Telemis satisfaction survey analysis: A robust partnership

ETICEO conducted a user satisfaction survey during the final months of 2025, gathering 350 responses from a panel of healthcare professionals (radiologists, clinicians, PACS and IT leads) across Europe and the UAE. This year, the Net Promoter Score (NPS) reached +32, testifying to the strength of Telemis' position.

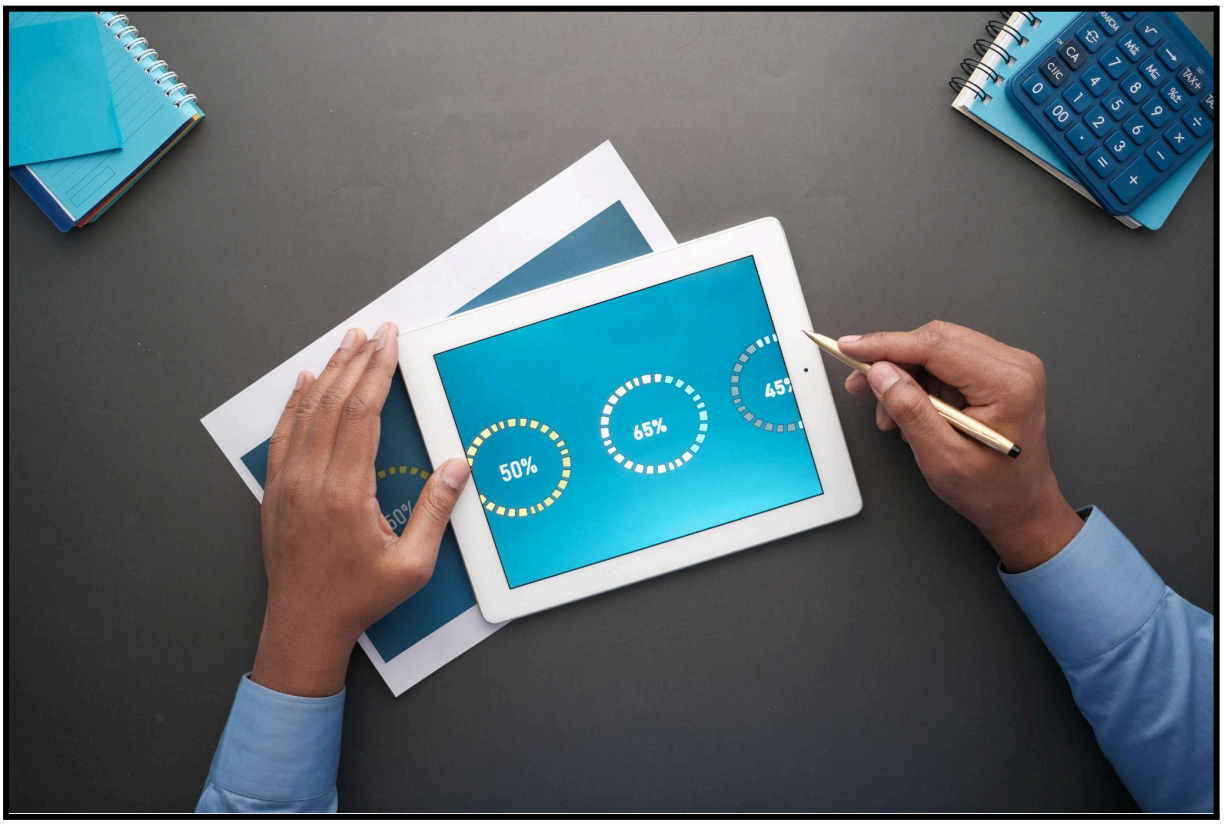
This 2025 edition benefited from an optimised methodology featuring more direct and concise questions, illustrating an ongoing commitment to improving user dialogue while respecting their valuable time.

Day-to-day Performance and Reliability

The PACS/MACS software remains a trusted benchmark for users. Indicators confirm high satisfaction levels: 83% for user-friendliness, 81% for system stability, and 80% for execution speed. These performance metrics ensure smooth daily operations.

Beyond a proven solution, the survey reveals promising momentum for tomorrow's innovations, with numerous ideas fed back to the Product team.

Finally, with a overall technical excellence satisfaction rate of 75%, users confirm Telemis' ability to meet the complex demands of medical environments.



The Human Element at the Heart of Support

According to users, the quality of human relationships is the cornerstone of Telemis' success. Satisfaction with site managers reached an outstanding 97%. Nothing speaks clearer than direct feedback from the field:

- *"Our site manager's commitment is a major asset for our projects, and we hope to continue collaborating with him in the long term. Having a direct contact who analyses and solves issues is an indispensable strength."* Jean-Philippe Camillo, PACS Manager, CHR Citadelle
- *"Thank you for your expertise and the quality of your support."* Michel Ghislain, Technical Engineer, CH Mouscron
- *"The Telemis team is approachable, innovative, and always looking for solutions."* Peter Moons, Radiologist, Sint Andries Tielt
- *"Well done for your responsiveness and friendly communication."* Cécile Guigard, IT, Morges
- *"An outstanding professional solution."* Sébastien Cadio, PACS Lead, CH Paimpol
- *"We appreciate the stability of the technical teams and their unrivalled expertise."* Jean-Luc Montazel, Radiologist, Clinique Générale Annecy
- *"The stability of the solution combined with the deep knowledge of our contacts is invaluable."* Marine Cormier, IT, GHT Armor

Conclusion

User feedback indicates that Telemis is committed to combining technical robustness with outstanding human support. The roadmap is clear: accelerating feature updates and AI tool integration, all while maintaining remarkable service quality and stability.