

Managed.com Maintains Highest Net Promoter Score in the Industry at 90.8

 **Managed.com**
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With industry average in the web hosting space being 43,
Managed.com continues to be the top choice for
businesses to trust with their hosting needs.*

For Immediate Release:

Omaha, Neb. (November 9, 2015) — Managed.com, a leading managed website hosting and support provider specializing in a variety of content management system (CMS) platforms for small/medium businesses and enterprise-level clients, has once again surpassed industry average Net Promoter Scores® (NPS). An NPS score is based on short question customer surveys that include asking how likely someone is to recommend a company's product or service. A high NPS score is a leading indicator of excellent customer satisfaction and loyalty. Managed.com's ranking is particularly significant as scores above 40 in the web hosting industry are extremely rare.

"At Managed.com, we believe customer service and support is just as essential as the technology and solutions we offer," said J.R. Brooks, president of Managed.com. "We ensure any customer data and feedback is built into the day-to-day operations of our business to drive continuous improvement and innovation. The NPS survey format has allowed us to learn from our customers and continuously advance our offerings."

Providing 24/7/365 web hosting services and support for over a decade, Managed.com has always focused on providing clients with specialized support with their individual development platform. Whether developers are working with WordPress, DotNetNuke (DNN), Drupal, elcomCMS, nopCommerce or others, the Managed.com support team is there from migration to routine upgrades. Managed.com's goal is to allow customers to focus on what makes them profitable in their businesses while entrusting Managed.com with the security, reliability and availability of their websites.

Kenn Dillard, director of customer care and support at Managed.com, adds, "We instill customer service and support into everything we do. We work with each and every one of our customers to help define the best solution for their needs and support them as they grow. Our goal is to be a true extension of their team and it's exciting to see that work show, reflecting such a high NPS score."

About Managed.com

The Managed.com team, that operated solely as www.PowerDNN.com from 2004-2015, has been providing industry-leading website hosting and support for more than a decade. Their web hosting experts specialize in providing premier support for a variety of Content Management Systems (CMS), including: DNN, WordPress, elcomCMS, Drupal and nopCommerce.

Headquartered in Omaha, Neb., the infrastructure and IT support company has datacenters around the world, including: Amsterdam, Brisbane, Manchester, and Omaha. Managed.com's multiple, hardened datacenters ensure their customers' sites are always up and running at peak performance. Their team of support experts are available 24/7/365 to answer questions, analyze needs, and provide quick solutions. For more information, please call 877-743-8366 or visit Managed.com.

**Source – Satmetrix 2013 Net Promoter Industry Benchmark report.*

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