

Rackspace Reports Success At National Customer Service Awards



Released on: December 21, 2009, 1:17 pm

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Industry: [Internet & Online](#)

Rackspace Hosting, the world's leader in hosting and cloud computing, has announced it has won 'Customer Service Team of the Year for B2B' and the highest honour 'Customer Service Team of the Year' at the annual National Customer Service Awards.

Brian Thomson, EMEA Managing Director at Rackspace, commented: "We are pleased to win an award that highlights our complete dedication to our customers. It is a great testament to our Fanatical Support promise and the relentless work our 'Rackers' do to exceed customer expectations every single day."

Rackspace's 'Intensive Team' beat stiff competition from Telefonica O2 UK Limited, Virgin Holidays and the Isle of Man Bank to win the coveted awards, which recognise commitment to high standards of customer service, both through personal dealings with customers and by contributing to the overall customer care policy via the company's involvement in communications, problem solving and innovation.

The team, managed by George Bray, looks after the most complex [hosting](#) solutions, including multiple server configurations, and has helped maintain customer retention and the Fanatical Support promise.

Thomson concluded: "2009 has been a great year for recognition of Rackspace's commitment to customers and employees as it has been named as a top 10 company for

customer focus in Europe, voted 15th best company to work for by the Sunday Times 100 Best Companies Awards and presented with a Financial Times Laureate Award for being one of the Best Places to Work in the UK for five years running."

About

Rackspace

Hosting:

Rackspace Hosting UK is the world's leader in hosting and cloud computing and has been ranked in the Financial Times Top 50 Great Place to Work in the United Kingdom for the past five years. Rackspace provides its customers with Fanatical Support by delivering a portfolio of hosted IT services, including Green Hosting, [Dedicated Servers](#), [Private Cloud](#), [Hybrid Hosting](#), Email and Apps.

Rackspace received the award for Customer Focus in the National Business Awards in November 2008 and has been nominated for the customer service excellence awards for four consecutive years, winning its category for the past three years. Rackspace was also named by Microsoft as the winner of the Advanced Infrastructure Solutions, Hosting Solutions Partner of the Year in the annual Microsoft Certified Partner Awards 2007. The Partner of the Year Award in Advanced Infrastructure Solutions, Hosting Solutions, recognises the top Microsoft partner delivering market-leading, Microsoft-based solutions. Rackspace were also winners of the award in 2005 and 2003.

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Press release distributed via EPR Network (<http://express-press-release.net/submit-press-release.php>)