



PRESS RELEASE

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Exponential-e gets ‘thumbs-up’ from 95 percent in customer survey

Leading business technology enabler and Ethernet specialist, Exponential-e, revealed today that its latest survey showed 95 percent of its customers were “very satisfied” or “satisfied” with the quality of service they received.

The figures are contained in a customer satisfaction survey carried out in August, and are an improvement on last year’s survey, when the equivalent figure was 89 percent.

Furthermore, 95 percent of customers stated that they were either “very likely” or “likely” to recommend Exponential-e products and services.

After analysing the findings, senior management at Exponential-e have now drawn up an action plan to ensure continued improvement of service to customers.

As well providing invaluable customer satisfaction feedback the survey also provided a real insight into all the most current and important talking points in the IT industry.

Other highlights to emerge from the survey include:

- Business continuity, data backup, virtualisation and security policies remain top of the agenda for IT bosses
- Commercial pressures mean downtime is not an option
- Remote working is a favourite method of boosting employee productivity
- Many companies want to equip remote and mobile workers with highly secure connectivity to corporate files

Simon Acott, Exponential-e’s Business and Partner Development Director, said: “Exponential-e already has an excellent pedigree in serving its customers but, determined that complacency should not act as a barrier to further improvements, we conducted a full customer survey by way of a useful benchmark against which the company could judge itself in the coming months.

“Whilst the results are pleasing we have no desire to rest on our laurels and we are now looking at how we can continue to improve on the overall customer experience for all our clients.”

Repeated positive feedback from customers included such comments as “reliability of service”, “fast and reliable internet”, “very first rate and professional service” and “very proactive helpdesk staff”.

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About Exponential-e

Exponential-e is serious about business, business-only networks and being the best in the business. So our founding philosophy was and remains simple; to build the premier network to support UK enterprises that are equally serious about their business.

Since our foundation (2002), we have adopted the policies and the leading edge engineering technologies that offer UK companies resilience, speed, control and versatility – the prerequisites for a non-stop compute network platform. In order to achieve this, we took network engineering decisions with only corporate clients in mind. Most importantly, we insisted that no consumer broadband traffic would disrupt our network’s resilience and have any impact on our clients’ business. This is a peerless and crucial differentiator to achieving the optimum up-time and low latencies required for your business.

VPLS is now the cornerstone of our Smart Wires® approach to cloud computing – both private and public cloud applications where we can offer the important end-to-end SLAs to support your cloud applications. Our VPLS experience is peerless and invaluable when it comes to meeting the design objectives for the most complex networks.

Today, we have 1,000 blue chip corporate clients and a balance sheet worthy of Dun & Bradstreet’s coveted No.1 credit status. We offer old fashioned quality of service sustained and supported by world-class leading edge network solutions.