



## Avotus announces outstanding customer satisfaction survey results

### *Excellent customer reviews again spells excellence of service delivery for Avotus*

Mississauga, Ontario– May 6, 2019 - Avotus Corporation, the leading provider of Intelligent Communications Management (ICM) solutions, has today released record CSAT figures for 2018, showcasing the company's high customer satisfaction. In the annual customer satisfaction survey, 92% of the clients contacting the Avotus' Expense Management Team and 97% of those interfacing with the Enhanced Usage Reporting Team responded that they were either satisfied or extremely satisfied with the service they received. Additionally, when asked if they would go further and recommend Avotus products, more than 73% of the clients stated they would recommend Avotus.

These results, which have been consistently high for the last seven years, affirms Avotus' value proposition of saving its client's money, providing them visibility, help mitigate legal exposures and enables them to capture, manage and analyze Big Data for informed decision-making.

"The key driving force behind our quality of service is our respect and value for our workforce that we are able to deliver to customers around the world. We will continue this commitment to our partners and customers to maintain these high standards of delivery", said Jayraj Chheda, CEO of Avotus.

Avotus' Service Delivery Center is ISO 27001:2013 (Information Security Management System) certified by the British Standards Institution (BSI). This certification allows us to operate with confidence and gives us freedom to grow, innovate and broaden our customer base. ISO 27001:2013 facilitates business improvement across the globe by helping clients drive performance, manage risk and grow sustainably through the adoption of international management systems standards.

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### **About Avotus**

With more than 30 years of industry experience, Avotus is the award-winning provider of **Intelligent Communications Management (ICM)** solutions. ICM solutions enable users to optimize, manage and protect against misuse and abuse of their critical investments in telecom and technology. Avotus' ICM lifecycle can be deployed in a manner that allows each engagement to self-fund the next, while putting cash on the client's bottom line at each step. ICM solutions include: Enhanced Usage Reporting (EUR) for Unified Communications, Telecom Expense Management (TEM), Intelli-Sourcing and Wireless Management. Avotus and its partners serve more than 1,000 clients in North America and around the world, many of which are industry-leading Fortune 5000 companies. ICM is Avotus' Intelligent approach to managing wireline and wireless assets, and a safeguard for your next-generation communications solutions.

### **For further information:**

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