



2023 CUSTOMER SURVEY

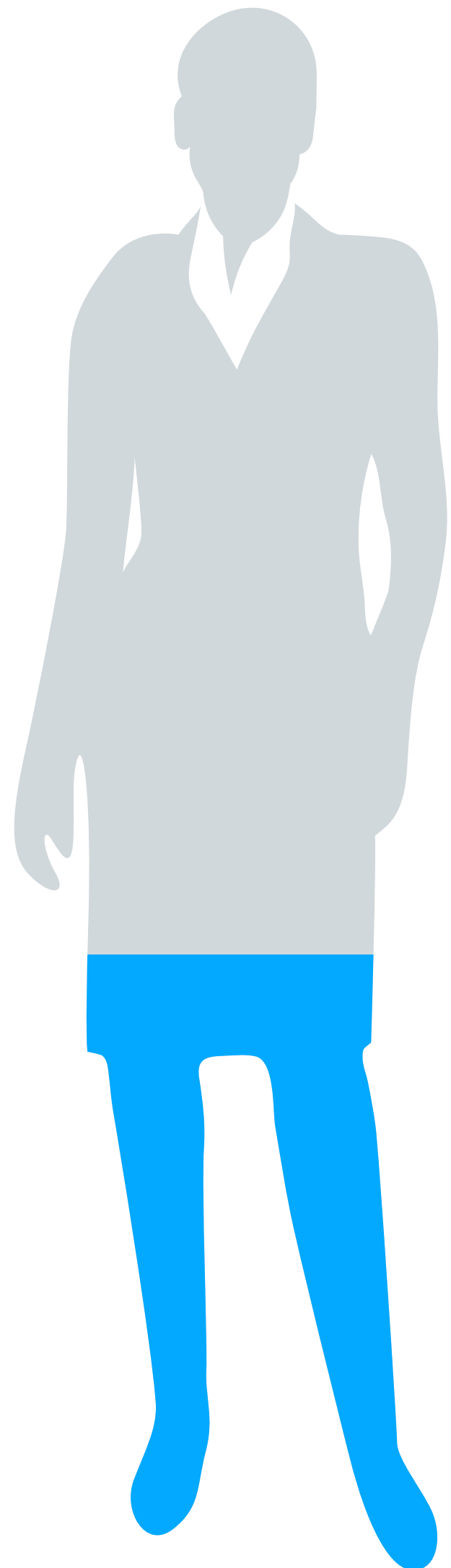
Their Story, Their Experience, Their Words



99% Of FileOnQ Customers Would Likely Recommend Us To Others.

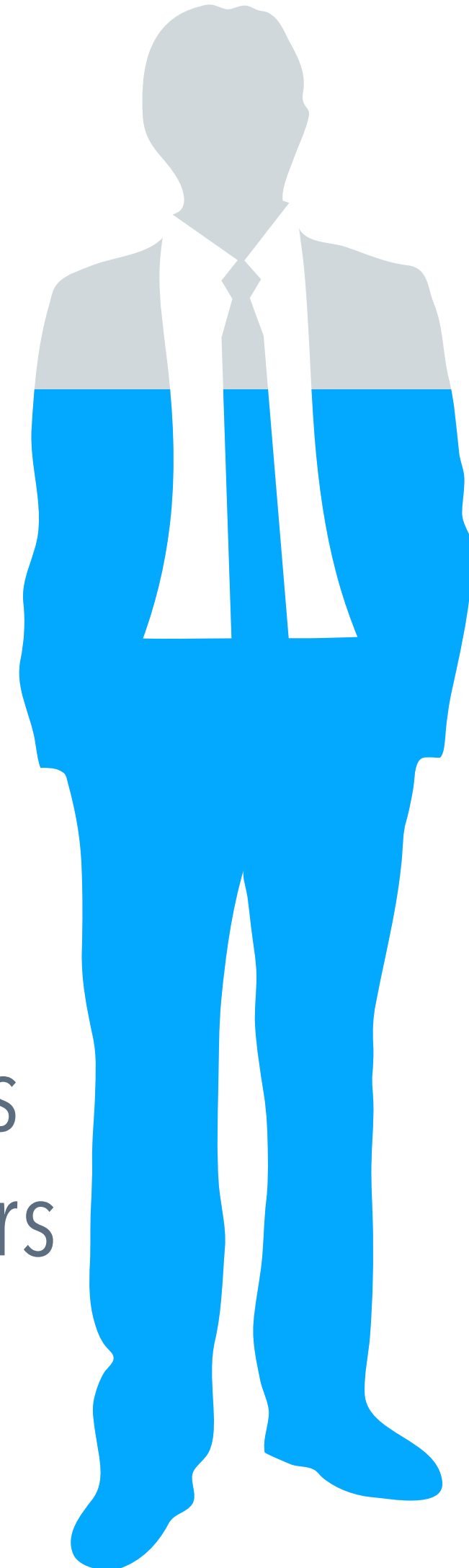
FileOnQ proudly serves over 350 public safety agencies across the US and Canada.

Customers Surveyed



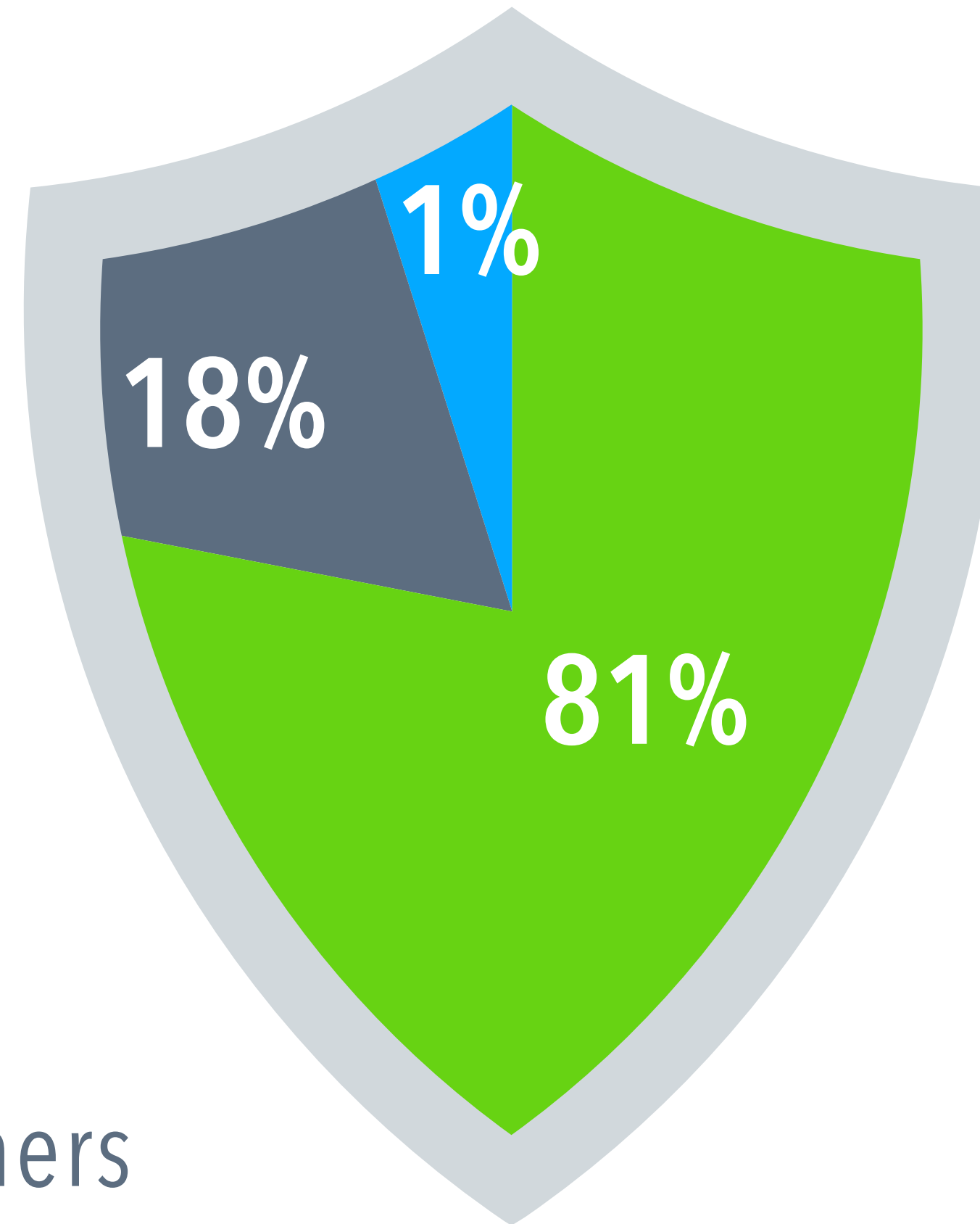
22%


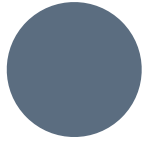

Customers
0 to 2 years

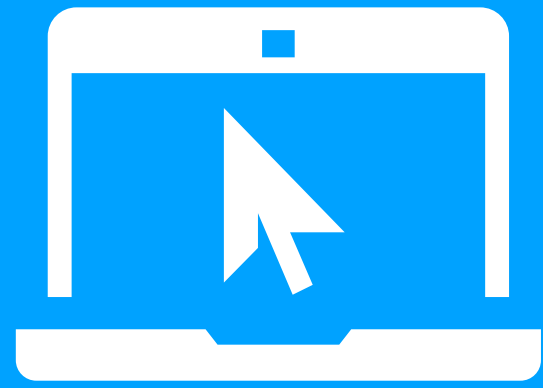


78%

Customers
3 to 5+ years



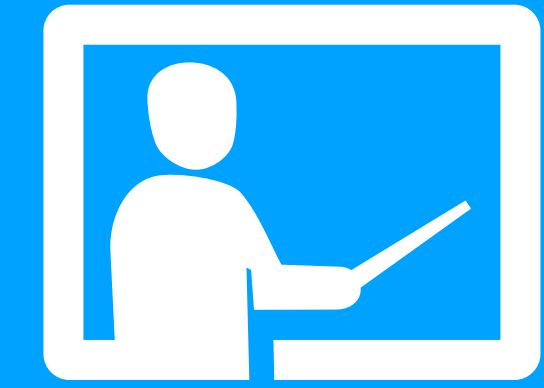
-  Strongly Recommend
-  Highly Recommend
-  Recommend



Software



Support



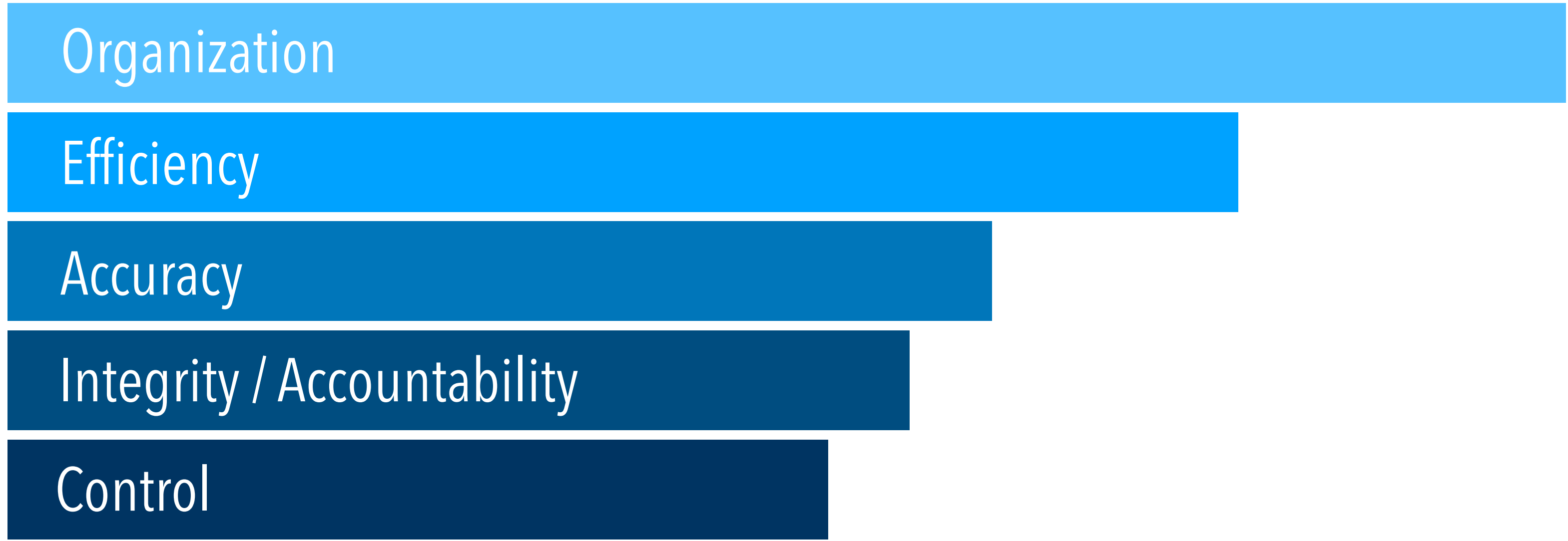
Training



99% of surveyed customers rated FileOnQ's software, support and training from **GOOD** to **EXCELLENT**.

● Good ● Very Good to Excellent

Top 5 BENEFITS Customers Shared



"I have nothing but great things to say about everyone I have come into contact with from FileOnQ"

New Haven PD - CT



"The customer service FileOnQ provides should be bottled up and sold as well as the great programs you offer."

Reedley PD - CA



"FileOnQ has organized our workflow and made our agency much more efficient. Keep doing everything you're doing!"

Ontario PD - CA

Top 5 TRAINING NEEDS Customers Shared

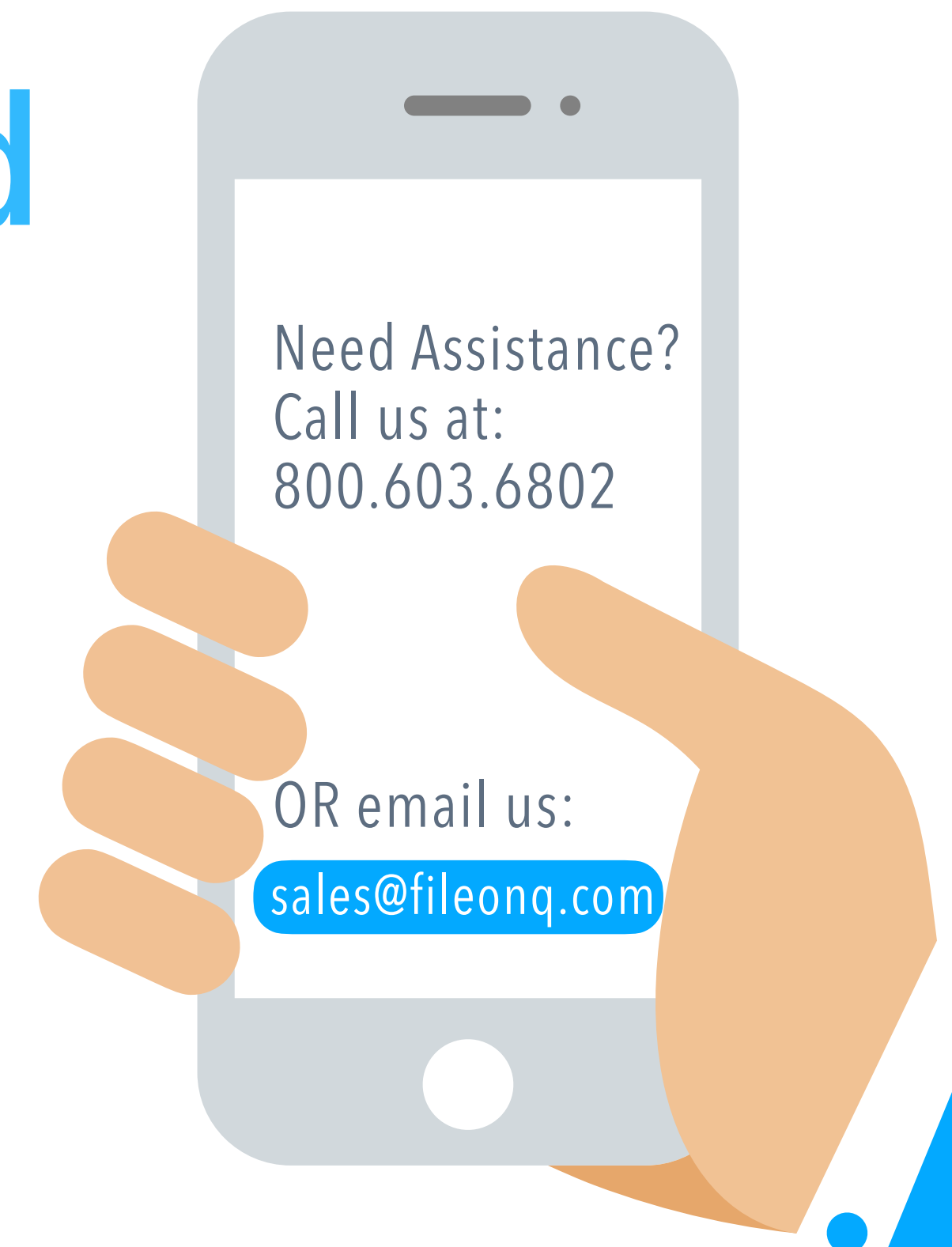
Online (video) Training

More Webinar Training

Step by Step Guides

Refreshers

Key Features Guide



"Quick sessions and/or round tables with other agencies on features so that we can share our tips and tricks"

Melbourne PD - FL



"After the training a step by step PDF of what was covered. I can't remember everything at the time of training."

Lake Havasu PD



"Some online modules for the day-to-day tasks might be helpful."

Colorado State Patrol - CO



Thank You!

2023 CUSTOMER SURVEY

Their Story, Their Experience, Their Words