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**DIGITAL HANDS WINS STEVIE® AWARD IN**

**7TH ANNUAL AMERICAN BUSINESS AWARDS<sup>SM</sup>**

TAMPA FLORIDA - June 23, 2009 - Digital Hands won a Stevie Award for Customer Service Department of the Year - Computer Services category, in the 2009 American Business Awards.

The awards were presented during ceremonies at the Marriott Marquis Hotel in New York City. The ceremonies were hosted by Cheryl Casone of Fox Business Network and broadcast nationwide on radio by the Business TalkRadio Network.

In winning the Stevie, Digital Hands beat out other finalists including Akamai Technologies, Cambridge, MA, Apptix, Herndon, VA, Concentric, Herndon, VA, CrownPeak, Los Angeles, CA, and iYogi, New York, NY.

In accepting the Stevie, Digital Hands' Vice President of Operations, Mark Geary said, "Our customer support team is comprised of a group of individuals who month-over-month deliver call center metrics that shatter industry standards. Not only are they experts at troubleshooting technical issues, but they genuinely care about our business customers." Later, Mark Geary was honored to accept additional recognition as a finalist for an American Business Award in the Customer Service Executive of the Year category for his leadership and contributions to the overall success of the customer service department in 2009.

Stevie Awards were presented in over 40 categories including Best Overall Company of the Year, Executive of the Year, and Corporate Social Responsibility Program of the Year. More than 2,600 entries from companies of all sizes and in virtually every industry were submitted for consideration.

The Digital Hands Customer Service Team was recognized for producing 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.

"As a 100% American-based outsourced technical support and service provider, it is especially exciting for us to receive an award that celebrates American businesses and American ingenuity. I am so proud of the technical professionals in our call center who are so dedicated to helping our business customers succeed. I know this award will mean so much to them, and to everyone in our company, because service design is a huge part of who we are," said Digital Hands' CEO and co-founder, Charlotte Baker.

More than 200 executives across the country participated in the judging process to determine the Finalists and Stevie Award winners.

Details about The American Business Awards and the list of Finalists and Stevie Award winners are available at [www.stevieawards.com/aba](http://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](http://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](http://www.stevieawards.com).

Supporting sponsors of The 2009 American Business Awards include High Performance Technologies Inc., John Hancock, LifeLock, RCN Corporation, Softpro, and Ultimate Software. Media sponsor is the Business TalkRadio Network. Localization partner of the 2009 Stevie Awards is Lionbridge.

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