



**News Release**  
**For immediate release**

## **Compugen Receives HP All Star Award for Service Delivery**

**Richmond Hill, Ont. – July 9, 2007** – Compugen Inc., one of the largest Canadian-owned IT solution providers and PC systems integrators, is pleased to announce that its Central Region has been awarded Hewlett-Packard's All Star Award for outstanding warranty service delivery on HP desktops, laptops and servers for Q2, 2007.

HP has hundreds of service partners across Canada, and each quarter recognizes the successes of its top three partners in each region – East, Central, West – based on five service delivery performance metrics, which it compares amongst HP partners nationally, including: Customer Satisfaction; Repair Parts per Serial Number; First-Time Fix Percentage; Provided Fix in Time Percentage; and Average Parts Return Time. Based on surveys sent to customers following each warranty service event, for example, Compugen scored an average customer satisfaction rating of 95.8%, one of the highest scores achieved by HP's service partners. This is the third time Compugen's Central region has won this award in the past four quarters.

"I've worked with a lot of HP service partners and although they're all good and working hard, few have taken service delivery to the level Compugen has," says Phil Greason, Channel Partner Development Manager at HP Canada.

Although modest about his own personal contribution to Compugen's service performance, Compugen's Luis Lima, Director, National Service Logistics, did say that changes to Compugen's process have helped to improve First-Time Fix results, and the addition of new problem-diagnosis tools is helping ensure that the right parts are ordered the first time. Investment in a new, automated dispatch system is also helping Compugen better manage its technical staff to ensure that product warranty terms and Service Level Agreements with customers are met.

"We continue to make significant investments in staff, local parts stocking and in better service management tools to support our customers nationally," explains Lima, who goes on to add that the Compugen service team is measured on customer satisfaction and closely monitors the results of surveys sent to customers following each service event.

"It's quite remarkable what Compugen has accomplished in making changes across its service logistics pathway to improve service performance metrics and keep them up consistently," concludes HP's Greason.

### **About Compugen**

Compugen has been providing practical, real-world IT infrastructure solutions since it was founded in 1981 by current President and CEO Harry Zarek. Today, Compugen's experienced team of IT professionals helps medium and large corporations and government

agencies across Canada with enterprise-level solutions that optimize IT costs and leverage technology for better business results. Compugen offers a complete design-build-run-maintain lifecycle suite of professional IT services and is a top-level partner in Canada for Cisco, Citrix, Hewlett-Packard, IBM, Lenovo, Microsoft and other technology leaders.

Complete information on Compugen and its end-to-end suite of technology lifecycle services can be found at [www.compugen.com](http://www.compugen.com).

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