



## MASERGY WINS FOURTH CONSECUTIVE STEVIE® AWARD FOR SALES & CUSTOMER SERVICE

*NPS of 74 differentiates company from rest of tech industry*

DALLAS – March 27, 2018 – [Masergy](#), a leading provider of [hybrid networking](#), [managed security](#) and [cloud communications](#) solutions, has earned its fourth consecutive [Stevie® Award for excellence in Customer Service](#) in the Technology Industries category. This recognition aligns with Masergy’s industry leading Net Promoter Score (NPS) of 74. By comparison, the average B2B tech industry NPS is 24 and 12 in the telecom industry.

“Exceptional customer service is the foundation of everything we do at Masergy and this award reinforces our long-standing commitment,” said Chris MacFarland, CEO, Masergy. “By combining our software defined solutions with our passionate, highly skilled staff, Masergy embodies a true partner rather than just another tech vendor. We deliver the agility to seamlessly transition to the cloud, enabling our clients to leverage new disruptive technologies that help them be innovators in their industry.”

The Stevie Awards for Sales & Customer Service are the world’s top honors for customer service, contact center, business development and sales professionals. The awards span seven of the world’s leading business awards programs, including the prestigious American Business Awards<sup>SM</sup> and International Business Awards®. This year, the judges have once again highlighted Masergy for delivering performance beyond expectations by taking the complexity out of networking and providing customized, agile solutions that keep pace with the accelerating rate of change in enterprise information technology.

Masergy is the largest independent managed services provider in the world, serving 1,400 enterprise clients in over 85 countries. The company’s four core values continue to demonstrate their customer service commitment:

- Focused Customer Service
- Engagement and Involvement
- Always Customers First
- Transparency

More than 2,500 nominations from organizations of all sizes across industries were evaluated. Winners were determined by the average scores of more than 150 professionals worldwide in seven specialized judging committees. Entries were considered in 89 categories for customer service and contact center achievements.

“All of our Stevie Award winners should be proud of their achievements. Independent professionals around the world have agreed that their accomplishments are worthy of our public recognition,” said Stevie Awards president Michael Gallagher.

### **About Masergy**

Masergy owns and operates the largest independent Software Defined Platform in the world, delivering hybrid networking, managed security, and cloud communication solutions to global enterprises. Our patented technology, customizable solutions, and unmatched customer experience are why a growing number of leading organizations rely on Masergy to deliver performance beyond expectations. Learn more about [Masergy](#) and follow us on our blog [Transforming Enterprise IT](#), [Twitter@Masergy](#), [LinkedIn](#) and [Facebook](#).

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