
NewNet shortlisted for Business Excellence Awards

Fareham-based Internet Service Provider NewNet is celebrating the announcement of their Customer Service Helpdesk Team being shortlisted as 'Team of the Year' in the 2009 Business Excellence Awards.

The prestigious awards - run by Portsmouth's leading newspaper 'The News' and sponsored by Business Link - celebrates local business achievement and innovation within the Hampshire region. Awards include: Team of the Year, Business of the Year, Innovation of the Year and many more.

NewNet's entry to the awards outlined the Customer Service Helpdesk Team's key strengths including their 'top 10 achievements', details of the quarterly Key Performance Indicators (KPIs) that the team are targeted and measured upon by the Management Team to keep standards high, as well as quotes from the team and testimonials from customers.

NewNet has a Support Team of over 14 staff including 10 first-line support members and 4 second-line support members, and provides essential support for business clients and consumer customers with all internet related services including broadband, leased line, colocation, web hosting, and many more.

John Mobley, Managing Director, NewNet plc commented "We are delighted to be shortlisted for such a fantastic local award. NewNet have always led the way within the Internet Communications industry for customer service, always insisting on delivering the highest standards and maintaining our principle of personal, individual, UK based support. We are very proud to possess such a strong Helpdesk team that not only continues to provide our customers with an outstanding level of service, but who also work closely together to achieve team targets that support our overall business strategy."

The awards ceremony takes place at the Portsmouth Guildhall on 28th January 2010.
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