

Netforce wins two awards at PowerTel Partner Forum 2005

Netforce wins PowerTel VPN Partner of the Year Award second year running, and takes out Customer Service Excellence award

IT communications solutions provider, Netforce Pty Ltd (Netforce), has been awarded two of the six awards at the yearly PowerTel Partner Forum held on the Gold Coast last week.

Netforce took out the PowerTel VPN (Virtual Private Network) Partner of the Year for the second year in a row since its introduction in 2004 as well as receiving the much coveted Customer Service Excellence Award.

With over 150 PowerTel Partners, it is an outstanding achievement for Netforce to have been awarded this years Customer Service Excellence Award, said Scott Carter, General Manager, Wholesale, PowerTel. The award recognises outstanding customer service initiatives using the following criteria, valued customer experience, organisational collaboration, customer-centric processes and customer satisfaction metrics.

Scott Atkinson, Director Infrastructure Solutions, Netforce, believes that there is a strong relationship between winning the two awards. A key aspect to a successful VPN implementation is about doing what you committed to do, delivering on the solution, providing real value, supporting the network and committing to customer service. We work with each customer from inception to completion to ensure their needs are met and this has an immediate impact on their ROI and on our ongoing relationship.

The companys investment and strength in alternate access, redundancy, storage and security enables Netforce to offer customised, innovative and flexible network solutions to over 100 businesses throughout Australia.

We are able to deliver these customised solutions because we have invested in developing additional value adds, that we now have available in our sales kit over and above what the standard PowerTel VPN service offers, said Atkinson. This includes redundancy and backup services, comprehensive security at all levels, international connections, advanced enterprise management and monitoring tools, proactive problem determination and customer notification processes and support centre access.

Netforce believes its quality focus combined with continual improvement drives its success in the VPN marketplace. The company launched voice ready networks over the PowerTel VPN in the last quarter of 2004. It will soon be launching a full range of voice and data solutions, following the recently announced Quality of Service (QoS) capability, which is now available on the PowerTel VPN service.

In September 2004, Netforce achieved PowerTel Platinum Partner status. Atkinson believes that it is the dedication of the companys engineers, sales team, account management and support staff that delivers results to both customers and Netforce and is the foundation for their ongoing success, reflected in the growing number of awards the company continues to win.

Netforce Pty Ltd

Netforce creates customised IT solutions for Australian organisations. The companys expertise covers network design, managed Private Networks, network security, data storage and IT support, customised risk and compliance software applications and Lotus Notes development.

The company creates solutions that deliver a fast return on investment by lowering costs, boosting productivity, improving customer service and/or generating revenue. They do this via its partnerships with major technology companies such as PowerTel, Cisco Systems, BMC, American Power Conversion (APC), IBM, Microsoft, StorageTek and Veritas.

For more information, visit www.netforce.com.au or call (02) 8969 4000.