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OPTIVIOR ACHIEVES “PARTNER IN CUSTOMER EXCELLENCE” AWARD

Annapolis Junction, MD – Optivior Technologies, LLC, has earned Avaya’s coveted “Partner In Customer Excellence” award for the third straight year.

The award is based on Optivior’s achievement of an average customer satisfaction score of 4.4 or higher, and completion of surveys required for Avaya’s Platinum Program level. Avaya has awarded Optivior with the “Partner in Customer Excellence” designation for the third successive year.

“We are pleased to be at the highest partner level [Platinum] and have such high customer satisfaction levels. This award represents Optivior’s commitment to the customer experience,” stated Dearest E. Chandler, Optivior’s Managing Director.

Chandler added, “Optivior has a history for customer satisfaction, and has won numerous awards over the years. This award is one of the most difficult to obtain, and we are especially proud to have achieved this 3 times.”

Optivior is among a select few multi-year winners of this award. Optivior also holds the ISO 9001:2008 registration for quality, and operates according to its registered quality processes and procedures. Very few organizations in the IT industry are ISO 9001:2008 and hold Avaya’s “Partner In Excellence” designation.

About Optivior:

Headquartered in Maryland, USA, Optivior is a global leader in enterprise communications and IT Solutions. The company provides Unified Communications, Contact Centers, Data Networks, Video Teleconferencing and related IT Solutions directly and through its partners. Enterprises of all sizes depend on Optivior for state-of-the-art technical solutions that improve efficiency, collaboration, customer service and competitiveness. Optivior is woman-owned, and is ISO 9001:2008 registered. We have satisfied clients in at least 88 countries.

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