

Rackspace recognised for Customer Focus Excellence



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Rackspace Hosting, a leading provider of IT hosting services, has announced that it has been successfully recognised as one of Europe's leading customer service organisations by the European Business Awards 2009.



The European Business Awards recognises and rewards excellence, best practice and innovation in companies across the 27 EU member states. Now in its third year, the European Business Awards serve to showcase Europe's most successful business achievements, with hundreds of companies entering each year. This year [Rackspace Hosting](#) achieved a top 10 place in the Award for Customer Focus category at the high profile awards ceremony, held in Rome on 7th April.

Brian Thomson, Managing Director at Rackspace, commented: "This recognition is particularly satisfying for us, as it really underlines our mantra of Fanatical Support. In the competitive IT hosting marketplace, everyone claims they deliver excellent customer service,

so it's great to prove that with Rackspace, customer focus is a reality, not just hype.

"2009 has already been a great year for recognition of our endeavours. This success follows closely on the heels of Rackspace being voted 15th best company to work for by the Sunday Times 100 Best Companies Awards, moving up nine places from 2008. This European recognition comes after Rackspace won the overall award for customer focus in the 2008 National Business Awards".

The recognition Rackspace has achieved at these awards highlights the company's total commitment to its customers through the Fanatical Support service which focuses on the 5 important key criteria of responsiveness, ownership, resourcefulness, expertise and transparency.

About

Rackspace

Hosting:

As the world's leader and specialist in hosting, Rackspace Hosting is changing the way businesses worldwide buy IT. Rackspace delivers computing-as-a-service, integrating the industry's best technologies into a flexible service offering, making computing more reliable and affordable.

A trusted partner to companies of all sizes, Rackspace enables IT departments to be more effective. Rackspace is distinguished by its award-winning Fanatical Support, furthering the company's mission to be one of the world's greatest service companies. Rackspace featured in the top 30 of both the Sunday Times 100 Best companies to work for list and the Financial Times Great Place to Work Awards, 2008.

Rackspace's portfolio of hosted services includes [managed hosting](#), [hosted exchange](#) and [cloud hosting](#).

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