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DIGITAL HANDS NAMED FINALIST IN AMERICAN BUSINESS AWARDSSM

7th annual Stevie® Awards will be presented on June 22 in New York City

TAMPA, FLORIDA – May 19, 2009 – DIGITAL HANDS announced today that they have been named finalists in both a team category and also an individual category in The 2009 American Business Awards. The Digital Hands Customer Service Team was named a Finalist in the Customer Service Department of the Year category and Digital Hand's Vice President of Operations, Mark T. Geary, was named a Finalist in the Customer Service Executive of the Year category.

Stevie Award winners will be announced during the annual gala on Monday, June 22 at the Marriott Marquis Hotel in New York City. Six-hundred executives from across the U.S.A. are expected to attend. The ceremonies will be broadcast on radio nationwide by the Business TalkRadio Network and hosted by Cheryl Casone of Fox Business Network.

More than 2,600 entries from companies of all sizes and in virtually every industry were submitted for consideration in more than 40 categories, including Most Innovative Company, Best Management Team, Best New Product or Service, Best Corporate Social Responsibility Program, Best Corporate Environmental Responsibility Program.

The Digital Hands Customer Service Team produced performance metrics and customer satisfaction ratings that consistently exceed outsourced technical support industry standards. The Teams' average customer satisfaction rate is 94.75% for 2008. The industry standard is 81-82%. The average customer loyalty rating was 94.85% against industry norms of 82-83%. The Team solved 96.38% of issues during the first call, nearly twice the industry standard of 45%. 98% of all calls are answered via live support professional within 40 seconds and are typically resolved in less than 20 minutes. The industry standard for outsourced call center response time is over 16 minutes, and average time to resolution is more than 2 hours for phone calls -- double that for cases reported via email.

In 2008, Mark Geary put the necessary process improvements, metric monitoring, and service design programs into action which have helped Digital Hands to become a nationally recognized onshore outsourcer. Mark was not only mindful of maintaining the customer-focused service model, he fortified it by conceptualizing and implementing a business intelligence framework that guides all areas of the organization and ensures that all teams are focused on the same overall goal: providing exceptional customer experiences while maintaining high levels of customer profitability.

Members of the Awards' Board of Distinguished Judges & Advisors and their staffs will select Stevie Award winners from among Finalists in final judging that will continue through June 3. Finalists were chosen by business professionals nationwide during preliminary judging in April through early May.

"Despite very tough economic conditions, many organizations and individuals continue to perform well," said Michael Gallagher, founder and president of The Stevie Awards. "The results of the 2009 ABAs thus far are a testament to the resilience, creativity, and hard work of American organizations, executives, and workers."

"Our competitive advantage hinges on delivering the fastest response and resolution times and an excellent customer experience," said Mark Geary, Vice President of Operations at Digital Hands and a Finalist in the upcoming 2009 Customer Service Executive of the Year Award. "Our 100% US-based, call center technicians are empowered to work without reading scripts, and are trusted to work autonomously with one another and with customers which makes them better technicians and better teammates," he said.

"I could not be more proud of my team," said Charlotte Baker, CEO and Co-Founder of Digital Hands. "By focusing on the customer experience they have delivered above-industry performance metrics and profitability, allowing our American-based, entrepreneurial company to compete with well-known offshore, outsourcing giants. Our goal has always been to re-invent the tech support model and to set new standards for our industry. We strive for innovation in the customer experience arena every day."

Details about The American Business Awards and the list of Finalists in all categories are available at www.stevieawards.com/aba.

About Digital Hands

Digital Hands is a global, outsourced IT provider that specializes in call center help desk support, monitoring and management of critical IT infrastructure, and custom solution design. Digital Hands serves businesses by facilitating rapid adoption of new technologies and special projects implementation. With industry-leading performance statistics for problem response, problem resolution, and customer satisfaction, Digital Hands is the go-to, North America-based IT services provider. For more information, please visit www.digitalhands.com.

About The Stevie Awards

Stevie Awards are conferred in four programs: The American Business Awards, The International Business Awards, The Stevie Awards for Women in Business, and the Stevie Awards for Sales & Customer Service. Honoring companies of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about The Stevie Awards at www.stevieawards.com.

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