

## Special telecommunications prize awarded to Damovo

**Düsseldorf, 2nd June 2009 – Damovo has taken home the special telecommunications prize in the awards for “Germany’s most customer-oriented service providers 2009”.**

Customer orientation is extremely important at Damovo, a leading independent integration and service partner providing Unified Communication (UC) solutions. Recognition of this fact came at the end of May with the announcement of the award winners for “Germany’s most customer-oriented service providers 2009”, where Damovo was awarded the special prize in the telecommunications category. Out of 102 participating companies Damovo ranked 32<sup>nd</sup> place, a great achievement!

The competition, which took place this year for the fourth time, is organised by Handelsblatt (a German newspaper), the University of St. Gallen, the Cologne-based agency ServiceRating and Steria Mummert Consulting in Hamburg. It has become the standard in Germany for measuring customer-orientation and more than 600 companies have taken part since 2006. The results of the competition provide participants with an idea of where they stand in terms of customer satisfaction and customer loyalty, both within their own industries and on a national scale. Classification is based on a scientific method developed by the Institute of Insurance Economics (I.VW) at the University of St. Gallen.

“This award is an endorsement of our work, because Damovo sees itself first and foremost as a service company and then as a solutions provider. Communication applications that are designed independently of manufacturers make it possible for us to provide customer-oriented solutions that are developed without compromise towards the needs of the customer,” said Carl Mühlner, Managing Director of the Damovo Group Germany and Switzerland. “This result really means a lot to us because it is the customers themselves who have valued their service providers and awarded us with the prize.”

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### **About Damovo**

Damovo is a leading independent integration and service partner providing UC solutions. The company’s aim is to support customers of various sizes and in a range of different sectors in meeting their business requirements by means of innovative communication services. One of the company’s particular strengths is its expertise in converging data, mobility and voice services. This work is based on the Damovo portfolio of products from leading ITC manufacturers. For multinational companies, Damovo implements service concepts utilising

uniform, well-designed service agreements in over 90 countries around the world. Its services range from planning to design and implementation, right up to the management and optimisation of complex UC solutions and infrastructures. Damovo has sites in Germany, Belgium, Brazil, the Czech Republic, Great Britain, Ireland, Mexico, the Netherlands, Poland and Switzerland. The German headquarters is located in Düsseldorf ([www.damovo.de](http://www.damovo.de)).

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