

# NPS+ Hepatitis C Virus (HCV) Infection US [2018]

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## Abstracts

Why are some US HCV brands standing out more than others?

There are various options available to US infectious diseases specialists and primary care physicians (PCPs) treating hepatitis C virus infection (HCV). Clearly some of these options are achieving greater levels of loyalty and satisfaction than others – but why? What are the key factors driving physician choice and how does each of the leading brands compare to its competitors

NPS+ HCV (US) gives a unique insight into the overall brand health of 8 leading treatments for HCV currently being used in North America. 100 infectious diseases specialists and PCPs were surveyed on key issues including brand messaging, prescribing behaviour and satisfaction levels. The results provide valuable insight for brand marketers seeking new ways to stand out.

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Top Takeaways

One brand leads the way, and the rest don't even get close. Of the 8 brands included in the survey, one brand is over 30 points ahead, and second and third place have the same score. Which one is it, and which brands are fighting for second place?

Loyalty is proving difficult to achieve. Loyalty scores of 4 or more are what brands are aiming for, but for HCV treatments, even the highest scores are not even close in this latest survey. Is clinical differentiation really that low?

Despite low loyalty, satisfaction is high. Why are infectious diseases specialists

and PCPs so happy with the numerous drugs on offer? And is there any more that could be done to improve satisfaction scores even more?

Marketing messaging could be the key. Which brands are associated with key issues such as safety, efficacy, convenient administration and cost effectiveness? Could more be done to promote key benefits?

In their own words. What do doctors say each brand means to them? For example, which brand is described as 'my new favourite regimen' and which brand is 'outdated and no longer useful'?

### Insight into 8 Multiple HCV Treatments

Daklinza (daclatasvir; BMS)

Epclusa (sofosbuvir/velpatasvir; Gilead)

Harvoni (sofosbuvir/ledipasvir; Gilead)

Mavyret (pibrentasvir/glecaprevir; AbbVie)

Olysio (simeprevir; Janssen Biotech)

Sovaldi (sofosbuvir; Gilead)

Viekira Pak (ombitasvir/paritaprevir/ritonavir; AbbVie)

Zepatier (elbasvir/grazoprevir; Merck & Co.)

### Explore Important Brand Loyalty Issues

NPS+ HCV (US) gives you clear and independent insight into multiple sclerosis brand loyalty from the doctors' perspective. You'll discover:

How loyal doctors are to your brand.

How many other brands your Promoters recommend.

Which other brands your Promoters and Detractors recommend.

How much market share your brand has among Promoters and Detractors.

How much market share you stand to gain by converting Detractors into Promoters.

Which messages Promoters, Passives and Detractors associate with your brand.

Your brand DNA: what doctors really think of your brand—in their own words.

### A Report Based on Expert Knowledge

We surveyed 100 US-based infectious diseases specialists and PCPs chosen from the largest community of validated physicians in the world. We conducted the survey between January 10-23, 2018.

### What is Net Promoter® Score?

NPS is a customer loyalty metric developed by (and a registered trademark of) Fred Reichheld, Bain & Company, and Satmetrix. It was introduced by Reichheld in his 2003 Harvard Business Review article One Number You Need to Grow.

### How does NPS work?

NPS measures overall brand satisfaction and loyalty by asking one simple question:

'How likely are you to recommend this brand to a colleague?'

Responses - given on a scale of 0 (not at all likely) to 10 (extremely likely)—are used to classify respondents into 3 categories:

Detractors are those who answer 0 – 6.

Passives are those who answer 7 – 8.

Promoters are those who answer 9 - 10.

How is NPS calculated?

The percentage of detractors - the percentage of promoters = NPS.

For example, 25% Promoters, 55% Passives and 20% Detractors give you an NPS of +5.

NPS can range from -100 (everybody is a Detractor) to +100 (everybody is a Promoter). The higher the score the healthier the brand.

What is FirstView NPS+?

NPS+ turns your Net Promoter Score into actionable information by answering key questions about brand loyalty.

Each NPS+ report examines doctors' relationships with the brands used to treat a major disease area—measuring brand loyalty and showing you how it affects your market share. NPS+ also examines “brand DNA”, revealing in doctors' own words what brands mean to them.

Instead of one simple metric, NPS+ gives you a detailed picture of brand health that highlights areas for improvement, and helps you see exactly what steps you need to take next.

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