



# Espresa

Powering Great Workplaces



## Espresa Support Satisfaction Report 2026

This report reflects Espresa's 2025 support performance and highlights how continued investments in people, process, and technology enabled consistent, high-quality service as customer and member needs grew in complexity.

### 2025 Performance & Trends

# Delivering Outstanding Support

In 2025, Espresa delivered industry-leading customer satisfaction while supporting increased program complexity and scale.



98%

Customer Satisfaction Score



90%

Member Satisfaction Score



93%

Implementation Satisfaction Score



85%

Rated Tickets are Positive

## Industry Comparison

### Empowering HR Through Exceptional Support

Helping HR leaders enhance employee experience, boost retention, and foster a thriving workplace culture



#### Enhancing the Employee Experience

Seamless support services help HR teams deliver reliable employee experiences that drive engagement and satisfaction



#### Strengthening Retention Through Support

High ratings for HR support teams showcase the impact of well-structured internal processes



#### Building Trust & Transparency

Open, transparent resolutions and consistent follow-through help cultivate trust-based relationships with both HR leaders and employees

## Setting the Standard in Support

- Espresa's customer satisfaction score exceeds industry benchmarks, highlighting its leadership in HR support services
- In 2025, Espresa maintained a 98% CSAT—consistently outperforming SaaS industry benchmarks and reinforcing its position as a leader in HR support services
- Investments in training, technology, and proactive support position Espresa as an industry leader
- A top-down commitment to quality support ensures a consistent, reliable, and superior customer experience

<sup>1</sup> [CRM.org 2025 Statistics](https://www.crm.org/research-statistics)