



Top IT Support Services Recognition for Compugen

Service Benchmarking Puts Compugen Among Global Service Quality Leaders Past Five Years

Toronto, Ontario—28 October 2009. Compugen Inc. is pleased to announce its recognition by Service 800 as one of the world's top service providers. Compugen was one of eight companies from around the world, including Fujitsu, Xerox, GE Healthcare, Draeger Medical, Ethicon Endo Surgery, Lexmark and Agfa, distinguished by service excellence.

Compugen, whose excellence has been tracked by Service 800 for several years, holds the bar high with regard to [IT Support Services](#) and realizes the purpose of continuous improvement in customer service performance when measured against a field of some 200 other distinguished service organizations around the world.

Drivers of Compugen's continuous service improvement include service agreements that over the years have required more rapid response and resolution, better results, better documentation and competitive pricing across a growing range of service deliverables, geographies and customer types.

Said Gerry Skipwith, VP Compugen Services, "We take the benchmarks that Service 800 identifies seriously, and have found the customer satisfaction survey data they provide us most helpful in refining our understanding of service issues as we deliver service to a larger and larger base of customers. Of course, I'm proud of the Compugen Services organization for the fine work they do, and challenge them to take service to the next level. The goal is to be the best in the world at matching service commitments to service delivery, every time out."

Compugen handles a broad range of service requirements for an exacting clientele. Delivery is governed by service-level agreements in both remote and urban centres all across Canada. Recently Compugen announced its completion of its [half millionth service call](#) and has been continuously upgrading its service training, service dispatch and monitoring systems and broadening its service certification roster.

[IBM](#), [Lenovo](#) and [Hewlett-Packard](#) have also recognized Compugen for its service excellence.

About Compugen

[Compugen](#) is Canada's largest privately-owned and operated IT solution and service provider. Founded in 1981 by its current president and CEO, Harry Zarek, Compugen provides practical, real-world solutions and a comprehensive customer-focused portfolio of support services. Delivering national coverage with offices from coast to coast, Compugen's experienced team of IT professionals helps mid-sized and large corporations and government agencies across



Canada with enterprise-level solutions that optimize IT costs and leverage technology for better business results. Compugen is a top-level partner in Canada for Cisco, Citrix, Hewlett-Packard, IBM, Lenovo, Microsoft, VMware, Xerox and other technology leaders.

Source: **Compugen Inc.**

Information: Donald Anderson
Marketing Projects Manager
Compugen Inc.
(905) 695-5123
danderson@compugen.com