

100% Customer Loyalty Rate Awarded to Networks First In Cisco Satisfaction Survey

Released: 13th October 2009
Publisher: Portfolio Comms

Redditch, 13th October 2009 - Networks First, an independent provider of support services for network infrastructure (www.networksfirst.com) has completed its annual Cisco Customer Satisfaction Survey and once again achieved a customer loyalty rate of 100%.

This is the sixth year that Networks First has been accredited as part of its annual silver re-certification. An independent audit company carries out the process and asks Networks First customers to score the company on the quality of its service delivery. This year, Networks First's overall score was an impressive 4.85 out of 5.

Steve Niven, Sales Director, Networks First, comments: "We welcome the auditing process that the Cisco re-certification brings to us as an organisation. It's vital to seek out and receive honest customer feedback if you are going to achieve continually outstanding service on an ongoing basis. This is our sixth year of doing just that and it is great to see the results of the survey continuing to confirm our customers' high level of satisfaction.

"The survey results demonstrate that, once again, we have achieved an exceptional 100% customer loyalty rate. We believe that what makes us different from our competitors is our determination to always go that extra mile for our customers and these results are a fantastic reward for our efforts."

The accreditation is part of Networks First's aim to offer the very best market leading expertise on the technology and products available from all the leading vendors. Networks First's specialist team includes qualified CCIE engineers and account managers who all undergo Cisco training, examinations and hands-on experience before becoming accredited.

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