



DQUBE solutions



Client Profile

# Entegra Signature Structures



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## Client profile

Entegra Signature Structures



Entegra Signature Structures deliver a diverse range of high-quality steel structures that offer the best in aesthetic style and durable functionality – offering a great range of products, and every project comes with the Entegra Signature touch.

The company has been built on repeat business and word-of-mouth, as they prioritise meeting client's specifications and expectations. This means constantly striving to fulfill the needs of clients, throughout the entire design and construction process.

Being thought leaders within their industry, the Entegra team challenges the norm and thinks outside the box to create an innovative and tailored design solution that can't be matched anywhere else on the market.



1986

Entegra is born under the name  
Swan Hill Engineering



-40°C

Temperature endured by Entegra's  
helicopter hangar in Antarctica

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## What we do

DQUBE Solutions implement a fit-for-purpose solution by conducting research to determine overall client satisfaction, as well as ascertain frank and unbiased feedback from Entegra clients.

We are pleased to work with Entegra to quantify client experiences and measure its relationship with clients using online research techniques as well as phone follow-ups.

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## From the client

Rowan Jayasuriya, Sales & Marketing Manager

"Entegra has an ongoing need to find out what our clients think about their project and Entegra as a whole.

**It has to be done independently and the client needs to have the assurance that it is truly independent.**

DQUBE was commissioned to do this and after 6 months we seem to be achieving all our stated objectives.

**The return rate is very high and the information received invaluable to improve our service levels even further."**



By drawing on our significant industry experience in client research data collection and dashboard reporting, we not only capture data but to make it meaningful and actionable.

For me, the key is ease of use. DQUBE make it very streamline, the process is simple and easy, and everything on their end just happens. The team communicate back to us quickly and efficiently if there are ever any issues – which there rarely is.



**Stacey Tunley**  
Office Manager, Entegra Signature Structures



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