

Networks First Awarded Cisco UK Services Partner of the Year 2010

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Redditch, 10 May 2010 – Networks First, an independent provider of support services for network infrastructure (www.networksfirst.com), has been awarded 'UK Services Partner of the Year' by Cisco. Epitomising its outstanding performance, Networks First was commended for its high customer satisfaction score (4.83 out of 5), achieving the UK's highest conversion rate (79.6%), and its contribution to the Smartcare programme.

The awards are recognised internationally with winners selected in 13 categories across 17 European countries (including Israel). The aim is to demonstrate the strength in combining both Cisco's and its partners' skills to forge alliances and deliver market growth. Networks First is positioning itself to embrace Cisco Smart Services, changing the services conversation into one that focuses on the business impact of service strategy rather than hardware uptimes. By leveraging sophisticated network monitoring solutions Networks First is able to move post sale services away from a reactive offering into an essential part of a client's overall business strategy.

Phil Smith, vice president, Cisco UK & Ireland explains: "Networks First has led the way in services and earned a well deserved reputation as a high quality partner incorporating asset management, professional services and full lifecycle management. A Smartcare pioneer, it is part of the exciting pilot for Smart services and is now also set to break into the Managed Services market in the UK to promote attach and renewals.

"Networks First's impressive support contract conversion rate, which was the highest in the UK last year at 79.6% and its success in achieving the highest customer satisfaction score of 4.83 are just two highlights that characterise its exceptional performance as a Services partner."

Sara Gemmell, managing director, Networks First comments: "This is a fantastic achievement and we are delighted to be recognised as a Cisco partner that has set the standard for customer satisfaction. We are extremely proud to lead the way in providing exceptional service delivery to all of our customers and this award clearly reflects the commitment and knowledge of our people. Our support spans a wide range of products and solutions from all of the leading vendors and this is further proof that we are able to tailor our service proposition to the exact needs of each customer without compromising on quality.

"Winning this award has come at the end of another successful year for Networks First where we significantly grew both our profit and revenue and we can look forward to building on this success in the year ahead."

Full details about the awards, categories and winners can be found on the dedicated website - www.cisco.com/web/europe/ps2010.