

Computacenter rises to second place in customer satisfaction for 2015

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Computacenter, Europe's preferred IT provider to enable users and their businesses, today announces that it has climbed from third to second place in overall customer satisfaction amongst top IT spending organisations in the UK, as found by the newly released Whitelane IT Outsourcing Study 2015.

The report revealed that 71% of Computacenter customers are either satisfied or very satisfied with the company's customer service. This rose to 78% when asked purely about the quality of service delivery.

In addition, 38% of customers stated that they will almost certainly renew contracts with Computacenter. The company's ranking was boosted by high scoring in areas such as reporting quality, escalation effectiveness, and proactivity, driven principally by end user services, and datacentre and application hosting.

"We are delighted to have been recognised as one of the top companies in customer satisfaction amongst IT spending organisations in the UK," says Kevin James, Country Unit Director UK at Computacenter. "It is a great recognition of the investment Computacenter has made in delivering top service to our customers. More so, we are pleased about our rise in the standings as it is testament to the work that we are doing to constantly improve how we work and relate to our customers."

The survey looked at over 260 participants of the top IT spending organisations in the UK that have evaluated over 800 of the largest IT outsourcing contracts with a combined annual contract value of more than £15 billion.