

IT Infrastructure Services Strengthened at Compugen

Innovative IT Infrastructure Service Offerings Supported by Quality Management Audit As Compugen Expands ISO 9001:2008 Compliant Operations

Toronto, Ontario—August 10, 2010. Compugen Inc. is pleased to announce the expansion and strengthening of its IT Infrastructure services program in conjunction with the extension of its ISO 9001:2008 certification to include significant parts of its services operations. Compugen's warehouse, logistics, parts depot and configuration operations have been ISO certified as a Quality Management System for some years. The audit of its services operations included its [call centre](#), client relations, [deployment](#), parts procurement and billing department, and the resulting expanded certification is included in its certification certificate no. FS 63837 from BSI (see <http://www.bsigroup.ca/en-ca/>).

"Many businesses are now demanding service level agreements with their internal IT providers and these IT shops, in turn, are asking for creative use of service contracts with aggressive service delivery commitments. We've been able to meet these demands through adherence to ITIL service guidelines and have recently attained ISO 9001:2008 certification to cover our call centre, client relations, deployment, parts procurement and billing. As further evidence of the success we're having, our service organization actually grew its revenue in 2009, which was a tough year for many businesses and most suppliers of IT products and services," said Gerry Skipwith, Vice President, Compugen Services. "In this context, there is still a desire to map the maintenance of IT equipment to both cost reduction and uptime goals without ignoring the impact of the infrastructure on the environment—IT waste is a sensitive issue for stakeholders. ISO certification is an excellent way of demonstrating that we do what we say we do in social responsibility and efficiency terms." he noted.

Compugen partners with leading technology companies such as [IBM](#), [HP](#) and [Lenovo](#) to put the right products and services together into a package for each services customer.

About [Compugen](#)

Compugen is Canada's largest privately owned IT solution provider providing a comprehensive portfolio of sales and support services across Canada. Still operating under the guidance of President and CEO Harry Zarek who founded the company in 1981, Compugen's experienced team of IT professionals helps mid-sized and large corporations and governments with enterprise-level solutions that address business requirements through an integrated approach across technology platforms. Solution areas include Datacentre, Virtualization, Storage, Microsoft Infrastructure, Print Management, Communications and Security. Service offerings include Deployment, Field (on-site) Services, Managed Services, Technology Lifecycle Management, Fleet Management, Software Licensing and Asset Management. Product Services include a complete ISO warehousing, configuration & logistics organization that encompasses remarketing and recycling of end of life technology. Multi-vendor financing services are provided through Compugen Finance.

Source: **Compugen Inc.**

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