THE FUNCTIONARY

The Results Are In

Net Promoter Score (NPS) **measures how likely customers are to recommend a company** based on their experience.
For The Functionary & our customers, it reflects whether **embedded teams truly operate like internal teams, delivering consistent quality, trust, & accountability at scale.**



NPS Score 74

Promoters: **78%**

Detractors: **<4%**

The Culture Behind the Scores

More than half of The Functionary's 1,600 global employees work from offices designed to support the whole person, while the rest work remotely with the same care & investment. Wherever they are located, teams stay valued & connected, delivering the same care & commitment as they would from their own internal teams.

> **Real success is building a business where people want to stay."**
>
> Sam Darwish, The Functionary Founder & CEO.

Clients Highly Satisfied

82%

Why Customers Choose The Functionary:

- Consistent execution as volume grows.
- Continuity & retained customer context.
- Proactive communication & engagement.
- Clear ownership of outcomes.

The Functionary is a global outsourcing and technology solutions provider delivering customer service, software engineering, and AI-driven automation.

Operating in **19+ countries** through **9 delivery hubs,** the company employs **1,600+ professionals** and maintains **97% SLA performance** with **98% client retention.**