

Valicom
5940 Seminole Centre Court, Ste 300
Madison, WI 53711
Contact: Lacinda Athen
Phone: (608) 227-0619
www.valicomcorp.com



“Telecom Expense Management on Your Terms” Earns Valicom Record High Client Satisfaction Scores

Valicom, a twenty year veteran of telecom expense management, reports continued high client satisfaction survey scores with its third quarter 2011 results. A strong combination of web-based software, flexible delivery options and excellent, experienced Telecom Audit teams creates an environment for client success, savings and satisfaction. The client satisfaction scores were 3.89 on a 4.0 scale, a record high.

Madison, Wisconsin (December 6, 2011) - Telecom expense management firm Valicom reports record high client satisfaction scores for 3rd quarter 2011. This continues a twelve year tradition of surveying clients quarterly, to learn how well they are delivering in eight key areas: professionalism, overall expectation, communication, quality and accuracy, understanding client needs, responsiveness, meeting deadlines, and overall value. The combined client satisfaction scores were 3.89 on a 4.0 scale, a new high.

CEO Nancy Peckham, upon release of the scores, offered her take on how Valicom continues to exceed customer expectation. “At Valicom, we really go beyond just delivering services. We aim to help level the playing field between our customers and the telecom carriers. In the David versus Goliath battle to control telecom costs, we like to think we bring value and business intelligence to help our clients win the war.”

As Valicom branches out more to work with partners and consultants in the [IT](#) and [telecom management](#) field, these new customers are also finding value with their solutions. By combining their [web-based software Clearview](#) with an a la carte suite of traditional telecom auditing and management services, Valicom creates custom deliverables for each of its clients. From software subscriptions to fully outsourced telecom lifecycle management, Valicom delivers at the highest level, supporting the high satisfaction scores they receive from clients large and small.

For more information on Valicom’s telecom expense management solutions, visit valicomcorp.com, or contact Lacinda Athen at lathen@valicomcorp.com or 608-227-0619.

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About Valicom:

Valicom is a Madison, WI based telecom expense management firm founded in 1991 as a certified, 100% woman-owned business (WBE). Valicom offers a full suite of telecom cost control services including telecom audits, wireless optimization, RFP services, telecom contract negotiation, telecom invoice processing and payment. Services are delivered via Clearview, a web-based telecom expense, invoice and inventory management software. Clearview can be used either as a subscription software-as-a-service (SaaS) or as part of a comprehensive telecom audit outsourcing project. For more information, please visit www.valicomcorp.com