

NEWS RELEASE

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VSoft Corporation Achieves 98 Percent Satisfaction Rating on Customer Support Calls

Rating underscores company's commitment to ongoing client service

ATLANTA, April 23, 2018 – [VSoft Corporation](#), a global provider of information and technology solutions for financial institutions, achieved an average 98.47 percent satisfaction rating across customer support calls at the close of 2017, demonstrating its continued commitment to providing excellent customer service and technical support to clients.

This satisfaction rate is derived from data collected during surveys conducted at the end of support calls, where clients can rate VSoft's customer service as either "Positive," "Neutral" or Negative." A total of 482 surveys were considered, and while the average satisfaction rating was 98.47 percent, VSoft achieved a 100 percent satisfaction rating for three consecutive months in 2017.

According to [insights by McKinsey & Company](#), business-to-business (B2B) companies, like VSoft Corporation, typically average less than a 50 percent customer satisfaction score; this lags significantly behind a typical business-to-consumer (B2C) score of between 65 and 85 percent. The biggest challenges that B2B companies face when trying to garner high customer satisfaction are ensuring that client support is highly individualized and anticipating the end-user needs of their B2C clients.

With extensive knowledge within the financial technology industry, VSoft's customer support team is able to address every client need thoroughly and efficiently. As a provider of check imaging and remote deposit capture software, core processing and digital banking, VSoft works with their clients to truly understand business operations and market direction. The company was created in 1996 and has grown to serve over 1,000 financial institutions worldwide by focusing on being a partner to their clients.

"Our outstanding customer satisfaction ratings stem from our deep commitment to a mutual understanding between our project management teams and our clients. Our customer support team works hard to support each client's evolving needs," said Murthy Veeraghanta, chairman and CEO of VSoft. "We will continue to strive for top-notch customer support to help our clients reach their business goals now and in the future."

About VSoft Corporation

VSoft Corporation offers platform-based services for the banking and financial services industry. Its core, payment and digital banking solutions reduce cost and maximize efficiency while

providing seamless, real-time, high-volume and high-performance transactions across multiple channels. The VSoft platform can be delivered in-house, or as an outsourced ASP or SaaS model to best meet the needs of individual financial institutions. VSoft's services have been trusted by financial institutions worldwide. For more information, please call 770-225-7692, or visit www.vsoftcorp.com, or follow them on Twitter [@VSoft_Corp](https://twitter.com/VSoft_Corp).

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