

**Press Contact:**

Ron Stewart, EVP Marketing and Communications  
FlexITy Solutions  
1.866.779.3539  
ron.stewart@flexity.ca

**FlexITy Recognized by Cisco for Excellence in Customer Satisfaction in Canada**

**Richmond Hill, Ontario – January 27<sup>th</sup>, 2014** – [FlexITy Solutions](#) announced today that it has once again achieved a Customer Satisfaction Excellence Gold Star from Cisco. This designation recognizes FlexITy for delivering outstanding customer service to customers in Canada.

Customer Satisfaction Excellence is a core value shared by both FlexITy and Cisco. Peter Stavropoulos, President and Chief Executive Officer for FlexITy said, “Our key differentiating feature is repeating our consistent approach to customer satisfaction, and we truly value our partnership with Cisco as they recognize this commitment.”

“Customer service is a cornerstone of the Cisco Resale Channel Program. We are pleased to recognize and congratulate FlexITy for achieving outstanding customer satisfaction,” said Edison Peres, senior vice president of the worldwide channels go-to-market group at Cisco.

Cisco measures the customer satisfaction levels achieved by its Gold, Silver, and Premier Certified partners based on regional target goals, providing a weighted average of a partner's pre- and post-sales support over a rolling 12-month period. Partners that achieve outstanding customer satisfaction are awarded the Customer Satisfaction Excellence Gold Star and can be found using the advanced search menu in the Cisco Partner Locator.

The Cisco Resale Channel Program provides a framework for partners to build the sales, technical, and Cisco Lifecycle Services skills required to deliver Cisco solutions to end customers. Through the program's specializations and certifications, Cisco recognizes a partner's expertise in deploying solutions based on Cisco advanced technologies and services. Using a third-party audit process, the program validates partner qualifications such as technology skills, business best practices, customer satisfaction, and presales and postsales support capabilities - critical factors in choosing a trusted partner.

## **About FlexITy Solutions**

[FlexITy Solutions](http://www.FlexITy.com) is a leading provider of voice, data, converged and managed services for businesses throughout Canada. FlexITy's approach aligns best practices with its industry acumen to deliver unprecedented results for its clients, reducing costs and optimizing critical infrastructure management. FlexITy offers a broad range of products and services including infrastructure design, implementation and support, security and compliance solutions, Unified Communications, Managed Services and Data Centre integration. FlexITy is proven to be one of North America's fastest growing IT service providers. Experienced People. Advanced Technologies. Powered by Passion.  
[www.FlexITy.com](http://www.FlexITy.com) , 866.779.FLEX(3539).

Cisco, the Cisco logo and Cisco Systems are registered trademarks of Cisco Systems Inc. in the United States and certain other countries.

###