



BUILDING CUSTOMER SERVICE SURVEY RESULTS

SURVEY CONDUCTED
MARCH 2019



A recent survey of ECN's Building Partners has shown that ECN enhances the workplace experience. It creates more asset value, helps attract and retain occupiers and helps buildings with their communication efforts whilst providing excellent customer service throughout.

ECN IN YOUR BUILDING



Enhances the building customer experience.



Makes it easy to communicate with building community.



Makes the building more appealing to prospective occupiers.



GET YOUR BUILDING
CONNECTED

ECN CUSTOMER SERVICE

91%

Responsiveness of ECN to your needs.

91%

Presentation of the ECN screens.

91%

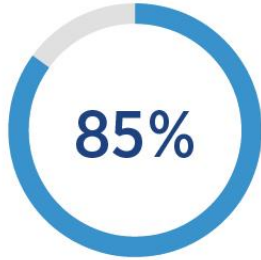
Overall level of Customer Service.

96%

Easy to get in touch with when reporting an issue.



GET YOUR BUILDING
CONNECTED



Quality of the content

ECN produces captivating content helping buildings engage with their occupiers and visitors in real time.



BUILDING CONTENT TRENDS

London's most connected buildings are communicating in real-time about a range of customer initiatives including on site services, community events & sustainability.

Here are the top building communication trends:

