

MAC Source Communications Recognized by Avaya as a “Partner in Excellence” for 2011

Syracuse, NY, December 14, 2011 – MAC Source Communications, a provider of business collaboration solutions, announced that it has been named an Avaya “Partner in Excellence” for 2011. MAC Source was recognized at Avaya’s 2012 US Partner Conference in Las Vegas, Nevada this past November. Avaya is a global provider of business communications and collaboration systems, software and services. MAC Source Communications earned this distinction by being one of the top-scoring business partners on the customer satisfaction surveys, submitted by customers throughout the United States.

Avaya is a strong proponent of Customer Satisfaction and Loyalty Programs as a key driver of repeat business, referrals, and profitable growth. The Avaya Connect Customer Satisfaction (CSAT) Program is a simple, yet informative and valuable, survey framework that produces actionable results to help business partners understand and act on customer feedback. MAC Source Communications earned this distinction by being one of the top-scoring business partners on the customer satisfaction surveys, submitted by customers throughout the United States.

MAC Source Communications earned this distinction for their exceptional customer-satisfaction ratings in the annual Customer Satisfaction program put in place by the Avaya Connect Channel Partner program. Avaya’s Connect Channel Partner program places an emphasis on innovation and value, but also focuses on competency, customer satisfaction and competitive advantage of its channel partners. The “Partner in Excellence” award is a way for Avaya to recognize partners that compliment the values of the Connect Channel Partner program.

Tim McDermott, President of MAC Source Communications, stated “‘Partner in Excellence’ is a newly created recognition this year and we are proud to be presented with this award. Less than 2% of all Avaya Partners achieved this distinction, so it validates for me that all of our ongoing efforts in technical training and process improvements continue to make a difference with our customers.”

About MAC Source Communications, Inc.

MAC Source Communications, Inc. is a provider of business collaboration solutions. Our core business is in the design, installation and on-going support of converged communications products and services. We specialize in IP Telephony, Unified Messaging, Contact Center and Mobility applications that drive business today. Additionally, MAC Source partners with industry-leading manufacturers in wireless networks, video, data switching, routing and security applications. MAC Source has successfully implemented mission-critical solutions for our customers, across the globe.

For more information, please visit www.macsourcinc.com.

Media Contact:

Elizabeth Rizzo
Marketing Manager
MAC Source Communications, Inc.
erizzo@macsourceinc.com
(518) 694-3904