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Compugen Logs its Half-Millionth Service Call

Since it began providing enterprise support service, Compugen, a Richmond Hill, Ontario based PC systems integrator and IT services provider with 15 offices across Canada, has tracked 500,000 Technical Assistance Requests (TARs) from initiation through closure, follow-up customer satisfaction survey and service detail reporting.

Richmond Hill, Ontario — 15 April 2008. Compugen Inc., after 27 years in business, announced its five-hundred-thousandth technical assistance request (TAR). TARs are created when customers open a support ticket through Compugen's service desk, either by phone, fax, email, or on the web. Support tickets can relate to almost anything IT-related that impacts an individual, a department or the whole organization, from toner replenishment to IMACs to critical server outages.

The TAR is managed by Compugen's service-desk staff who use Compugen eMerge Service Manager (part of the Compugen eMerge version 4.1 suite of enterprise resource planning tools). While the service support staff is triaging the call, the details are routed to Compugen's back-end systems. Whether the call can be handled on the spot, or must be forwarded to technicians for dispatch, or escalated to second or third-level support, details are always available to qualified individuals—including the customer via web browser or through integration with their own service management system—who can see the ticket on their RIM device or via web browser, or hear the details via phone. The always-available three-way communication between the service desk, the dispatched or assigned technical resource and the person who initiated the request allows everyone involved to understand the status of the repair.

Use of Service-800 for a statistically reliable sampling of service satisfaction, and Compugen Technical Services' own internal survey process, auto-generated by eMerge upon ticket closure, provides Compugen and its enterprise customers with a wealth of information to support a culture of continuous improvement.

“Our customers expect a high level of reliability from the enterprise-class software and hardware they acquire from Compugen; and they often ask us to provide warranty and non-warranty service under long-term contract for all of their new and legacy equipment—some of which they acquired years ago. Realistically, they also know that things sometimes don't work the way they are supposed to, and when that happens, they need to rely on rapid response, quick recovery options and service charges that meet their contractual expectations,” said Gerry Skipwith, Vice President, Compugen Technical Services, Compugen Inc. “Reaching the five-hundred thousandth TAR is not a surprise after so many years of service contracts with enterprise customers. It speaks to the quality of the products we provide and the services we deliver that Compugen is only now, after 27 years in business, reaching this mark.”

“The Compugen service desk takes an ITIL (IT Infrastructure Technology Library)-based approach to managing IT service and this affords a framework within which our goals of continuous improvement can be measured,” said Skipwith. “Our customers are asking for this sort of meeting of the mind over process terminology, and reporting strategies, and they are for the most part happy to take recommendations from us that save them money and reduce the frequency of service requests. It works for them, because they reduce their downtime and it works for us, because we can charge less and deliver higher levels of service in a competitive marketplace—and we can prove what we’re doing by showing the metrics.”

About Compugen

Compugen is Canada's largest privately-owned and operated IT services provider and PC systems integrator. 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. Providing national coverage from 13 offices 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.

In July, 2007, Compugen was recognized as Lenovo’s top services partner in Canada, demonstrating the company’s commitment to service quality. For information on this award, please go to

<http://www.compugen.com/news/newsitems/Lenovo%20Service%20Award%20Press%20Release.pdf>.

For additional information on Compugen’s service offerings, please visit

<http://www.compugen.com/index.asp?ID=CoverIT>

For further information on ITIL, please visit the ITIL site at <http://www.itil-officialsite.com/home/home.asp>. Please read ITIL related stories in Compugen’s *Tuesday Technology Report* [here](#) and [here](#).

Gerry Skipwith’s views on outsourcing IT service can be found [here](#) (“Smart Contracting Key to successful Services Provision”).

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