



MASERGY CONTINUES TO OUTPERFORM THE COMPETITION WITH A NET PROMOTER SCORE OF 74

Customer Experience Improvements Puts Masergy Ahead of Technology and Telecom Industry Averages for Six Years Running

DALLAS – July 10, 2017 – [Masergy](#), a leading provider of global software defined networking, managed security and cloud communications solutions today announced a record-setting [Net Promoter Score](#) (NPS®) of 74, six times higher than the telecom industry average of 12 and three times greater than the B2B technology industry rating of 24.

NPS gauges customer satisfaction and willingness to recommend a provider to others. The NPS score is also viewed as a key indicator of revenue growth potential.

“Masergy is not just a supplier of IT services, but a true business partner,” said John Comacchio, Senior Vice President & Chief Information Officer at Teknion, a global designer and manufacturer of high-end office systems. “Masergy’s continued technical advancements, such as [SD-WAN Go](#), provide solutions that deliver value to our business.”

“The ability to consistently deliver superior client experience and technical innovation are Masergy’s true differentiators,” said Chris MacFarland, CEO, Masergy. “We believe that Masergy’s customized approach to solution design and delivery are the reasons behind our 99-percent customer retention rate. This year’s NPS is a personal best for Masergy and underscores our commitment to excellence and continuous improvement.”

Masergy’s keys to customer success include our:

- Innovative Software Defined Platform
- 24x7 monitoring and support
- Analytics, visibility and control capabilities

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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