

11 February, 2015



Media Release

SURETY IT SCORES 98.09% FOR CUSTOMER SATISFACTION

The judging process for the 2015 Australian Achiever Awards for Australia's Computer Systems, Software & Internet Services category was completed on 11th February.

Surety IT was awarded Queensland State Winner for this category.

Now into its eighteenth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers - an indication of a well run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on seven criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses who have achieved over the last five years can be viewed at www.achiever.com.au

Some of the comments Australian Achiever received from Surety IT clients are:

Surety IT are A1 in everything they do on our behalf and so much better than the business we had used in the past. I am happy to say that when we get their bill, there are no longer any surprises either from hidden extras.

Surety IT are fantastic to deal with. It is a great relief to work with a team who are more of an IT partner in their approach to us and who are there to fix problems for you without being prompted.

They are very professional in everything they do on our behalf. Their team demonstrates a high level of understanding, not only of their work, but also of what our business needs require from them.

ENDS: For verification of this report, please call
Geoff Harwood, Director, Australian Achiever, 1800 638 318.