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News Release

### Networks First Scores 100% for Customer Loyalty Rate in Cisco Satisfaction Survey

**Released:** 26th January 2009  
**Publisher:** Portfolio Communications

**Redditch, 26 January 2009** - Networks First, an independent provider of support services for network infrastructure ([www.networksfirst.com](http://www.networksfirst.com)) has completed its annual Cisco Customer Satisfaction Survey and once again emerged with flying colours.

This is the fifth year that Networks First has been accredited as part of its annual silver re-certification. During the process, which is carried out by an independent audit company, Networks First customers were given the opportunity to score the company on the quality of its service delivery. Networks First's overall score was an impressive 4.88 out of 5.

Steve Niven, Sales Director, Networks First, comments: "We were so pleased with last year's performance that we thought it might be hard to top. It is important to Networks First to deliver a high standard of service and it is great to see the results of the survey confirming our customers' high level of satisfaction. This accreditation is part of our aim to offer the very best market leading expertise on the technology and products available from all the leading vendors.

"The survey results demonstrate we have a 100% customer loyalty which is not just rare but exceptional," continued Steve. "Although we are not one of Cisco's biggest partners, Networks First has the attributes of a larger partner through our performance and management system development. We believe that it's always possible to go that extra mile for our customers and the results are a true reflection of that."

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.

-ends-

**Notes to Editors**

**About Networks First**  
 Networks First is a specialist provider of converged network support services. Its people, passion and skills blend together to create a distinctive customer support experience. Going beyond the traditional 'break fix' approach, Networks First's commitment is to the restoration and ongoing sustainability of networks. A partner focused support services organisation with multi-vendor and mixed technology capabilities, Networks First's partners, include Dell, Mitel and Westcon Convergence. Following its acquisition of ANS, a leading provider of support services for IP telephony solutions, Networks First is now the largest independent provider of converged network support services in the channel.  
<http://www.networksfirst.com/>

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