

In September 2023, 558 Clients completed our Client Satisfaction Survey. This was conducted by independent research agency WorkBuzz. Here is a summary of their feedback:

98%

of clients would recommend ActionCOACH to a friend or business associate



96%

of clients agree ActionCOACH has a powerful suite of business solutions



CLIENT
SATISFACTION
RESULTS

2023



94%

of clients said ActionCOACH is worth the investment



99%

of clients said their Action Coach makes a positive difference to their business



84%

of clients have used ActionCOACH for 1 or more years have seen their revenue increase



88%

of clients that have used ActionCOACH for 1 or more years agreed they have a better work:life balance



World class levels of client advocacy -

80

NET PROMOTER SCORE



World class levels of client advocacy

How ActionCOACH compares against other industry leaders:
NPS of brands with highest score in their industry

0-49

- UPS (43)
- Uber (35)

50-69

- Ritz Carlton (63)
- Apple (60)

70+

- ActionCOACH UK (79)
- Starbucks (77)

Sources: NICE Satmetrix; US Consumer 2023 Net Promoter Benchmarks and Experience Benchmarks Powered by CustomerGauge.
Note: NPS scores of industry leaders provided by NICE Satmetrix and CustomerGauge, ActionCOACH UK NPS provided by WorkBuzz



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Celebrating over
29 years of client
success

"The Biggest Risk You Can
Take Is To Do Nothing."

BRAD SUGARS