

Networks First Hits Customer Satisfaction High - 03/03/2010

Networks First, an independent provider of support services for network infrastructure has attained Customer Satisfaction Excellence, the highest distinction possible in the Cisco Channel Partner Programme. This follows the completion of the independently audited Cisco Customer Satisfaction Survey in which Networks First achieved an impressive customer loyalty rate of 100%.

As part of the audit process to achieve silver partner status, customers are asked to score the company on the quality of its service delivery. Networks First's overall score was 4.88 out of 5.

Ian Hearn, head of sales, Networks First, comments: "We are very proud of our reputation for providing some of the best customer service in the industry and are pleased that our high score reflects all the hard work that the team here puts into making sure our customers are both happy and loyal.

"Cisco's audit now takes place every six months, rather than only once a year, so a company which is continually achieving a high score, like Networks First, is clearly providing a certain level of service day in, day out all year round. And that is what we are all about."

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.

Return on Investment: You may offer an ROI timescale on your solutions but how many times does the user hold you to account?

Frequently Sometimes

Rarely

Frequently %0

Sometimes %0

Rarely %0