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Stratus Technologies Honored for Delivering 'World-Class' Customer Service

Receives Omega's Prestigious NorthFace ScoreBoard Award(SM) for Exceeding Customer Expectations

MAYNARD, MA--(Marketwired - Apr 22, 2013) - Stratus Technologies, Inc., a global leader in ensuring availability for mission critical applications, announced today that it has received the [NorthFace ScoreBoard Award\(SM\)](#) from [Omega Management Group Corp.](#) in recognition of achieving excellence in customer service and support in 2012. Since 2000, the award has been presented annually to companies who, as rated solely by their own customers, exceeded expectations in customer satisfaction during the prior calendar year.

"The NorthFace ScoreBoard Award recognizes organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations," said John Alexander Maraganis, president and CEO of Omega. "In 2012, more than 250 projects, many international in scope, were judged from scores of companies based in the U.S. and abroad."

Stratus' foundation is its commitment to exceptional customer support. Its most recent quarterly customer survey found that 98% of respondents reported that Stratus meets/exceeds expectations.

"For the third consecutive year, Stratus is pleased to be named by Omega as a recipient of its customer service award," said David Laurello, president and CEO, Stratus. "We understand companies rely on their infrastructure to conduct business and these companies don't want to realize that infrastructure is not available at the wrong time, therefore we aggressively monitor for interruptions to service and alert our customers prior to any disruptions. It is this commitment to our customers that results in awards such as the NorthFace ScoreBoard Award."

For more than 30 years, the company has delivered the highest levels of fault-tolerance and high-availability for critical IT applications to organizations around the world. Stratus' global support organization delivers proactive availability management and monitoring around-the-clock for its standards-based [Stratus® ftServer®](#) hardware and [Stratus everRun®](#) software. A combination of advanced system diagnostics and preemptive remote intervention by Stratus availability experts prevents system downtime and data loss.

Omega's methodology measures customer satisfaction and loyalty levels on a 5-point scale (or equivalent) four times during the year in such categories as technical support, field service, customer

service and account management. NorthFace ScoreBoard Award recipients are companies who, based solely on survey responses from their own customers, achieved a 4.0 or above out of a possible 5.0.

About Stratus

Stratus delivers uptime assurance for the applications its customers depend on most for their success. With its resilient software and hardware technologies, together with proactive availability monitoring and management, Stratus products help to save lives and to protect the business and reputations of companies, institutions, and governments the world over. To learn more about worry-free computing, visit www.stratus.com.

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