

# Net Promoter Score

What our Clients Say



## What is a Net Promoter Score (NPS)?

The NPS method, which is based on a two-minute survey, gives insights into customer loyalty by measuring customers' willingness to recommend a business. Net Promoter System (2025).

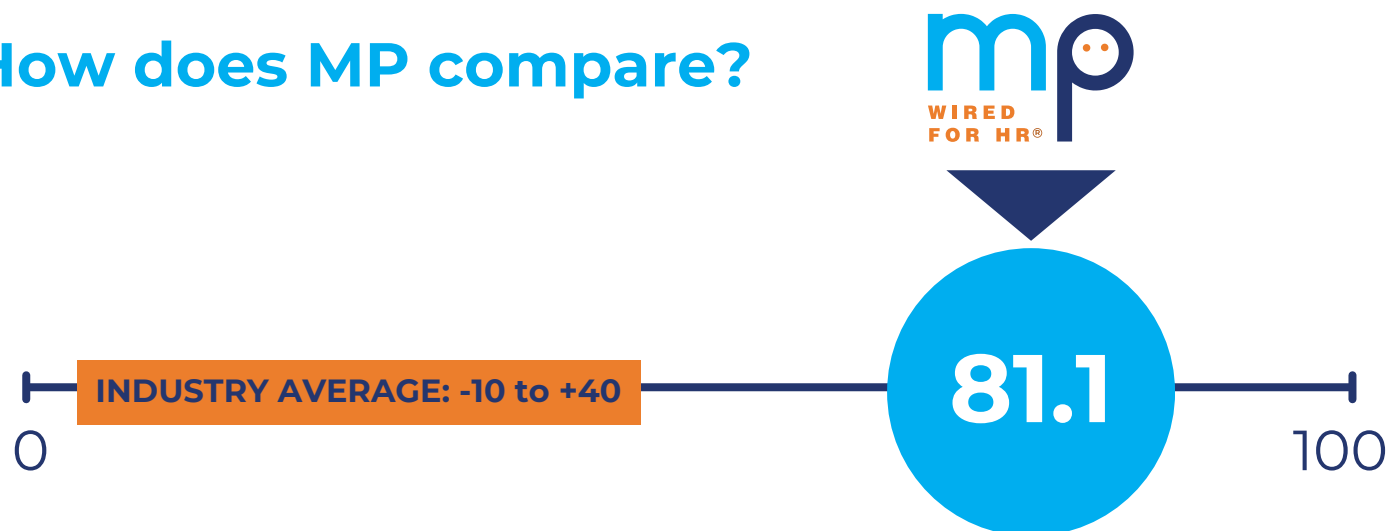
## What is a good NPS Score?

A good NPS score depends on several factors, including your industry, company size, and specific goals.

That said, here's a general guideline based on industry standards SurveySparrow (2025):

- **Above 0:** Indicates more promoters than detractors, which is generally considered positive.
- **20-30:** Suggests your company is performing well compared to many others.
- **50+:** Indicates exceptional customer loyalty and satisfaction.
- **70+:** Considered world-class and signifies extraordinary customer experience.

## How does MP compare?



*Example Disclaimer:* The estimated NPS range for HR services providers (-10 to +40) is based on general industry trends and observations. While many providers have reported higher scores, this range provides a general overview of the industry.

# Testimonials

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## HCM:

isolved is a very easy system to use, especially for payroll and employee management. Customer Service is great as well.

I am very satisfied with MP experience. I have worked with a number of payroll services over the years, and have never experienced anything remotely close to the level of direct, personal communication and service that I receive from the MP team.

## HR Services:

I have been extremely impressed with the partnership we've had with MP-HR. Our HR liasons have been very helpful in the support they've given to us.

Very happy with MP since switching over a few years ago. My contacts are very responsive and always call or email me back. Our HR Generalists are top-notch. Very knowledgeable on anything HR-related and keeping us up to date, too!

## Recuiting:

MP Recruitment has been doing a fantastic job recruiting for our team, and our hiring managers (candidates as well) have been very complimentary. Thank you so much; it has been a lifesaver. This has been the least stressful time I've ever been without a recruiter, and partnering with MP has been a game-changer."

## Customer Service:

Amazing customer service from every rep I have dealt with over the last 2 1/2 years.

MP provides excellent service and always responds very quickly. I also like the portal.

They always do their job right. In other words, the people at MP are very courteous and professional.