

Meet our Team



Eleftheria Kapatsori – Customer Experience Manager

What is the meaning of customer experience to you?

For every company, regardless of the industry within they operate, the one thing that defines their success are the experiences they provide to their customers. And this experience is an end2end deal! This means that they are not only providing excellent services that perfectly cover the needs of the customer but also provide very valuable after sales support regarding any issue that may occur.

How does Neurosoft stand out from the rest in this department?

We at Neurosoft know that our customers are aware of the cutting-edge technology we use, the innovation and the value of our products/services but what makes them confident in their choice is the experience they have when something goes wrong or there is an issue at hand that must be dealt with promptly and correctly! Those are the moments that they rely on us the most to provide them with the best aftersales support, to challenge our most agile and flexible way to solve their problem before it becomes a bigger issue! And this is us, creating added value for our customers. This is us winning them over in their next choice of business opportunity! This is us providing the ultimate customer experience!

Customer Experience – Why is it so important?

Everything comes down to customer experience! The best we can provide! The one that makes the customer go wow and leaves them entirely impressed! That brings honesty and responsibility in the first line of support! That ensures delivery on agreed timelines! That provides the best quality services out there! That transforms a customer into the most rewarded, satisfied and loyal customer there is! It's about us, keeping our promise to be there, engaged, motivated and alert on every detail, constantly giving them that exceptional service, that unique experience! That's what we have in mind when we talk about customer experience here at Neurosoft! And that's what creates added value to our business! We have the privilege to know well, what customer experience is and the best possible way to make it great!