



Andatech wins Customer Service Experience of the Year at the Optus My Business Awards 2016

The company is also a finalist in two other categories - Innovator of the Year and Business Leader of the Year

Sydney, Australia – November 19, 2016 – Andatech was announced as the winner for Customer Service Experience of the Year in the 2016 Optus My Business Awards.

The Optus My Business Awards gala took place at the stylish Four Points Sheraton in Sydney on 18 November 2016.

The awards identify and celebrate Australia's most successful businesses across 24 categories, including industry-specific awards and honours for business leadership, customer experience, innovation and workplace culture.

Imelda Ngawi represented Andatech at the awards night dinner and accepted the award on behalf of the company.

In Ms. Ngawi's acceptance speech, she attributed the company's customer service success to its team.

"This only happens when you have a great team working with you," Ms. Ngawi said.

"A great team is a great asset for the company."

The judges applauded Andatech's system – the Hub – for improving the service experience for its distributors, resellers and end consumers. The initiatives taken here have driven the business' success.

The Hub integrates the business' daily activities such as stock checking, reseller pricing, ordering, warranty, support, calibrations, and stores vital information.

Other than winning the Customer Service Experience of the Year award, Andatech was also a finalist in two other categories in the 2016 Optus My Business Awards – Innovator of the Year and Business Leader of the Year.

Joey Teo from Andatech explains what the award means to them and why they hope their win will inspire other businesses in the innovation industry and in the local area.

"We are ecstatic to have been recognised in the Optus My Business Awards as Innovator of the Year," Ms. Teo said.

"This means a lot to the Andatech team who are always striving to develop innovative new products that cater to and exceed the demands of the market.

"As a small business, this acknowledgement will really help to give us that extra boost to grow our customer base and continue to deliver quality products and services," Ms. Teo said.

Matthew Ball, Head of Small and Medium Business at Optus, said the Optus My Business Awards are a great opportunity to recognise and celebrate the hard work of Australian small-to-medium businesses.

If you would like to interview director, Irwandy Tan about Andatech, Andatech's awards and business tips, please contact Joey at 03 8899 6900.

About Andatech Andatech was founded in 2003 as a distributor of Australian Standards certified breathalysers for Australians, and over the past decade has established a reputation as a leader in reliable wellness and occupational health & safety technologies throughout the Asia Pacific. Its range of quality products and services focus on its vision of a safe and healthy environment, at home and at work. For further information visit: www.andatech.com.au

Contacts

Joey Teo

03 8899 6900

mailto: joey@andatech.com.au