

One Source Communications Brings Home AOTMP?s Best Customer Success Program Award

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An industry leader, One Source Communications received one of only five AOTMP?s vendor awards for representing excellence in the telecom management ecosystem.

Greenville, NC and Indianapolis, IN (August 16, 2019) ? AOTMP ? a global information, research and advisory firm for telecom, mobility and technology management best practices and industry standards ? has announced One Source Communications (One Source) as its worldwide winner of the ?Best Customer Success Program Award.?

Presented during AOTMP?s Summit Awards Conference on April 17 in Orlando, One Source was recognized for delivering the best value and customer experience for the firm?s 1,000+ customers in North America. One Source was also named as a finalist in the Top Value Proposition category, which honors the most compelling customer use case in telecom management. One Source made the AOTMP awards list following a public nomination process, which was narrowed down to three finalists in each of five categories.

?Years ago, we understood that no matter how fancy our software looks, how robust our analytics are, or how automated our workflow is ? at the end of the day, we are a customer service organization,? said Kirk Waddell, One Source Executive Vice President of Technology. ?Our success strictly depends on our customers? success. Now 30 years later, with more than 20,000 business locations, a 99 percent customer retention rate and a 90 percent Net Promoter Score, we are excited our efforts are being recognized by the industry and the broader ecosystem.? The average Net Promoter Score hovers around 30 percent or lower in the telecom industry, according to NPS® Benchmarks.

?Across all categories, these vendors represent solutions that are making an impact on their clients? telecom management environments in cost savings, productivity and efficiency,? said Timothy C. Colwell, Senior Vice President of AOTMP.

Waddell credited One Source?s commitment to the success of its customers stems from the company?s average client tenure of more than twelve years. At the heart of that loyalty is One Source?s team of Customer Success Managers (CSMs), each of whom comes onboard after completing extensive interviews, a rigorous training program and commitment to the Customer Success Program?s mission to not just bring customer satisfaction, but to delight customers.

One Source Communications holds an AOTMP Solution Certification in Telecom Expense Management Lifecycle with its Communications Lifecycle Management solutions and in the organization?s proprietary Efficiency First® Framework for Enterprise Mobility Management services with its Managed Mobility Services solutions. One Source is also a founding member of AOTMP?s Industry Council which launched in late 2018.

About One Source Communications

One Source Communications helps businesses simplify a complex technology world. One Source is the leading provider of fully-managed Communications Lifecycle Management and Managed Security Services for mid-market enterprises. Today, One Source manages more than 1,000 customers, 20,000 business locations, and over one million assets throughout the U.S. In addition to traditional Telecom / Wireless Expense Management services, One Source provides 24 / 7 local helpdesk, procures and provisions telecom/IT, and handles all service requests. One Source frequently generates triple-digit ROI for customers through contract negotiation, portfolio optimization, and ongoing expense management. In addition, One Source partners with FireEye and Cofense to bring Fortune 100 security solutions and fully managed services to the mid-market. One Source?s approach empowers businesses to focus on customers and revenue-generating activities. Learn more at https://www.onesource.net/.

About AOTMP

AOTMP is a global information, research and advisory firm for telecom, mobility and technology management best practices and industry standards. AOTMP delivers actionable insight, data, and best practices through its Efficiency First® Framework that equips telecom, IT, and mobility leaders and vendors to achieve telecom management industry excellence. For more information, visit aotmp.com.

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One Source

One Source Communications was founded in 1989 to provide solutions for its clients to meet their increasingly complex communications needs. It is now the leading provider of fully managed Communications Lifecycle Management for mid-market enterprises.

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