



Automated Support with a Human Touch

8 to Infinity Pte Ltd, September 18, 2005

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Singapore Internet Web Hosting Provider 8 to Infinity Pte Ltd (www.8.to) enhances their customer support services with integration of in house full time support staff, ticketing system as well as automated Frequently Asked Questions database.

PR9.NET September 18, 2005 - The common problems of web hosting companies in having differing answers or solutions depending on the staff on duty is finally over at 8 to Infinity. The Singapore company chooses to completely integrate its human customer support with its extensive knowledge base accumulated over its 8 years of operations. This allows support staff to have a standard platform to solve clients' issues as well as to allow them to have a more detailed understanding of the clients' grasp of technical details and to tailor solutions to fit their requirements.

"With human support and computer support integration, each and every of our clients are uniquely catered for. No longer do any of our users need to endure standard "cut and paste" answers to their problems. Such comprehensive integrations pays off handsomely in terms of increased customers satisfaction which cannot be measured by monetary value alone" says Lim Boon Chuan, Chief Technical Officer of 8 to Infinity.

The new system is just the beginning of more innovations at 8 to Infinity. It is understood that several new product lines as well as customer service systems are being developed simultaneously to cater to their growing domestic and international market. The system is already showing its effectiveness with high ratings from clients and even from rival companies looking to outsource their support requirements to the company. The effectiveness of using the resourcefulness of full time dedicated staff, coupled with the powers of modern day technologies and experiences accumulated throughout their 8 years of operations are proving to be a perfect mix for this hosting company.

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About 8 to Infinity Pte Ltd

8 to Infinity provides Singapore, Hong Kong and USA Web hosting for users throughout the world. We have Linux, Unix and Windows 2003 virtual and dedicated servers and have been hosting since 1997!

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