



MASERGY ACHIEVES WORLD-CLASS CUSTOMER EXPERIENCE WITH 2015 NET PROMOTER SCORE

Masergy's Innovative Solutions and Customer-Centric Approach Delivers Industry Best 66 NPS Rating

DALLAS – June 16, 2015 – [Masergy Communications Inc.](#), a global leader in secure networking and cloud services, today announced that the company has achieved a record 66 Net Promoter Score (NPS®), far exceeding the B2B technology company NPS average of 23. This year's score of 66 puts Masergy in the company of leading brands such as Amazon and Apple.

Masergy's passion for excellence and innovation enables it to deliver hybrid cloud networking, advanced managed security, and global cloud unified communications solutions that help customers become more agile and competitive in today's global marketplace.

Masergy uses the NPS survey to gain insights into how enterprises' feel about every aspect of their engagement, from solution design and implementation to technical support and account management. The NPS survey results are used to continuously improve the customer experience.

"Masergy's innovative technology and customized approach to customer service allows us to be agile in response to changing business needs," said Joe DeFelice, senior director of IT at Akamai Technologies, a leading cloud services and content delivery network provider.

Masergy takes a consultative approach to all customer engagements and has become a valued member of its customers' IT departments.

"Masergy's customer service and support is excellent! Their network reliability is second to none and implementations are seamless. That's why they have become a trusted IT partner and not just a vendor," said Andy Garland, infrastructure manager at Creative Artists Agency, a leading entertainment and sports agency.

“Our innovative solutions and passionate employees allow us to consistently deliver a world-class client experience,” said Chris MacFarland, CEO, Masergy. “This year’s exceptional NPS result further validates our approach to customer engagement. We are gratified that our customers responded so positively.”

The Net Promoter Score was created by Bain and Company and Satmetrix as a management philosophy and business model. A positive NPS score is a strong predictor of customer satisfaction and future business growth.

About Masergy

Masergy owns and operates the largest independent global cloud networking platform and delivers fully-managed hybrid networks to enterprises. Masergy also provides advanced managed security and cloud unified communication solutions. Our patented technology, customizable solutions and unmatched customer experience are why a growing number of global enterprises 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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