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Extreme Networks Wins 2014 Gold Stevie Award for Contact Center of the Year

Additional Winnings Include Three Silver Awards as Company's Commitment to a Superior Customer Experience Shines

SAN JOSE, Calif., March 5, 2014 /PRNewswire/ -- Continuing its mission to provide a superior experience for its customers, [Extreme Networks](#), Inc. (Nasdaq: EXTR) today announced it has received the prestigious 2014 Gold Stevie award for Contact Center of the Year. As further recognition of having one of the most innovative and effective customer service and support centers, Extreme Networks also received three Silver Stevie awards for the Best Use of Technology in Sales, the Customer Service Training Team of the Year and the award for Innovation in Customer Service.



The 2014 Gold Stevie award for Contact Center of the Year, following a Silver Stevie in 2013 in the same category, recognizes the accomplishments of Extreme Networks' Global Technical Assistance Center (GTAC), which handles about 1,000 support cases per week. Extreme Networks proudly boasts a 97 percent customer satisfaction rating while leveraging a 100 percent in-house support center. The team additionally uses a variety of applications including Salesforce CRM, Chatter and advanced predictive analytics to provide proactive customer service.

"Consistently delivering a superior customer experience is a part of everything we do and we are proud to be honored with the Gold Stevie award," said Mike Lytle, director of global technology and operations at Extreme Networks. "Our Customer Contact Center stands out in the network industry due to its commitment to service and support that is led by experienced professionals. When customers call on us for assistance, they can be confident in who they are speaking with and know they will receive the help they need."

"We are very proud to receive the Gold and Silver Stevie awards as Extreme Networks expands our service organization to achieve great things for our customers and partners," said Joe Novak, vice president of customer service for Extreme Networks. "By retaining the most dedicated personnel and implementing innovative technology for training and support, we fulfill our promise for providing great experiences for customers with our networks."

More than 1,500 nominations from organizations of all sizes and within various industries were evaluated in this year's competition, an increase of 36 percent since 2013. Further details about the Stevie Awards for Sales & Customer Service and the list of Stevie winners in all categories are available at www.StevieAwards.com/sales.

Additional Resources:

- Extreme Networks customer testimonial [videos](#)
- Extreme Networks "How To" video [series](#)
- Legacy Enterasys 2013 Stevie Award win [press release](#)

About Extreme Networks

Extreme Networks, Inc. (NASDAQ: EXTR) is setting a new standard for superior customer experience by delivering network-powered innovation and market leading service and support. The company delivers high-performance switching and routing products for data center and core-to-edge networks, wired/wireless LAN access, and unified network management and control. Our award-winning solutions include software-defined networking (SDN), cloud and high-density Wi-Fi, BYOD and enterprise mobility, identity access management and security. Extreme Networks is headquartered in San Jose, CA and has more than 12,000 customers in over 80 countries. For more information, visit the company's website at <http://www.extremenetworks.com>.

Extreme Networks, the Extreme Networks logo, and Purview are either trademarks or registered trademarks of Extreme Networks, Inc. in the United States and/or other countries. All other names are the property of their respective owners.

Except for the historical information contained herein, the matters set forth in this press release, including without limitation statements as to features, performance, and benefits of Extreme Networks products, are forward-looking statements within the meaning of the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995. These forward-looking statements speak only as of the date. Because such statements deal with future events, they are subject to risks and uncertainties, including network design and actual results of use of the product in different environments. We undertake no obligation to update the forward-looking information in this release. Other important factors which could cause actual results to differ materially are contained in the Company's 10-Qs and 10-Ks which are on file with the Securities and Exchange Commission. <http://www.sec.gov>.

About The Stevie Awards

Stevie Awards are conferred in five programs: the Asia-Pacific Stevie Awards, The American Business Awards, The International Business Awards, the Stevie Awards for Women in Business, and the Stevie Awards for Sales & Customer Service. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at www.StevieAwards.com.

Sponsors and supporters of the 8th annual Stevie Awards for Sales & Customer Service include [the Business TalkRadio Network](#), [Competence Call Center](#), and [ValueSelling Associates](#).

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