Masergy Wins Stevie® Award for Sales & Customer Service

Sixth Consecutive Stevie Award Validates Unparalleled Customer Experience

DALLAS — March 10, 2020 — Masergy, the software-defined network and cloud platform for the digital enterprise today announced it was recently presented with a Silver Stevie**®** Award in the "Customer Service Success - Technology Industries" category in the 14th annual Stevie Awards for Sales & Customer Service. This is the sixth year in a row that Masergy has received a Stevie Award, validating its customer-first approach to service.

The Stevie Awards for Sales & Customer Service are the world's top honors for customer service, contact center, business development and sales professionals. The Stevie Awards organizes eight of the world's leading business awards programs, also including the prestigious American Business Awards® and International Business Awards®.

"Masergy is honored to be recognized as a leader in customer service," said Todd Lechtenberg, chief operating officer, Masergy "Since our founding in 2000, we have had an undaunted commitment to customer-first service, which explains why Masergy is the preferred partner for SD-WAN, security, and cloud applications in one platform."

As a pioneer in software-defined networking, Masergy's legacy lies in service excellence and technology innovations that help global enterprises Transform with Certainty℠. As such, Masergy has earned Net Promoter Scores of 70+ for the past four years and maintains a customer retention rate of 99 percent.

"Stevie Award winners from around the world should be very proud of their achievements. The judges were impressed with the vast range of nominations submitted for 2020 and have agreed that their accomplishments are worthy of public recognition," said Stevie Awards executive chairman, Michael Gallagher.

More than 2,600 nominations from organizations of all sizes and in virtually every industry, in 48 nations, were evaluated in this year's competition. Finalists were determined by the average scores of more than 180 professionals worldwide, working in seven specialized judging committees.

About Masergy
Masergy is the software-defined network and cloud platform for the digital enterprise. Recognized as the pioneer in software-defined networking, Masergy enables unrivaled, secure application performance across the network and the cloud with Managed SD-WAN, UCaaS, CCaaS and Managed Security solutions. Industry leading SLAs coupled with an unparalleled customer experience enable global enterprises to achieve business outcomes with certainty. Learn more and follow us on our blog Transforming Enterprise IT, Twitter @Masergy, LinkedIn, and Facebook.

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