

## **Cisco names NextiraOne UK ‘Outstanding Customer Satisfaction Partner for 2008’**

**Communications experts congratulated for incentivised customer service policy**

**Lichfield, UK – 10 April, 2008.** NextiraOne UK has been recognised by Cisco with its ‘Outstanding Customer Satisfaction Partner’ award for 2008 in response to the communications services provider’s excellent record in delivering the highest quality of customer support. Cisco also commended NextiraOne UK for its policy of incentivising staff based on high levels of customer satisfaction.

NextiraOne UK’s mission is to deliver industry leading service, therefore achieving and maintaining a high degree of customer satisfaction is at the very heart of its business ethos. This policy has led Cisco end-users to report high satisfaction levels with the service they receive from NextiraOne.

Duncan Mitchell, managing director in the UK and Ireland for Cisco, said: “NextiraOne UK delivered exceptional customer service in 2007. By including customer satisfaction as one of its key company business goals and creating a plan that involves all its employees, NextiraOne UK has delivered a customer experience it can be very proud of. The company ethos NextiraOne UK has generated and cultivated has helped ensure that its customers are provided with service and support of the highest level.”

Steven Skakel, general manager for NextiraOne UK, said: “This award is the culmination of months of hard work by the whole team here. We’ve always prided ourselves on high levels of customer satisfaction so to be recognised by Cisco for our concerted efforts to place the customer at the heart of what we do is a great accolade.”

You can view Duncan Mitchell’s address to NextiraOne at [http://www.cisco.com/web/europe/partnerawards/2008/intro\\_video.html?filename=http://www.cisco.com/E-Learning/cmn/vod4e/public/dahaywar\\_3\\_10\\_2008\\_7\\_58\\_7/lesson/vod-multi.aspx](http://www.cisco.com/web/europe/partnerawards/2008/intro_video.html?filename=http://www.cisco.com/E-Learning/cmn/vod4e/public/dahaywar_3_10_2008_7_58_7/lesson/vod-multi.aspx)

– Ends –

### **About NextiraOne**

Headquartered in Paris, NextiraOne are Europe's leading experts in communications services. We design, install, maintain and support all of our customers' communications needs from voice to mobility, security and applications. We provide seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to our customers.

Discover more at: <http://www.nextiraone-eu.com>

\*NextiraOne and the NextiraOne logo are registered trademarks of NextiraOne LLC

For more information:

Neil Moss

European Marketing Director

NextiraOne

Tel: +33 1 7229 1059

[neil.moss@nextiraone-eu.com](mailto:neil.moss@nextiraone-eu.com)

Chris Lee/Clodagh Boyle

Rainier PR

Tel: +44 20 7494 6570

[nextiraone@rainierpr.co.uk](mailto:nextiraone@rainierpr.co.uk)