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Vertical Communications the “Hands-Down Winner Over Time,” In PBX Customer Satisfaction

Vertical is recognized as a top 2 leader in customer satisfaction in extensive survey conducted by Eastern Management Group.

Santa Clara, CA, March 18, 2019 - Vertical Communications®, a leading provider of business communications solutions, has been listed as a leader in PBX Customer Satisfaction in a survey conducted by Eastern Management Group. Vertical achieved #1 rankings in 3 of 10 categories.

The market research study surveyed IT managers at companies with 300+ employees to rate their satisfaction with PBX vendors. Both cloud and premise solution providers were considered. Vertical Communications placed #1 in three of the ten different categories including: customer support, reliability of service, and contact center expertise. Eastern Management Group called Vertical the “Hands-Down Winner Over Time.”

Over 3,000 IT managers were surveyed. Feedback was received on 16 different PBX providers, including Cisco, Mitel, Avaya, Ring Central, 8x8, and Vertical Communications. Ten customer satisfaction measurements were taken, including different aspects of customer satisfaction, including products and customer experience. The level of overall “customer delight”, encompassing all aspects of the customer/vendor relationship over the long term, was also measured. Eastern Management Group published an article announcing the winners and top performers in the survey late last week. To read the complete article, [click here](#).

Vertical’s success as a PBX provider can be largely attributed to their commitment to customer satisfaction, achieved through superior solution engineering, world-class implementation capabilities, and exceptional 24/7 support. To guarantee that their customers get the most out of their communications investment, the Vertical team lives by the [Vertical Implementation, Service, and Support Methodology](#). The methodology focuses on pivotal service aspects such as support team size and location, emergency support, onsite vs. remote support, and a service request and escalation process. It ensures that Vertical customer communications are architected to their unique needs, while also ensuring that each implementation is completed in a seamless and timely manner.

“At Vertical Communications, we prioritize every customer’s experience. Their needs are crucial and unique, and every aspect of our operation and value flows into the overall customer experience,” said Peter Baily, CEO, Vertical Communications. “To guarantee our customers’ satisfaction, we emphasize the four pillars of our value proposition: great product selection,

superior sales/solutioning expertise, world class implementation capabilities, and highly responsive and reliable ongoing 24/7 support.”

For more information about Vertical’s commitment to customer satisfaction or communications solutions, visit www.vertical.com, or call 1-877-VERTICAL.

About Vertical Communications

Vertical Communications, Inc. is a leading provider of communications platforms and applications that enable critical business workflows for enterprises across a variety of industries including retail, automotive, health care and hospitality. Our cloud and hybrid voice, WebRTC, mobility, messaging and collaboration solutions help some of the world’s most successful companies improve efficiencies in daily operations, drive sales and deliver a superior customer experience. Vertical’s award-winning products and solutions, combined with our highly customer-focused engagement model, make us a strategic partner for businesses looking to transform their operations with communications technology. For more information about Vertical Communications and our complete line of products built for How We Work Today, visit www.vertical.com.

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