

# ADVANCED NETWORK SYSTEMS

## We Aim to Please

THE RIGHT  
TECHNOLOGY  
PARTNER



## 99+% Customer Satisfaction Rating

At Advanced Networks Systems, making sure customers are happy with our work is a big deal. To measure how we're actually doing, we survey all of our customers to ensure they are completely satisfied with their most recent service or technology purchase. We invite them to rate us based on qualities such as communication, professionalism, competence, quality, completion time and follow up.

Two and a half years and many hundreds of surveys later, we're proud to announce that our customers have given us a consistent 99.56% satisfaction rating. In fact, our customers are so happy with us, a full 100% of respondents said they would recommend Advanced Network Systems' services to others.

Now that's something to cheer about!



### How The Program Works

The objective of our survey program is simple: capture the data we need to fully evaluate our ability to meet and exceed the service expectations of our customers. To do this we use an online survey tool that is linked to our service ticketing closeout process. An embedded web link in our service summary e-mails takes recipients to their survey form. This means that everyone who uses our technical services has an opportunity to participate. Responses are monitored on a daily basis and if any are less than perfect, we want to know why. Any issue raised by a customer is researched and, when needed, we work to rectify the problem and improve our processes. In a time when service execution and expectations are on the decline, we want to assure our customers and potential customers that, the experience they have really does matter.

### What Our Customers Are Saying

While the responses contained in surveys are confidential, some of our customers have volunteered to let their comments be heard. Here's what they've said about us:

*"Your network engineers consistently handle our issues, going above and beyond reasonable expectations! You are truly an asset to Core Knowledge. Thanks for holding our hands!"*

*– Melanie Jones, Core Knowledge Foundation*

*"One of the best service companies the City of Charlottesville has ever been able to hire for its computer services."*

*– Lonnie Randall, City of Charlottesville*

*"No matter what time of day I have called or e-mailed with a problem, your engineers have taken time to be on site, and they stay as long as it takes to investigate. I cannot imagine that Pemco would have gotten this kind of service from any other vendor. We are very fortunate to have an ANS office at our doorstep."*

*– Mark Williams, Pemco Corporation*

*"Your network engineer systematically worked through VPN connectivity symptoms, 3rd party firewall managers, as well as political noise to get to the root of the problem. He completed the project by configuring the settings we needed appropriately. ANS makes us look like geniuses to our clients. Thank you!"*

*– Kyle Nineff, Vaught, Inc.*

To hear more about what our customers are saying, go to <http://www.getadvanced.net/testimonials>.

◆ Charlottesville ◆ Richmond  
◆ Bluefield ◆ Shenandoah Valley



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