



## Avotus Announces Exceptional Customer Satisfaction Results

**OAKLAND, New Jersey– March 12, 2015** – Avotus Corporation, the leading provider of Intelligent Communications Management (ICM) solutions, today announces the results of its 2014 customer satisfaction surveys. It was reported that 85% of Avotus' Expense Management Wireless Helpdesk (EM WHD) customers and 96% of its Usage Management Helpdesk (UMHD) customers responded that they were either satisfied or extremely satisfied with the services. Additionally, when asked if they would go further and recommend Avotus products 82% of EM WHD clients and 89.5% of UMHD clients stated they would recommend Avotus. This feedback, which has been consistently high for three years, affirms Avotus' value proposition of saving its clients money, providing them visibility and organizing Big Data for informed decision-making.

In line with its efforts to raise the bar of customer service, Avotus' Service Delivery Center has been re-certified 27001:2005 compliant by the International Organization for Standardization (ISO) and the British Standards Institution (BSI). When properly managed, these re-certifications allow organizations to operate with confidence and give them freedom to grow, innovate and broaden their customer base in the knowledge that all their confidential information will remain that way. BSI/ISO 27001 compliant companies facilitate business improvement across the globe by helping clients drive performance, manage risk and grow sustainably through the adoption of international management systems standards.

“Our main objective is to ensure fulfillment of each contracted service to the delight of each customer,” states James Martino, CEO of Avotus. “In a market where many vendors have focused on cheap invoice processing and simplistic software, Avotus has positioned itself as the high-quality, customer-centric provider of Intelligent Communication Services. Local support, investments in knowledgeable personnel and consultative support ensures that our clients achieve their savings goals in a convenient and effective manner.”

The re-certification of Avotus' Service Delivery Center positions the company to continue to offer their customers the highest standards and services possible. These surveys are put in place to ensure that best practices and policies are followed and are focused on instilling process improvements to optimize the overall customer experience.

To learn more about Avotus, visit [www.avotus.com](http://www.avotus.com). Join the conversation on Twitter and Avotus Corporation on LinkedIn, Facebook and Google Plus.

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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 and manage their critical investments in telecom and technology. ICM is Avotus' Intelligent approach to managing wireline and wireless assets. Often times, Avotus' ICM lifecycle can be deployed in a manner that allows each engagement to self-fund the next, while putting cash on the clients bottom line at each step. ICM solutions include: Usage Management (UM), Expense Management (EM), Intelli-Sourcing and Wireless. Avotus' Service Delivery Center is operated in partnership with Anthelio Business Technologies Pvt. Ltd. Avotus serves more than 1,000 clients in North America and around the world, many of which are industry-leading Fortune 5000 customers.

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