HP Asset Hub User Satisfaction Survey Results

April 2015

HP Asset Hub Survey Overview

FY15

Usage	20%	37%	38%	5%
Overall satisfaction	13%	38%	32%	11%	6%
Speed & responsiveness	21%	57%	15%	6%	1%
Asset (upload/search/dwld/ sharing/managing metadata)	17%	47%	17%	5%	5%
Creating collections of files in folders	7%	45%	25%	5%	4%	13%
Features and technology	9%	49%	19%	14%	8%	1%
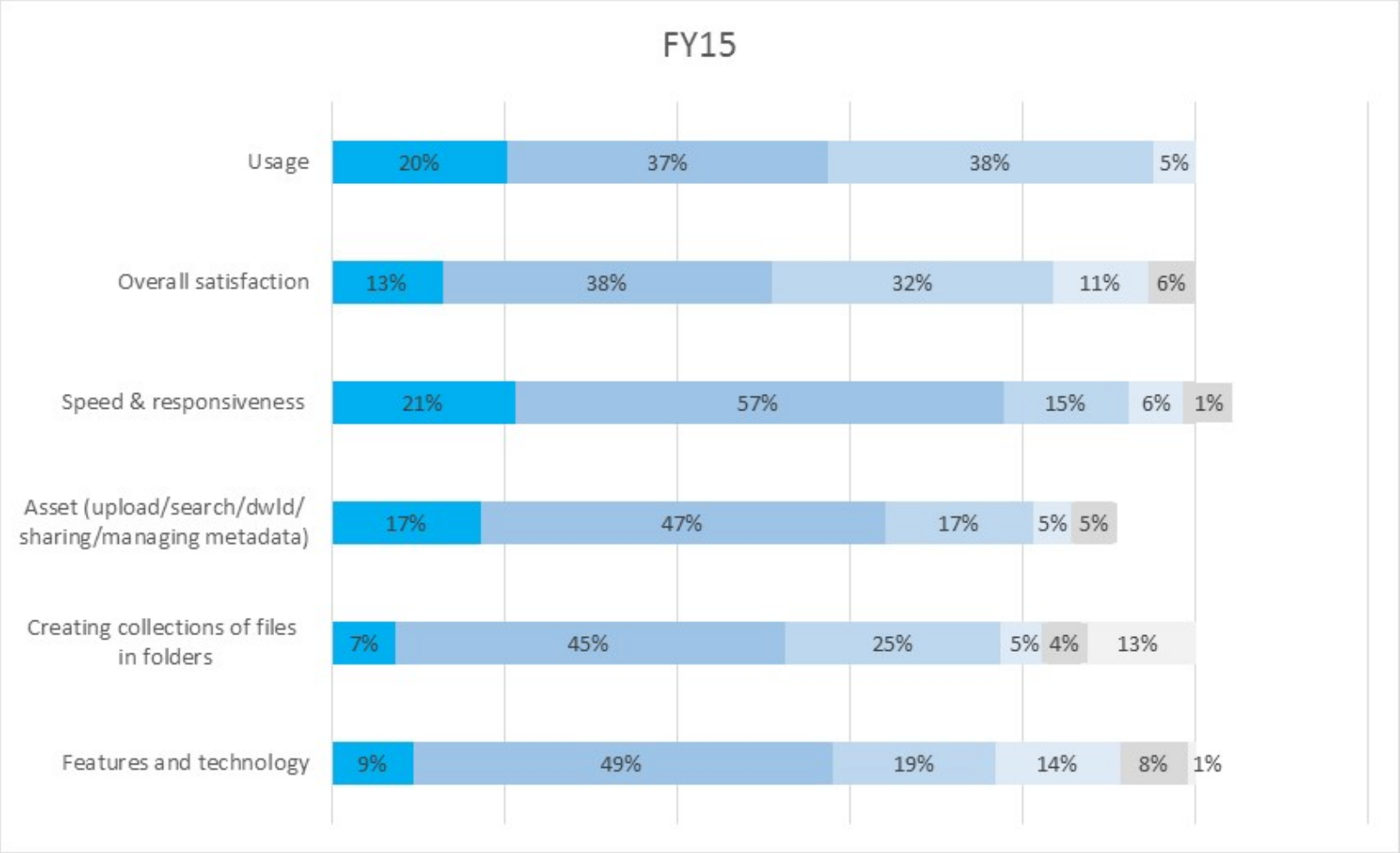
Legend:
- Very frequently/ Very satisfied/ Critical/ Ahead of curve
- Frequently/ Satisfied/ Important/ Just about right
- Occasionally/ Somewhat satisfied/ Somewhat important/ Stagnant
- Rarely/ Unsatisfied/ Somewhat unimportant/ Insufficient
- Very unsatisfied/ Not important/ Extremely unsatisfied/ Cannot judge
- Not applicable/ Other

Functionality Analysis

● Satisfaction level*
● Importance for user

Topic	Unimportant & Not applicable	Neutral	Critical & Important	Low (<30%)	Medium (31-60%)	High >60%
Asset search	0,5%	4,5%	95%		●	●
Overall speed & responsiveness	0%	7%	93%		●	●
Assets download	0,5%	6,5%	93%		●	●
Asset upload	17%	20%	63%		● ●	
Collections of files in folders	15%	37%	48%		● ●	
Managing md of existing assets	27%	24%	49%		● ●	
Sharing assets with others	25%	32%	43%		● ●	

Biggest Gaps:

Asset search – 42% satisfaction vs 95% importance

Overall speed&reponsivness– 61% satisfaction vs 93% importance

Assets download- 71% satisfaction vs 93% importance

* Satisfaction level was calculated based on **"very satisfied"** and **"satisfied"** users; "somewhat satisfied" responses were considered neutral

Customer Comment Themes

Theme	Resolution	Roadmap alignment
Search: • metadata • user experience • navigation	• Move product search button to the main area • User profiling to preset filters and reduce large number of results to most relevant for users • Fix facets by folder type or allow user selection • Combine product and advanced search	• To be included on the list of priorities and discussed for future releases
Performance: • uptime • capability	• Improve monitoring, mapping time stamps for existing recurrent functional tests	• To be investigated by the Dev Team
Content	• forward feedback to business teams on imagery (variety, refresh, industry related, regional...)	
Downloading: • capability • performance	• Download limitation in Firefox being addressed in the upcoming release • Expand image renditions offering for product images download	• To be included on the list of priorities and discussed for future releases