Netstar IT Support London is announced as finalists for the prestigious Customer Experience in a Crisis award!

Friday 4 September, 2020

London, September 2020 – Netstar are thrilled to announce that they have been chosen as finalists for the prestigious 'Customer Experience in a Crisis – SME' award as part of the Customer Experience Awards 2020.

Run by Awards International, the Customer Experience Awards celebrate and recognise the incredible customer experience given by professionals and businesses across the UK. They also pride themselves in being one of the fairest awards, with every entry being scored at least 10 times by 5 experienced judges. This level of scrutiny has earned them the Gold Trust Mark from the Independent Awards Standards Council. This makes achieving their positions as finalists an even more impressive accomplishment for Netstar.

The Customer Experience in a Crisis award was introduced this year to recognise businesses who have gone above and beyond to support their customers or clients during the coronavirus crisis.

Netstar are particularly proud to be the only Managed IT Services Provider shortlisted for the award, proving that the level of customer service they deliver is industry leading.

To achieve their position as finalists, Netstar completed a thorough written application covering 6 main areas of customer experience:

- Business strategy
- Goals and objectives
- Planning and implementation
- Stakeholder engagement
- Innovation and creativity
- Impacts and benefits

As part of their entry, Netstar gave examples of some of the very positive feedback they received over lockdown. For example, this client in the financial services sector commented:

"I just wanted to make sure that I passed on my thanks to your wonderful helpdesk team who have been absolutely brilliant in this trying time. They have helped us get set up for working from home and I know they are inundated with calls, but I have to say that have been brilliant."

The finals for the awards will be held virtually on the 15th of October 2020, whereby Netstar will present to the judges and audience for a chance at winning the Customer Experience in a Crisis award.

Mit Patel, Managing Director of Netstar says: "We are absolutely delighted with our position as finalists in the Customer Experience Awards 2020, especially when you consider that many of the other finalists are renowned corporations such as, BT, AA and Natwest. All of our team have worked extremely hard this year to ensure that our clients are supported during such a challenging and unpredictable time, so we're especially proud to have been recognised for the Customer Experience in a Crisis award."

You can find out about Netstar's other awards and achievements, here.

About Netstar

Netstar is an IT Support company based in Central London. Providing fully managed IT Support and Technology Consulting services. Founded in 2002 the company has grown significantly, now supporting over 150 clients based in London and the South East. Netstar's core mission is Helping People Succeed Through Technology.

Contact

If you would like more information about this topic, please call Sarah Robson on 020 7101 0544 or email srobson@netstar.co.uk.

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Netstar Uk Ltd.

T. 02071010544
E. srobson@netstar.co.uk
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