



Easynet Connect bolsters market leading customer service with new collaborative platform

ISP embraces the cloud to further enhance customer service

‘Decorum’ platform will significantly improve customer service delivery

London, 14 July, 2009 – Leading business internet and colocation provider, [Easynet Connect](#), has today announced the successful rollout of a new bespoke customer service platform to further enhance its award-winning¹ customer service. ‘Decorum’ provides Easynet Connect’s customer service team with a complete view of all aspects of the client relationship, ensuring even faster resolution of customer enquiries.

“Every business knows that looking after your customers is more important than ever. By successfully deploying our ambitious Decorum project, we have taken another major leap forward in delivering first-class customer service. I would challenge all other ISPs – business focused or otherwise – to match the level of customer service that Easynet Connect delivers” added Harry Eastman, Operations Director, Easynet Connect.

Combined with Easynet Connect’s 95% first time fix rate (two and a half times faster than most competitors), unrivalled installation times and a highly trained, UK-based customer services team available 24/7, Decorum adds another weapons-grade tool to the company’s already enviable customer service line-up.

The Decorum project was first conceived in May 2008 with the goal of delivering significant customer experience enhancements whenever a client interacted with Easynet Connect. Built to Easynet Connect’s unique specification from a combination of best-of-breed SaaS (Software-as-a-Service) platforms and proprietary code, Decorum was successfully rolled out across the business at the beginning of this month after a period of internal testing.

¹ Highly Commended – National Customer Services Awards 2008

“The successful rollout of Decorum ensures that every aspect of the client relationship is accessible to everyone else. This ensures that all enquiries are met as soon as possible and technical resolutions are shared quickly within the company to the benefit of all our customers,” said Richard Britton, IT Director, Easynet Connect.

“We have a market leading customer service team on hand to help our clients at any time of day or night. Armed with Decorum, they now have the tools to deliver an even higher level of customer service than our customers have come to expect from Easynet Connect,” concludes Britton.

*****ENDS*****

Editor’s notes

About [Easynet Connect](#)

[Easynet Connect](#) is a leading provider of quality connectivity and internet access for small to medium size businesses.

Established in 1994 and part of BSkyB Group, Easynet Connect has the second largest network in the UK with 6030km of fibre and last mile access to more than 70% of UK businesses via a network of more than 1,200 unbundled exchanges.

Easynet Connect was the first provider in the UK to provide DSL services over an unbundled local loop and has pioneered managed LLU services for business. The services range from business class ADSL and SDSL through to high-quality, leased line equivalent and Ethernet based services. Our SDSL coverage is currently the most extensive in the UK.

For more information visit www.easynetconnect.net or call 0800 053 1777. Media enquiries contact Linda Harris, linda.harris@uk.easynet.net 020 7032 4031 or George Wright or Joseph Thomas, easynetconnect@brands2life.com on 0207 592 1200.