TERiX Focus on Customer Service: Net Promoter Score Implementation

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TERiX Computer Service has implemented a Net Promoter Score (NPS) Program to measure customer satisfaction in its global service delivery group.

"Measuring the customer experience, and their willingness to recommend and grow our delivery relationship is key for TERiX, and the reasoning behind a program we began this quarter", stated Michael O'Daly, COO. "Our customers and partners can help us determine areas where we excel as well as actions for improvement as we focus on delivering value in our data center services", O'Daly stated.

TERiX is known for its world-wide data center hardware support services, providing expert server-storage-network support in the US & 48 countries. In support of this competency, TERiX was named as a "Pure Play" Third Party Support Maintainer in Gartner Group recent report - a Market Guide for Data Center Maintenance.
https://www.gartner.com/doc/3778884?ref=SiteSearch&sthkw=tenneson&fnl=search&srcId=1

The Net Promoter Score will provide an additional metric of the customer willingness to recommend TERiX support. TERiX Quality Programs focus on best practices for maintenance and support in the data center, and have been the reason for its consistent delivery and continued growth. Adding the NPS Program is just one more example of TERiX focus on the customer.

As enterprise level customers and their partners look for expert professional service delivery capabilities and strong partnerships at the push of a button, TERiX is positioned to help them succeed. TERiX offers traditional data center service globally, and in the recent annual periods has also added several large name deployment and other professional services projects to its customer successes. http://www.terix.com/services/projects/

Find out more call TERiX or a TERiX Partner representative at 888-848-3749.

About TERiX Computer Service
TUSA, Inc., dba TERiX Computer Service, is a global independent hardware support company providing flexible multivendor service on 30 OEM brands of server, storage and network products. These include platforms from IBM®, Cisco®, HP®, Dell®, Oracle®, HDS®, EMC®, and NetApp® among others. TERiX customers include 50 of the global Fortune 500, 30+ major telecommunication companies, 20+ major finance/banking firms, more than a dozen healthcare and pharmaceutical giants, and 20+ Federal Agencies. TERiX provides a customer-focused support experience with strong service metric attainment, and as a hardware-agnostic service provider, acts as a trusted advisor to clients and partners worldwide. For more information, visit us on the web at: www.terix.com or on LinkedIn at www.linkedin.com/company/terix-computer-service. Follow us on twitter @TellTERiX.

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