

Virtela Wins Prestigious 2013 World Communication Award For Best Customer Care

Written by Australian Business

DENVER, Dec. 27, 2013 /PRNewswire/ -- [Virtela](#), the world's largest independent managed network, security and cloud services company, today announced that it won the Best Customer Care Award in the 2013 World Communication Awards (WCAs). Now in its 15

th year, the WCAs recognize the innovations, achievements and innovative new services that are driving evolution of the service provider industry.

Virtela's Customer Care Program, driven by its Global Operations Centers (GOCs) staff who leverage advanced network platforms to deliver proactive support, was recognized for consistently exceeding industry standards in customer excellence. Specifically, the judges were impressed with Virtela's customer testimonials and "believe Virtela's customer support team doesn't just solve customer problems but it anticipates them."

Unlike other network providers, Virtela's GOCs are staffed 24x7 by network engineering and IT experts who proactively monitor, inspect, detect and analyze customer networks and IT infrastructure. Using advanced platforms and tools, the team can diagnose 95 percent of potential enterprise network issues before they impact network health. Virtela offers a broad suite of [IT infrastructure management services](#) that enable CIOs and IT teams to better achieve their strategic priorities by offloading the time intensive but critical end-to-end management of key network, security and other IT infrastructure devices to Virtela and its innovative management systems and portal, [VirtelaView](#)

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"We are honored to be recognized for our innovation and success in delivering the highest-performing global cloud networking services to our customers," said Ron Haigh, president of Virtela. "Virtela is passionate about ensuring that all customers experience the highest uptime and business continuity while easing their transition to cloud IT services around the world."

Virtela's Customer Care Team consistently outperforms industry standards. In 2012, Virtela slashed its leading rates for speed to answer by nearly 50 percent, answering first calls within

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an average of 6.4 seconds, down from 12 seconds in 2011. This is compared to industry norms of hours or even days. Overall, 95 percent of customer satisfaction survey respondents in 2012 were highly satisfied or satisfied with Virtela's resolution of their issues, and 97 percent were highly satisfied or satisfied with the courtesy of the Virtela engineer. Earlier this year, Virtela created a quality assurance Customer Excellence Program, which based on customer and internal feedback loops and policing processes and systems, allows Virtela to accelerate continuous improvements in how it delivers customer care.

This is the third consecutive year Virtela was named a winner in the World Communication Awards. In 2012, Virtela won the award for Best Service Provider, and the prior year, won Best Cloud Service for [Cloud-based Application Acceleration](#), the industry's first virtualized application acceleration service.

To learn more about the World Communication Awards and view the full list of 2013 winners honored at a ceremony in London earlier this month, visit <http://www.terrapinn.com/2013/worldcommsawards/>

About Virtela Virtela Technology Services Incorporated, recognized by more than 100 awards for outstanding service innovation, is the smart alternative to traditional global carriers and equipment vendors for enterprise networking and virtualized IT services. The company delivers services via its Virtualized Overlay Network and Virtela Enterprise Services Cloud (ESC) platform, which enables the transition of branch office networking and security services to the cloud. Virtela gives enterprises the benefit of "asset-light" software-defined networking that delivers up to 80% cost savings in upfront capital and 30% savings in ongoing operating expenses.

Virtela's services suite includes global managed network, security, mobility, application acceleration and IT infrastructure services.

Virtela is headquartered in Denver, Colorado, with global support centers. For more information, please call +1 (720) 475-4000 or visit www.virtela.net

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