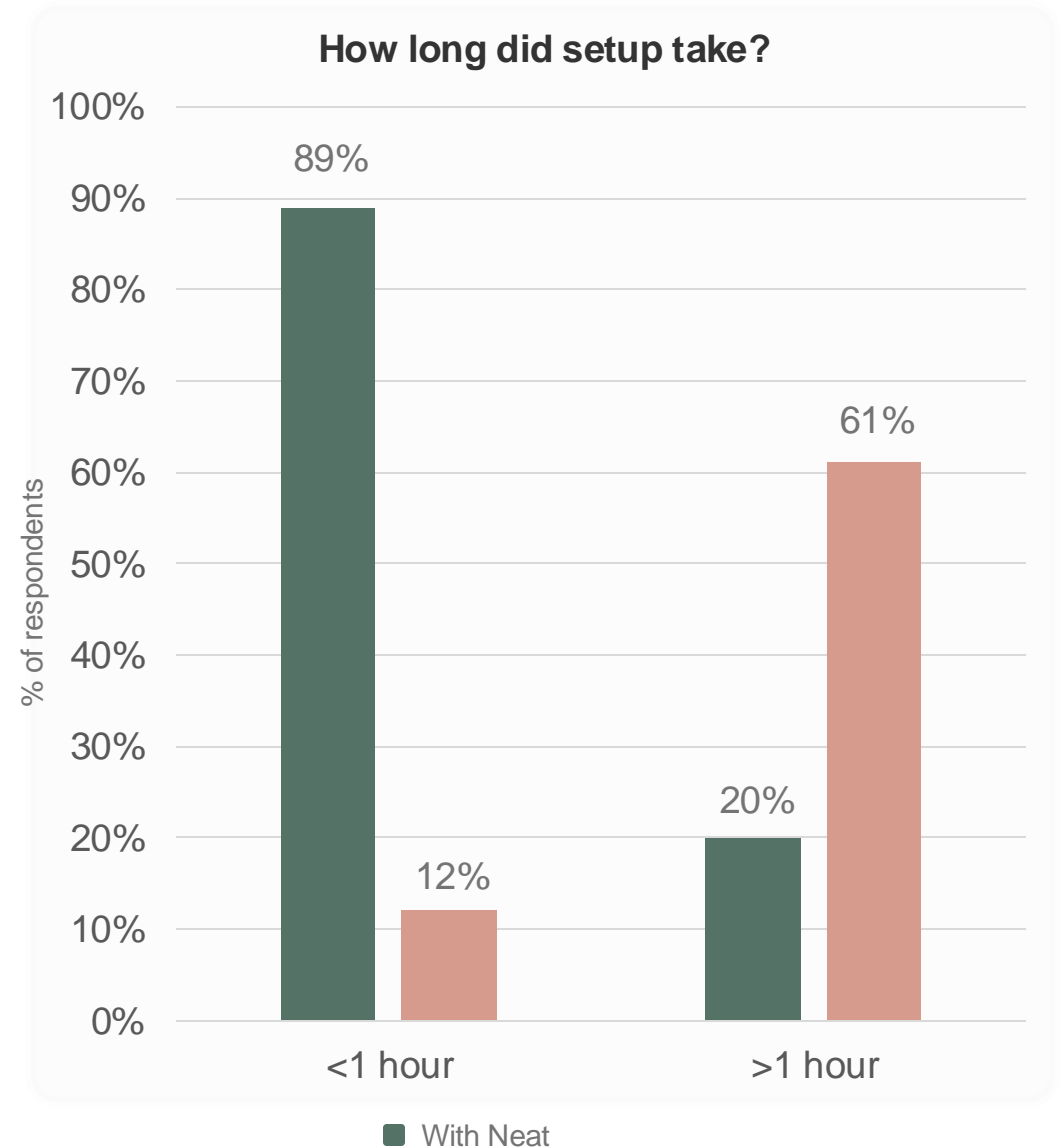
Average number of AV components replaced by Neat solutions

**3.9**

Average number 3<sup>rd</sup> party vendors engaged with before Neat

**2.5**

Average number 3<sup>rd</sup> party vendors engaged with since switching to Neat



\*Averages calculated using weighted sums

## Time Saved

**34%**

Respondents saved 5 minutes or more at the start of meetings

**70%**

Have experienced a reduction in IT support tickets related to meeting room issues

**71%**

Of the above 70% noted at least a 25% reduction in IT tickets

# Money Saved

**40%**

Have saved money on  
travel costs with Neat  
deployment

**70%**

Have saved money by  
reducing setup time





Video quality

4.4/5



Audio quality

4.1/5



Customer support  
satisfaction

4.3/5

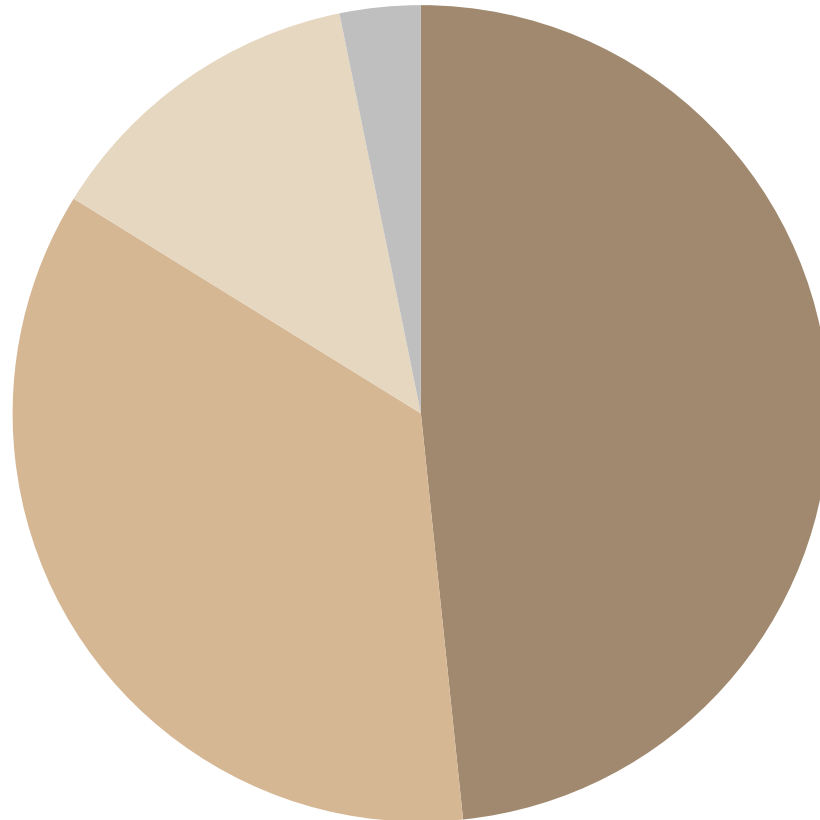


Neat Pulse  
satisfaction

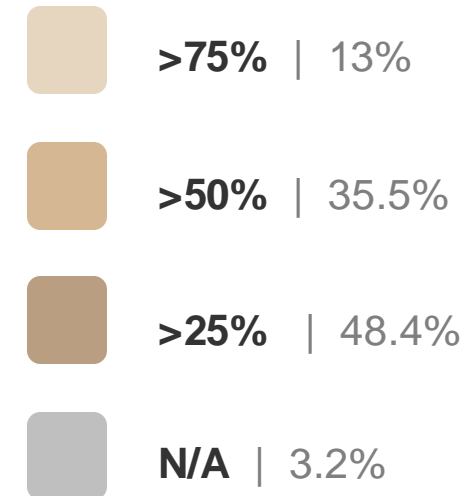
4.1/5

# Pulse savings

**Customer  
breakdown**



Estimate of time savings/cost reduction with Neat Pulse\*



*\*This data is based on the 58.5% of respondents who answered "Yes" to "Did Neat Pulse help reduce operations costs?"*

# Pulse Feedback

**58%**

Reported that Pulse helped reduce operations costs

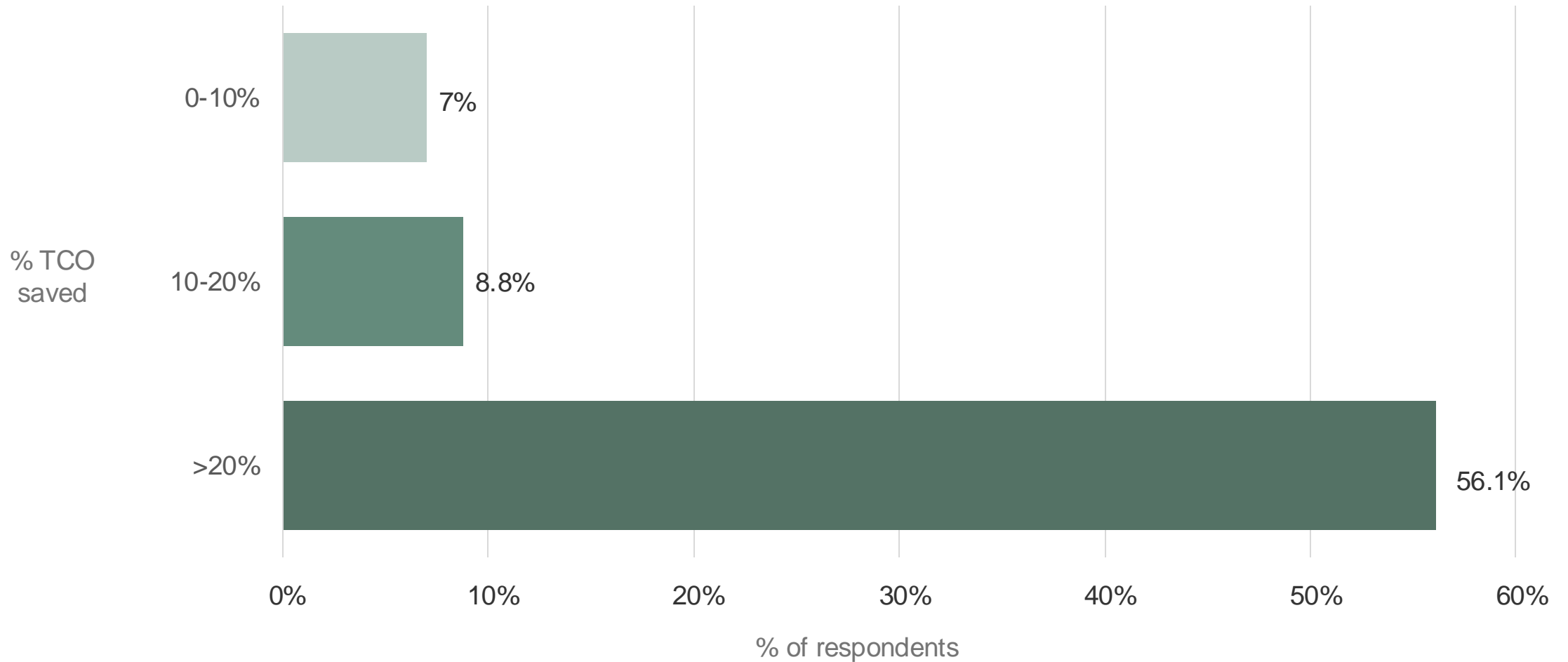
**45%**

Pulse users reduced operations costs and found that costs were reduced by 50% or more\*

*\*This data is based on the 58.5% of respondents who answered "Yes" to "Did Neat Pulse help reduce operations costs?"*

# Total cost of ownership savings

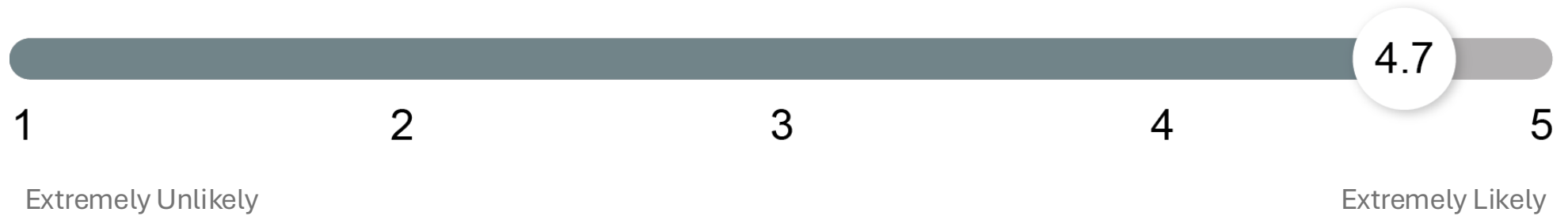
56.1% of users saved at least 20% on TCO!



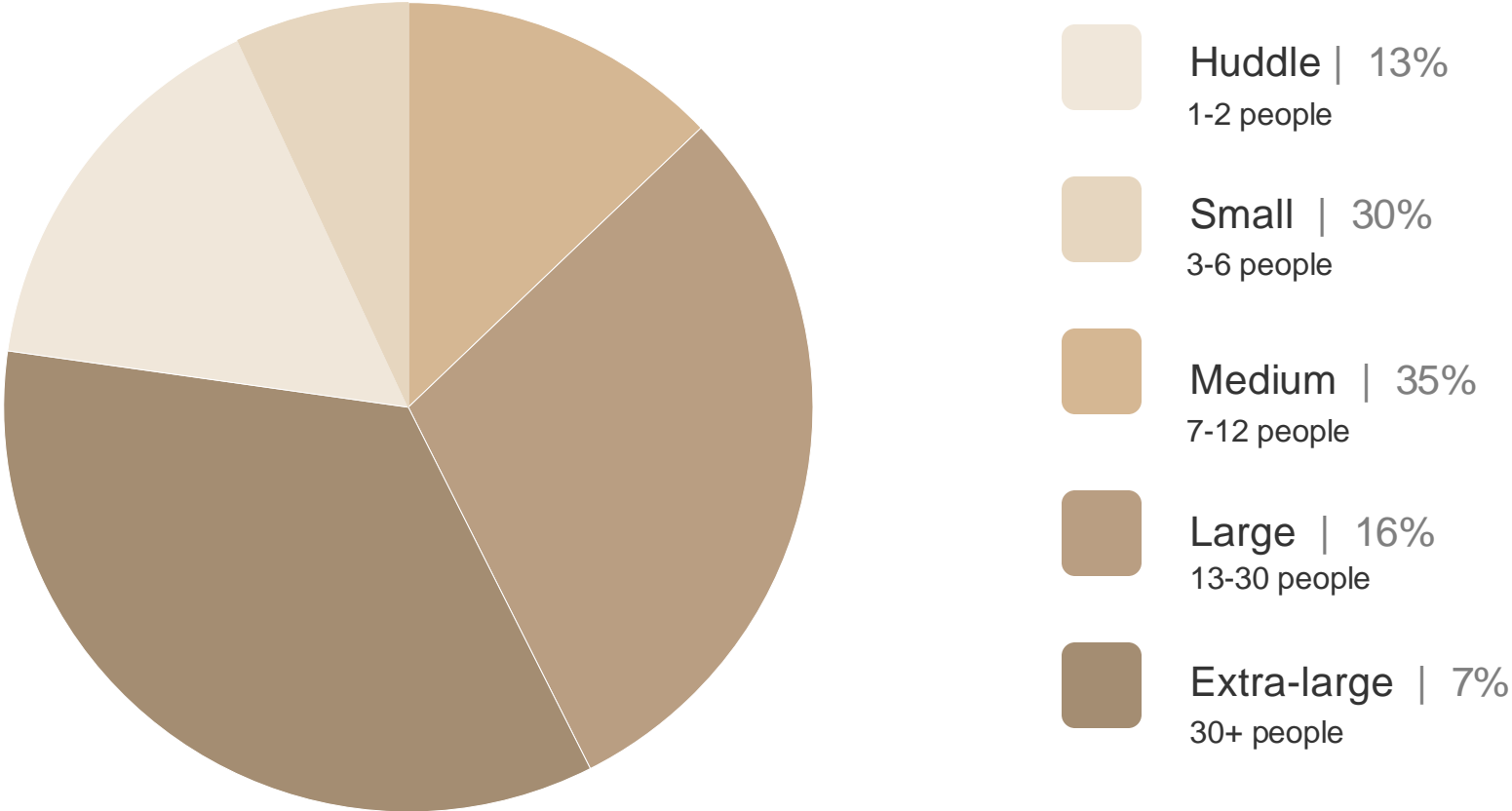


# Rating Scale

How likely are you to recommend this device to a friend?



# Meeting space size breakdown\*



\*total average

# Summary highlights

Total cost of ownership reduced by 20% or more

**56%**

cost

Reduced 3 AV components since deploying Neat

**81%**

simplicity

Reported device was set up in less than 1 hour

**89%**

time

Reported reduced operations costs

**50%**

time

Reported reduced IT ticket support

**70%**

cost

Average audio and video quality satisfaction rating

**4.2/5**

quality

Saved time starting meetings

**81%**

time