eMaint Enterprises a First Prize Recipient of 2009 FANATI Customer Service Award

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March 10, 2010 -- eMaint Enterprises, a leading provider of Computerized Maintenance Management Software (CMMS), has been awarded a First Prize for the 2009 Rackspace "FANATI" award for outstanding customer service.

The FANATI award was created in 2007 by Rackspace Hosting, a two-time winner of the American Business "Best Customer Service Organization" award, to recognize companies who best demonstrate exceptional customer service.

eMaint was selected as a finalist for the award from a field of over 31,000 eligible companies. The selection process for determining the prize winners was based in large part on the results of a satisfaction survey sent to customers from each participating company. eMaint received an overall rating of 9.9 out of 10 when the results of the surveys were compiled.

Brian Samelson, president and founder of eMaint Enterprises, was pleased that his team was recognized for their efforts, noting, "Although any form of industry recognition is gratifying, being named a finalist for this award is especially meaningful as it is based on direct feedback from our customers."

Hannelore Fineman, executive vice president, believes that eMaint's commitment to providing superior customer service, a standard which the company refers to as 'Service on 11', is a key differentiator for

eMaint. "In an industry where 50 to 80 percent failure rates for CMMS software implementations are often the norm, we buck that trend with a customer retention rate over 96 percent," said Fineman. "We believe our commitment to personalized and timely service has helped us achieve this level of success."

About eMaint Enterprises, LLC
Established in 1986, eMaint is a recognized market leader in enterprise asset management (EAM Software) and computerized maintenance management systems (CMMS). eMaint delivers on-demand CMMS solutions that enable organizations world-wide to manage and control maintenance and repair operations. For more information on eMaint CMMS products and services, please visit the eMaint web site.

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