

FOR IMMEDIATE RELEASE

**Omega Honors 25 Companies for Delivering
'World-Class' Customer Service**

Recipients of Omega's 2009 NorthFace ScoreBoard AwardSM consistently exceeded customer expectations. Two more are Honorable Mention recipients.

BILLERICA, Mass.; March 16, 2010 – The Omega Management Group Corp., specialists in driving companies' revenues and profits by implementing Customer Experience Management (CEM) strategies that increase customer and employee satisfaction, announced today that 25 companies have qualified to receive its [NorthFace ScoreBoard AwardSM](#). Now in its tenth (10th) year, the award is presented annually to companies who, as rated by their own customers, achieved excellence in customer satisfaction during the prior calendar year.

Omega also recognized two more companies as Honorable Mention recipients. These organizations came within a few yards of reaching the summit of the demanding NorthFace ScoreBoard Award criteria, and in doing so, made outstanding strides in providing superior support and enhancing their customers' experience.

"The NorthFace ScoreBoard Award recognizes organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations," said John Alexander Maraganis, president & CEO of Omega. "In 2009, more than 200 projects, many international in scope, were judged from 58 companies based in the U.S. and abroad. The majority of companies are repeat recipients, which shows that, despite the tough economy, implementing a CEM strategy is a reliable, proven way to achieve business success."

Omega's methodology measures customer satisfaction and loyalty levels for all clients on a 5-point scale four times during the year in such categories as technical support, field service, customer service and account management. The 25 NorthFace ScoreBoard Award recipients are companies who, based solely on survey responses from their own customers, achieved a 4.0 or above out of a possible 5.0. The Honorable Mention recipients were within striking distance (3.8-3.9) of the 4.0 summit.

"Due to its unique 'customer-only vote' criteria, the NorthFace ScoreBoard Award has been viewed from its inception in 2000 as the only objective benchmark for excellence in customer service," Maraganis said. "Our research indicates that companies that consistently achieve a 4.0 rating or above are succeeding in locking in profitable, long-term customer relationships, and this significantly raises the bar on their competitors."

Omega will formally present the award to recipients during ceremonies on April 29 at its [SCORE Conference 2010](#), being held at the Boston's Seaport World Trade Center from April 28-29. This conference is the only event in its industry that explores best practices in developing a CEM strategy in concert within an organization's many customer-facing operations. Hundreds of service, support, sales, marketing and human resources executives from the country's leading firms attend the conference each year.

And The Recipients Are:

Ten-time recipients:

- Haemonetics Corporation; Braintree, Mass.
- JEOL USA, Inc.; Peabody, Mass.
- Kronos Incorporated; Chelmsford, Mass.

Nine-time recipients:

- Abbott Medical Optics Inc.; Santa Ana, Calif.
- GE Healthcare; Wauwatosa, Wisc.
- Progress Software Corporation; Bedford, Mass. (formerly DataDirect Technologies)
- ZOLL Medical Corporation; Chelmsford, Mass.

Eight-time recipients:

- Alfa Wassermann, LLC; West Caldwell, N.J.
- Analog Devices, Inc.; Norwood, Mass.
- Sony Electronics, Inc.; Park Ridge, N.J.

Seven-time recipients

- Boston Scientific Corporation; Natick, Mass.
- Carl Zeiss Meditec, Inc.; Dublin, Calif.
- Dionex Corporation; Sunnyvale, Calif.
- FLIR Systems, Inc.; North Billerica, Mass.
- McKesson Provider Technologies-Revenue Management Solutions; Alpharetta, Ga.

Six-time recipients:

- None

Five-time recipients:

- Affymetrix, Inc.; Santa Clara, Calif.
- KVH Industries, Inc.; Middletown, R.I.

Four-time recipients:

- Terumo Interventional Systems, Terumo Medical Corporation; Somerset, N.J.

Three-time recipients:

- IRIS International, Inc.; Chatsworth, Calif.
- Netezza Corporation; Marlborough, Mass.

Two-time recipients:

- DMS Health Technologies; Fargo, N.D.
- Illumina, Inc.; San Diego, Calif.
- RelayHealth; Alpharetta, Ga.

First-time recipients:

- ACIST Medical Systems, Inc.; Eden Prairie, Minn.
- L-1 Identity Solutions, Biometrics Division; Bloomington, Minn.

Honorable Mention:

- Pegasystems Inc.; Cambridge, Mass.
- Stratus Technologies, Inc.; Maynard, Mass.

Note to Editors: City and state denotes either company headquarters or principal location where CEM strategy work was conducted.

About Omega

Since 1984, the [Omega Management Group Corp.](#) has been a recognized expert in developing and implementing customer and employee experience management strategy (CEM) programs that lead to increased product and service revenue and profits. Services include customer and employee surveys, employee incentive programs, benchmark research and analysis, consulting, key account retention strategies, win-back strategies and marketing of customer satisfaction results to stakeholders and the marketplace.

For more information on how to qualify for the NorthFace ScoreBoard Award or to attend [SCORE Conference 2010](#), visit www.omegascoreboard.com or call (800) 711-5196 and ask for Denise.

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