

2016 YEAR IN NUMBERS



AVERAGE NEW USERS
CREATED PER MONTH



NEW USERS
CREATED



FILE DATA
UPLOADED (TB)



EMAILS SENT WITHIN
VIEWPOINT FOR PROJECTS

	AVERAGE NEW USERS CREATED PER MONTH	NEW USERS CREATED	FILE DATA UPLOADED (TB)	EMAILS SENT WITHIN VIEWPOINT FOR PROJECTS
2013	2,768	33,227	8.20	8,673,448
2014	3,375	40,511	10.91	15,299,645
2015	4,282	51,379	16.17	21,482,979
2016	7,599	85,422	27.25	29,056,783

SUPPORT TEAM STATISTICS



- 93%** first line resolution
- 86%** customer satisfaction
- 19,600** cases handled in 2016
- 29min** average email response time
- 80%** of callers rate our Support Service as 'better' or 'much better' than other technology companies.

2016 was a real challenge for Viewpoint in EMEA — and we've more than risen to that challenge. In terms of retaining and acquiring customers we've done fantastically. Our retention rate is over 99% and we've added new logos which make us by far market leader across EMEA. We've also seen big names like Carillion, Galliford Try and Morgan Sindall all making very long term commitments to Viewpoint which puts us in a very exciting position.

STEVE SPARK,
Commercial Director,
Viewpoint EMEA

In terms of utilisation our users are up 177%, with 7,500 new people being added every month, that's incredible. We added over 31,000 projects in 2016, which is 85% higher than in 2013. **And the amount of data we process is up 229% — which is massive.**

STEVE SPARK, Commercial Director, Viewpoint EMEA



170
COUNTRIES
LOGGED IN



450,000+
GLOBAL
USERS



31,709+
GLOBAL
PROJECTS

87% World Dominance
(196 Countries in the world!)

FIELD VIEW

432,699	FORMS CREATED
1,422	NEW PROJECTS
566,444	SYNC REQUESTS
10,831	NEW USERS
1,316,833	TASKS CREATED