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**Digital Hands receives Spring 2009 SSPA STAR Award for best practices**

*Company wins national award for Best Customer Commitment*

**Tampa, FL, May 7, 2009** – Digital Hands, a technical support company that provides onshore outsourced IT services to businesses, today announced it has been honored with a Spring 2009 STAR Award for Best Practices from the Service & Support Professionals Association (SSPA), the largest and most influential association for technology service and support professionals in the nation. The company received a STAR Award for Best Customer Commitment.

"To be recognized as the best in the industry along side of some of the most revered companies in the world is an honor," said Charlotte Baker, CEO. "We have been able to compete against off-shoring with 100% US-based talent. Our services are cost-effective, produce a great customer experience and keep jobs at home in the US."

The Best Customer Commitment Award was evaluated on successfully demonstrating organizational commitment, alignment, and focus around gathering and responding to customer feedback, issues, and requests.

Nominated companies underwent a rigorous evaluation process with the winners selected by SSPA's Advisory Board members.

"STAR Award honorees set the pace for the entire industry, representing service and support organizations that demonstrate an ongoing high-level commitment to delivering world-class results," said Stephen Smith, executive director of SSPA. "Digital Hands proved itself through very intense peer competition."

Digital Hands was presented with the STAR Awards for Best Practices at the [Technology Services World](#) (TSW) conference in Silicon Valley. Produced by the SSPA, the Association for Services Management International (AFSMI), and the Technology Professional Services Association (TPSA), Technology Services World 2009 Silicon Valley is the largest gathering of service executives and management in the industry. Attendees came together at this conference to focus on breakthrough service economics that impact efficiency, profitability, and customer satisfaction.

**About the SSPA**

As the industry's foremost service professionals association, the Service & Support Professionals Association (SSPA), based in San Diego, Calif. is a key resource for the information and best practices needed to make better business decisions. It brings

together the best minds from across the industry—from established companies with successful track records to the pioneering newcomers with out-of-the-box ideas. The SSPA also partners with thought leaders such as J.D. Power and Associates to create programs that benefit the industry. The SSPA is a member of a global network of associations that includes the Technology Professional Services Association (TPSA) and the Association for Services Management International (AFSMI). For more information, visit [www.thesspa.com](http://www.thesspa.com).

### **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).

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