



iVision Recognised by Cisco for Excellence in Customer Satisfaction in Australia

Sydney, Australia 23 February 2010 iVision announced today that it has achieved a Customer Satisfaction Excellence Gold Star from Cisco. This designation recognises iVision for delivering outstanding customer service to customers in Australia.

Receiving this award from Cisco validates our services first strategy which starts with consultation and understanding our customers business objectives to then recommending and providing the right best-in-class solutions. In addition to consultation, iVision provides the advanced managed services that are required to maintain Ciscos Unified Communications (UC) solutions. Our managed services leverage the vast experience we have in working with Cisco and ensure uptime of our customers UC solutions. Ultimately, our services create a true partnership with our customers where they can fully realise a return on investment from the services and solutions deployed, said Graham Williams, Managing Director, iVision.

Customer service is a cornerstone of the Cisco Resale Channel Program

<http://www.cisco.com/web/partners/tools/partnerlocator/partner_program_overview.html> . We are pleased to recognise and congratulate iVision for achieving outstanding customer satisfaction, said Edison Peres, senior vice president of the worldwide channels go-to-market group at Cisco.

Cisco measures the customer satisfaction levels achieved by its Gold, Silver, and Premier Certified partners based on regional target goals, providing a weighted average of a partner's pre- and post-sales support over a rolling 12-month period. Partners that achieve outstanding customer satisfaction are awarded the Customer Satisfaction Excellence Gold Star and can be found using the advanced search menu in the Cisco Partner Locator <http://tools.cisco.com/WWChannels/LOCATR/jsp/partner_locator.jsp> .

The Cisco Resale Channel Program provides a framework for partners to build the sales, technical, and Cisco Lifecycle Services skills required to deliver Cisco solutions to end customers. Through the program's specialisations and certifications, Cisco recognises a partner's expertise in deploying solutions based on Cisco advanced technologies and services. Using a third-party audit process, the program validates partner qualifications such as technology skills, business best practices, customer satisfaction, and pre-sales and post-sales support capabilities - critical factors in choosing a trusted partner.

Find More Information Online:

Cisco Certified Partners <http://www.cisco.com/web/partners/tools/partnerlocator/partner_program_overview.html>

Customer Satisfaction <file://localhost/web/partners/pr11/pr8/csatsat_pop.html>

About iVision

iVision is the leading Australian systems integrator providing Unified Communications (UC) solutions. The company has unparalleled capability in visual communications and supports the audio visual integration required for video conferencing solutions. The company also has strengths and experience in core networking and IP telephony. Although product and technology are important for a UC solution, iVision leads with services designed to support organisations with their initial and ongoing UC requirements.

iVisions range of services include consultation and design, implementation and integration, managed services, hosted services, and usage and adoption services. iVision customers include Ergon Energy, Google, iSOFT, Monash University, Pfizer, and Queensland TAFE.

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