

### What is the Emotional Footprint?

SoftwareReviews evaluates 27 aspects of the customer relationship using a net promoter methodology. These ratings are based on users' answers to provocative, detailed questions on the experience of working with the vendor, creating a powerful indicator of overall user sentiment.

The Emotional Footprint Diamond illustrates how users view their interactions with their software vendor compared to their perception of the software's cost to value. This delivers an in-depth insight into your potential relationship with the vendor.

**"The best M365 backup solution that gives you peace of mind, no more worrying on data and the bills."**

**BUSINESS LEADER OR MANAGER, C-LEVEL**

### Conflict Resolution

#1 IN 5 OF 5 SCORES

TRUSTWORTHY



FAIR



INTEGRITY



CLIENT FRIENDLY POLICIES



ALTRUISTIC



### Service Experience

#1 IN 3 OF 5 SCORES

RESPECTFUL



EFFICIENT



SAVES TIME



CARING



EFFECTIVE



### Negotiation and Contract

#1 IN 5 OF 5 SCORES

TRANSPARENT



CLIENT'S INTEREST FIRST



GENEROUS



FRIENDLY NEGOTIATION



OVER DELIVERED



### Strategy and Innovation

#1 IN 4 OF 5 SCORES

INCLUDES PRODUCT ENHANCEMENTS



APPRECIATES INCUMBENT STATUS



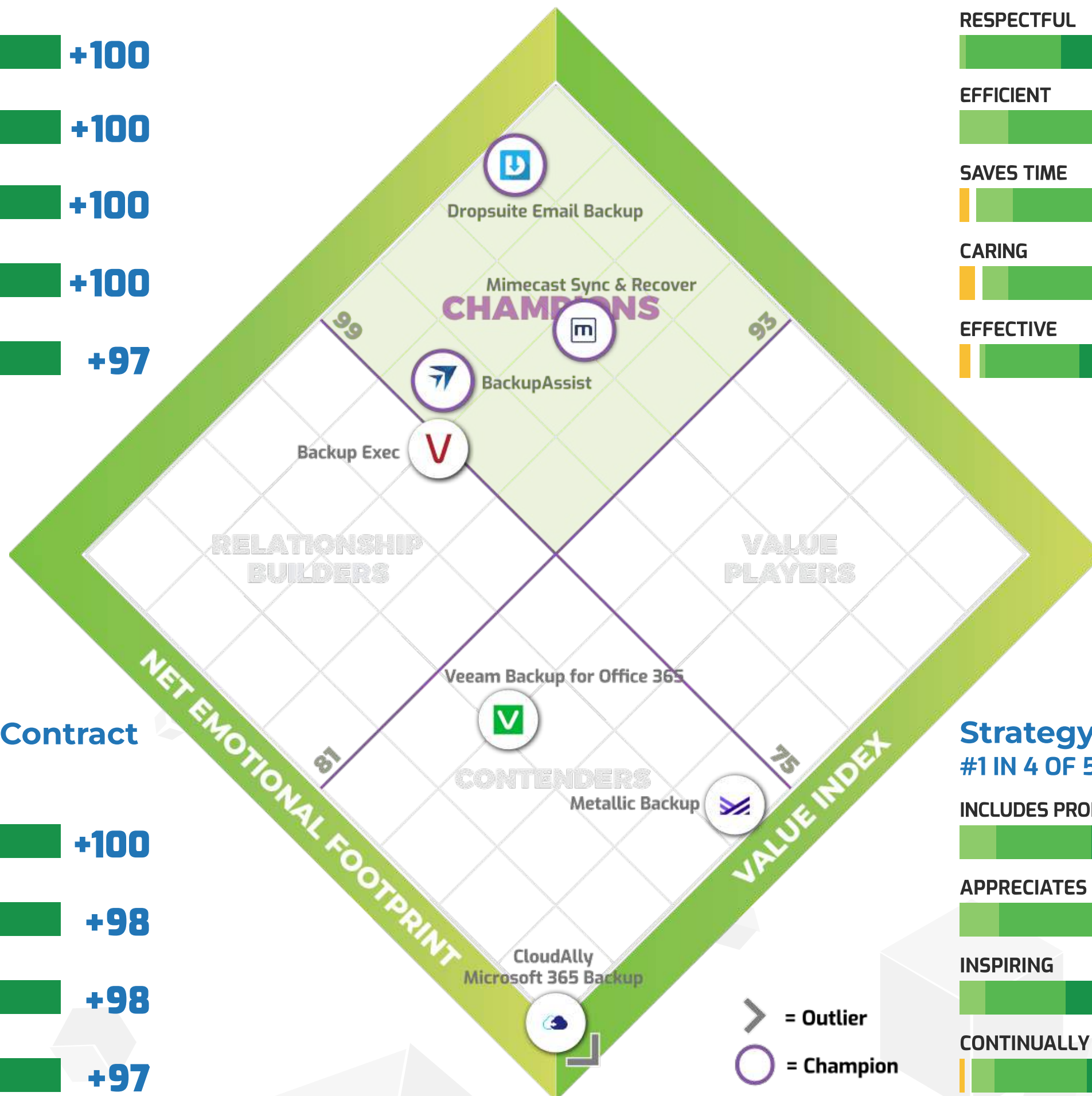
INSPIRING



CONTINUALLY IMPROVING



HELPS INNOVATE



### About Dropsuite

Dropsuite is a cloud software platform enabling businesses and organizations globally to easily backup, recover, and protect their important business information. Dropsuite's commitment to advanced, secure, and scalable cloud technologies keeps us at the forefront of the industry and makes us the choice of leading IT administrators and service providers globally. <https://dropsuite.com>