

RYAN CUSTOMER SATISFACTION RATING BEST IN NEW ENGLAND NPS of 99.5 Second Highest in U.S.A.

[South Windsor, CT]: RYAN Business Systems, Inc. (RYAN) today announced their Net Promoter Score was 99.5 for 2019, ranking them number one in New England, and #2 in the U.S.A. in the copier dealer channel in NPS score. This milestone reflects the company's focus on unparalleled customer service, from "top to bottom".

"We use NPS to drive internal process improvement, every day. Regardless of who the customer deals with at RYAN, the customer knows they are getting someone that cares about their business, and who will do everything possible to make doing business with us extraordinarily easy, with no red tape – ever" said Kathy Ryan, President of RYAN Business Systems. She continued: "We're very proud of that culture, and have made it part of our mission as an organization. Treating customers as we would want to be treated is our number one focus."

This news comes in the wake of many recent initiatives and accomplishments of the company, including:

- Opening offices in Greater Boston (Woburn) MA and Concord NH
- Expanding even further into the Education vertical in Connecticut and New England with new Universities and Secondaries
- Driving continuous improvement through internal customer focused initiatives

"Dealers like RYAN that get actionable information after every service call, can utilize that as part of a feedback loop from customers to not only know where they stand from the customer point of view, but to drive improvements in process and customer service" said Gary Lavin, co-founder of CEO Juice, a business process and consulting firm that calculates NPS for the majority of the copier/imaging channel. He continues: "We would like to congratulate RYAN on their outstanding NPS score for 2019, which, taken over the course of an entire year, shows that they run an exceptional operation, as spoken by their customers. To ask 2,046 customers for feedback with not a single negative response is quite phenomenal."

To learn more about RYAN Business Systems, [click here](#)

To learn more about CEO Juice, [click here](#)

About RYAN: RYAN Business Systems, established in 1975, is one of the largest independent providers of office equipment imaging and software solutions in New England. RYAN is known as an innovative, service-driven company that cares deeply about its customers and makes the customer experience priority #1.

About NPS: Net Promoter Score is the worldwide standard for measuring customer satisfaction. NPS® is a scale of -100 to +100 and is based on the single question "How likely are you to recommend us to a friend or colleague." The RYAN NPS is calculated and managed independently.

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