

blueAPACHE Customer and Brand Awards - blueAPACHE

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The Customer Recognition award used nominations gathered through a customer satisfaction survey. It was intended to identify employees who were highly valued by customers, including people whose work might not receive day-to-day internal recognition. Nominations covered Account Managers, Support Analysts, Field Engineers, Service Delivery and Engineers.

Field Services received almost 43% of nominations and Support Analysts received more than 31%. After recounts in a closely contested result, Gaurev Goel of Field Services was named the winner and received the award from Managing Director Chris Marshall at a monthly Town Hall meeting.

The Brand Ambassador award recognised an employee who promoted our values, services and messaging and demonstrated commitment to customer expectations. Mark Perraton of Project Services received that award.

What is the blueAPACHE Customer and Brand Awards article about?

Our staff awards, describing two additional awards—the Customer Recognition award and the Brand Ambassador award—offered to all staff in addition to the annual achievement awards presented in December.

How was the Customer Recognition award recipient determined?

We invited clients to nominate a staff member as part of their customer satisfaction survey, aiming to identify employees who may not be recognised day-to-day but are highly valued by customers.

How many nominations did you receive for the Customer Recognition award, and from which roles?

We received hundreds of responses from a wide array of clients, with nominations covering Account Managers, Support Analysts, Field Engineers, Service Delivery staff, and Engineers. Field Services secured almost forty-three percent of nominations, while Support Analysts secured over thirty-one percent.

Who won the Customer Recognition award and how close was the contest?

Gaurev Goel from the Field Services team won the Customer Recognition award. The contest was tightly contested, with only four nominations separating first from second place, requiring several recounts.

Who presented Gaurev Goel with his Customer Recognition award, and where?

Chris Marshall, Managing Director within our business, formally presented Gaurev Goel with his Customer Recognition award at the monthly Town Hall staff meeting.

What is the blueAPACHE Brand Ambassador award, and who won it?

The Brand Ambassador award recognises our employee who goes above and beyond in promoting our values, services, and messaging. Mark Perraton from the Project Service team won the award for his continued advocacy, promotion, and commitment to exceeding customer expectations.