SEPA XML GENERATOR

Survey Results

COMPLETION RATE 100% | TOTAL RESPONSES 11

01 Question

Have you ever generated an SEPA xml file for a current or previous employers/company? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Yes	10	91%
No	1	9%

Detailed Report

02 Question

Your Company Sector or Company Type (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	Answer	Skipped
Payroll	Tuesday, Apr 21st 3:03AM	
Property Management	Monday, Apr 20th 4:08AM	
Housing Association	Saturday, Apr 19th 5:13AM	
Legal Firm	Friday, Apr 17th 12:44PM	
Food vendor	Friday, Apr 17th 11:04AM	
Healthcare management	Friday, Apr 17th 8:47AM	

Detailed Report

03 Question

Your Job Role (or role when you undertook SEPA xml activities)

Answered 10 (91%) | Skipped 1 (9%)

	Answer
Freeze	Tuesday, Apr 21st 3:03AM
Accountant	Saturday, Apr 19th 5:13AM
Account Manager	Friday, Apr 17th 12:44PM
Accountant	Friday, Apr 17th 11:04AM
General Manager	Friday, Apr 17th 8:47AM
Bookkeeper	Friday, Apr 17th 8:27AM

Detailed Report

04 Question

Company Size by Employee (s) (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
11-50	5	45%
1-10	4	36%
51-100	1	9%
101 or more	1	9%

Detailed Report

05 Question

Does/did your company have an Account Package? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Yes	10	91%
No	1	9%

Detailed Report

06 Question

If Yes, please state the Accounts Package

Answered 10 (91%) | Skipped 1 (9%)

	Answer
SAGE	Tuesday, Apr 21st 3:03AM
Quick FM	Saturday, Apr 19th 5:13AM
Sage 50	Saturday, Apr 19th 5:13AM
Sunrise	Friday, Apr 17th 12:44PM
SAP	Friday, Apr 17th 11:04AM
Sage	Friday, Apr 17th 8:47AM

Detailed Report

07 Question

Is/was your SEPA xml Solution separate to the company Accounts Package (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Yes, it was a separate application	8	73%
Yes it was a part of the Accounts Package	3	27%

Detailed Report

08 Question

If Yes, please state your separate SEPA xml Solution

Answered 7 (64%) | Skipped 4 (36%)

	Answer
Unicode sFX	Friday, Apr 17th 11:04AM
Jack's Generator	Friday, Apr 17th 8:47AM
Origin	Friday, Apr 17th 8:27AM
Sepa SFT	Wednesday, Apr 14th 4:18AM
Business Software Solutions	Monday, Apr 14th 12:44AM
Symmetrar	Monday, Apr 14th 3:08AM

Detailed Report

09 Question

If you use a separate SEPA xml Generator Application – is it integrated with your company Accounts Package? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Yes	8	73%
Don't know	2	18%
No	1	9%

Detailed Report

10 Question

How often do/did you use your SEPA XML Application or xml feature of your accounts package per month? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
2 to 10 times per month	7	64%
Once a month	2	18%
11 to 20 times per month	1	9%
More than 21 times per month	1	9%

Detailed Report

11 Question

Is your XML SEPA Generator Tool Web Based, Installed on a Local PC or Other? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Local PC	8	73%
Web Based	2	18%
Other Options	1	9%
Don't know	0	0%

Detailed Report

12 Question

How did you learn to use the SEPA XML system you currently use or used in the past? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Self Taught or Trial and Error	3	27%
Google Training	3	27%
Remote Training (screenshy)	2	18%
Telephone Support	2	18%
Online Videos (Company Video Online)	1	9%
Manuals	0	0%

Detailed Report

13 Question

How often per month does/did your SEPA xml files have errors which required accountancy remediation? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Never	7	64%
1-5	4	36%
6-10	0	0%
Greater than 10	0	0%

Detailed Report

14 Question

How do you find errors can be reduced?

Answered 6 (55%) | Skipped 5 (45%)

	Answer
Since robust controls and check in accounts package	Monday, Apr 20th 4:08AM
Training on what to do in different scenarios where errors occur	Saturday, Apr 19th 5:13AM
A better SEPA XML generator	Friday, Apr 17th 11:04AM
No	Friday, Apr 17th 8:47AM
plenty of customer feedback and support from providers	Friday, Apr 17th 8:27AM
Link to accounts package	Monday, Apr 14th 3:08AM

Detailed Report

15 Question

How would you rate your experience with your SEPA XML Generator Application? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Good	5	45%
Average	3	27%
Excellent	3	27%
Very Poor	0	0%
Poor	0	0%

Detailed Report

16 Question

Why did find this way toward the application?

Answered 9 (82%) | Skipped 2 (18%)

	Answer
No prices, easy to use and support available when needed	Tuesday, Apr 21st 3:03AM
If speaking correctly it processes a large number of weekly payment efficiently	Monday, Apr 20th 4:08AM
I have been too issues with it	Saturday, Apr 19th 5:13AM
It is slow and	Friday, Apr 17th 11:04AM
Cumbersome. It is boring but you need to be precise and careful. Don't want to make mistakes as feel responsible to pay the bank payments right to the company to work company and clients claim	Friday, Apr 17th 8:47AM
there are a few things that can be done differently	Friday, Apr 17th 8:27AM

Detailed Report

17 Question

How would you rank the importance of security in terms of your banking data and that of your clients data on your SEPA xml system? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Extremely Important	6	62%
Very Important	1	9%
Important	1	9%
Not Very Important	3	27%

Detailed Report

18 Question

Do you currently have any security concerns regarding your banking data and your clients banking data on your SEPA xml system? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
No Concern	7	64%
Some Concerned	3	27%
Concerned	1	9%
Very Concerned	0	0%

Detailed Report

19 Question

Where are your SEPA .xml files stored? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Locally on a PC	8	73%
Don't know	2	18%
Within the Application	1	9%
Both	0	0%

Detailed Report

20 Question

Are deleted/old SEPA XML files of importance from a security perspective? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Extremely Important	4	36%
Not Very Important	3	27%
Important	3	27%
Very Important	1	9%

Detailed Report

21 Question

Is/was your SEPA XML system backed up? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
No	7	64%
Yes	2	18%
Don't know	2	18%

Detailed Report

22 Question

If yes, are they Onsite or Remotely backed up by you or your provider?

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Don't know	7	64%
Remotely	3	27%
Onsite	1	9%

Detailed Report

23 Question

How important would taking a backup of your SEPA xml account be (including client details)? (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Extremely Important	6	55%
Very Important	2	18%
Important	2	18%
Not Very Important	1	9%

Detailed Report

24 Question

From an aesthetics perspective, how important would you rate the following - Your company colours used within the backend (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Not Very Important	4	36%
Important	3	27%
Very Important	1	9%
Extremely Important	3	27%

Detailed Report

25 Question

From an user experience perspective, how important would you rate the following: User information guides to aid the XML generation process (Mandatory)

Answered 11 (100%) | Skipped 0 (0%)

	COUNT	PERCENT
Very Important	5	45%
Important	3	27%
Not Very Important	1	9%
Extremely Important	3	27%

Detailed Report

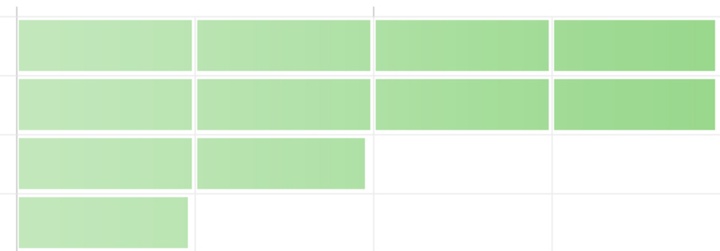
26 Question

From a user experience perspective, how important would you rate the following: Notification Popups around debit dates, amount confirmation, debit totals, list of debit

Answered 11 (100%) | Skipped 0 (0%)

companies on an xml file, etc. (Mandatory)

100% 0%



	0% – 18.5% – 37%	COUNT	PERCENT
Very Important		4	36%
Extremely Important		4	36%
Important		2	18%
Not Very Important		1	9%

Detailed Report

Question 27

What improvements, if any, would you like to see implemented to your current SEPA XML Solution?

Answers 6 55%

Skips 5 45%

236,271,552	Speed - at present i can be slow	Monday, Apr 20th 4:08AM
236,212,981	Would make it more user friendly	Friday, Apr 17th 11:50AM
236,205,991	More indicators and reminders that it is correct to send. Confirmation as you complete certain stages of the process. Confirmation of completion with evidence. Audit trail of actions and by whom	Friday, Apr 17th 8:25AM
236,202,857	When errors are made with a saved Direct Debit collection file, you would have the facility to correct an error with one customer collection rather than having to delete the whole file and start from the beginning again.	Friday, Apr 17th 6:27AM
236,069,666	Link to accounts package	Monday, Apr 13th 9:48AM
236,062,249	A nicer interface and more guildance through the generation process	Monday, Apr 13th 5:48AM

Detailed Report

PAGE 3

Delete all responses

Delete Responses

WARNING! Clicking this button and confirming your action will delete all the results of this survey. The results cannot be restored because they are permanently erased.