



Computacenter achieves 'gold star' distinction for customer satisfaction

Computacenter's commitment to customer service and satisfaction has been honoured by the Cisco Channel Partner Programme.

The award for Customer Satisfaction Excellence is the highest distinction a Cisco partner can achieve. It is awarded based on price competitiveness and customer satisfaction scores over a six-month period.

Bernadette Wightman, Managing Director, Cisco UKI, commented: "Customer satisfaction is one of Cisco's highest priorities and a cornerstone of our Channel Partner Programme. Computacenter's achievement demonstrates its ongoing commitment to not only meet but exceed customer expectations for cost-effective and efficient networking services."

Computacenter scored 4.65 out of a possible five for its pre- and post-sales support service. Partners achieving 4.55 or higher are indicated by a gold star on Cisco's online partner locator, making them easily distinguishable by customers.

Adrian Foxall, Networking and Communications Director at Computacenter, commented: "When it comes to service, we have a philosophy of 'doing the right thing', which means our prime focus is to help customers achieve their goals. Customer satisfaction and service quality are embedded in every area of our business, and it is gratifying to have these efforts recognised by one of our key partners."

This is the 12th Cisco award received by Computacenter, which has held Gold Partner Status since 1998.

Computacenter is also an Advanced Technology Partner for other Cisco solutions, which are key to helping organisations enhance productivity, reduce costs and increase agility.

Computacenter's recent Cisco implementations include an IP telephony project at Colchester Institute, a new unified communications infrastructure at Harvey Nichols and a wireless broadband solution for South Wales Fire and Rescue Service.

Computacenter offers a range of networking services, including design and implementation to support and maintenance, which help organisations maximise the security, performance and availability of their IT infrastructures.