PromaSOC Client Feedback Form

We value your feedback and continuously strive to improve our SOC-as-a-Service offerings. Please take a few minutes to provide your feedback on the services we have provided to you.

Client Information

1. **Company Name:**

2. **Contact Name:**

3. **Email Address:**

4. **Date of Service Evaluation:**

Service Quality

1. How satisfied are you with the overall quality of our SOC services?

   ☐ Very Satisfied
   ☐ Satisfied
   ☐ Neutral
   ☐ Dissatisfied
   ☐ Very Dissatisfied

2. How would you rate our incident detection and response capabilities?

   ☐ Excellent
   ☐ Good
   ☐ Fair
   ☐ Poor
   ☐ Very Poor

3. How well do you feel our SOC team understands your specific security needs?

   ☐ Excellent
   ☐ Good
   ☐ Fair
   ☐ Poor
   ☐ Very Poor

4. How satisfied are you with the timeliness of threat reporting and response from our SOC team?

    ☐ Very Satisfied

    ☐ Satisfied

    ☐ Neutral

    ☐ Dissatisfied

    ☐ Very Dissatisfied

Communication & Support

5. How would you rate the communication between your team and our SOC team?

    ☐ Excellent

    ☐ Good

    ☐ Fair

    ☐ Poor

    ☐ Very Poor

6. How accessible and helpful was our support team when you needed assistance?

    ☐ Very Accessible

    ☐ Accessible

    ☐ Neutral

    ☐ Inaccessible

    ☐ Very Inaccessible

7. How effective was the incident reporting process in providing clear and actionable information?

    ☐ Excellent

    ☐ Good

    ☐ Fair

    ☐ Poor

    ☐ Very Poor

Technology & Tools

8. How would you rate the effectiveness of the monitoring tools and technology provided as part of the SOC service?

   ☐ Excellent
   ☐ Good
   ☐ Fair
   ☐ Poor
   ☐ Very Poor

9. How easy is it to use and understand the reports and dashboards provided by our SOC?

   ☐ Very Easy
   ☐ Easy
   ☐ Neutral
   ☐ Difficult
   ☐ Very Difficult

Value for Money

10. How do you rate the value for money of our SOC-as-a-Service offering?

    ☐ Excellent
    ☐ Good
    ☐ Fair
    ☐ Poor
    ☐ Very Poor

Overall Satisfaction

11. Based on your experience, how likely are you to recommend PromaSOC's SOC-as-a-Service to others?

    ☐ Very Likely
    ☐ Likely
    ☐ Neutral
    ☐ Unlikely
    ☐ Very Unlikely

PromaSOC

11. What do you feel we could improve in our SOC-as-a-Service offering?

(Please describe below):

_____
_____
_____
_____
_____

Additional Comments or Suggestions:

_____
_____
_____

Thank you for your feedback!
Your responses will help us improve and provide better services to meet your needs.

PromaSOC