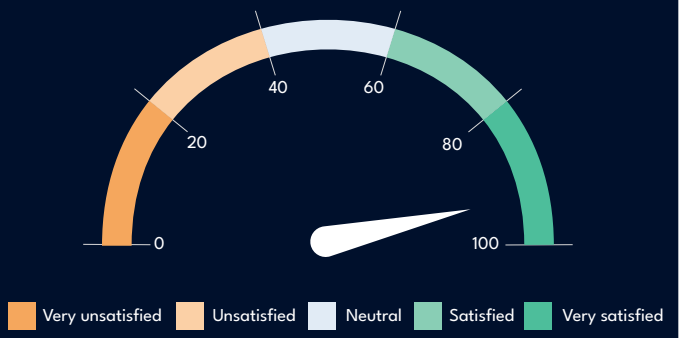
CATALISTI

Results Member Satisfaction Survey

April 2026

Overall Customer Satisfaction Score (CSAT) 93%



Net Promoter Score (NPS) 43

Strengths

- Strong visibility within the Flemish ecosystem
- Networking events and opportunities to stimulate the collaboration between different actors
- Personal contact with the account manager and the facilitation of one-to-one connections

Areas for improvement

- Broader communication of ongoing and upcoming projects
- Information dissemination about subsidies, trends, policy developments, etc.
- More pro-active and thematic matchmaking by bringing the network around certain technical themes or along certain value chains

What our members value the most about our support in innovation projects

2	1	3
Acting as a neutral party during submission and evaluation	Explaining the requirements of the different funding instruments and identifying the most suitable one	Administrative and strategic support during project execution