

Awards and Certifications

We are honored to have earned these industry awards and certifications



CompuCom, the leading IT outsourcing specialist, delivers the right combination of innovation, quality and exceptional value to address the challenges facing IT leaders today.

CompuCom's outsourcing services include: infrastructure management, application development, architecture and governance services, and procurement, deployment, and maintenance of hardware and software. From the desktop to the data center, CompuCom's IIM™ solution reduces costs, increases productivity and helps clients gain maximum value from information.

We are recognized by industry analysts, partners, and most importantly, by our clients. CompuCom has delivered industry-leading service quality for more than two decades, as exemplified by these and other awards and recognition garnered over the years. Our associates hold more than 75,000 certifications.

Recognized for Service Excellence

- ▶ Everest Group and Forbes 2009 Outsourcing Excellence Award with our client PSEG
- ▶ SERVICE 800 monthly independent survey ranks CompuCom Help Desk Services above the industry benchmark consecutively since 2000
- ▶ Service & Support Professionals Association (SSPA) Hall of Fame Lifetime Achievement Award for receiving the Software Technical Assistance Recognition Award (STAR)
- ▶ Service Capability & Performance (SCP) Certification for all consecutive years since 1997
- ▶ ITSM Best-in-Class Leader by Aberdeen in 2008

Recognized by Industry Specialists and Partners

- ▶ Gartner
 - Leader in North American Desktop Outsourcing Services and Help Desk Outsourcing Services Magic Quadrant since 2005
 - Promising in MarketScope: Data Center Outsourcing, North America 2010
 - Positive rating in MarketScope: Hosted Virtual Desktop Services 2009
- ▶ Top Infrastructure Management Outsourcing Vendors 2009, Brown-Wilson Group Black Book of Outsourcing
- ▶ Top 50 Global IT Outsourcing companies in 2008, Brown-Wilson Group Black Book of Outsourcing
- ▶ Ranked by Computer Dealer News (CDN) in Top 5 Largest Solution Providers in Canada 2008 and 2009
- ▶ Microsoft
 - Microsoft 2010 Public Sector State and Local Government (SLG) Outstanding Customer Service Award
 - Microsoft 2010 Top SLG LAR Growth Partner Award
 - Partner of the Year Award for Operational Excellence by Microsoft Corporation consecutively 2003 through 2009
 - Gold Certified Partner for Support Services, Enterprise Management and Security Solutions
 - Certified Professional (MCP) for Technology Implementation
- ▶ Cisco
 - Growth Partner of the Year Award 2009 by Cisco Canada
 - Top Services Partner of the Year 2008 by Cisco Canada
 - Cisco Systems Gold Certified Partner
 - Cisco Advanced Routing and Switching Specialization
 - Cisco Advanced Unified Communications Specialization
 - Cisco Advanced VPN and Security Specialization
 - Cisco Advanced Wireless LAN Specialization



Organization and Associate Certifications

- ▶ ISO 9001:2008 and ISO 20000 certified
- ▶ SAS 70 Type II certified (Statement on Auditing Standards No. 70)
- ▶ Broad ITIL, Six Sigma, Project Management Institute and ISO/IEC certifications
- ▶ Certified Information Systems Security Professional (CISSP)
- ▶ CompTIA A+ certification (90%+ of field service associates) and Network+, Server+, IT Project+, Security+
- ▶ CompuCom's internal service desk, customer service, technical troubleshooting, and client-specific certifications (100% of service associates)

Our Commitment to ITIL Certification

At CompuCom, we believe a basic understanding of ITIL among our associates is crucial to delivering quality services. And ITIL certification is necessary to many roles. We have a competitive edge with our commitment to ITIL as we define services and cross-functional processes using a common communication between geographies, clients and functions. These efforts bring services tailored to our client needs, increased client satisfaction, clearer service levels, higher efficiency levels, better quality, and best of all, decreased costs. Beginning with ITIL v2 and now ITIL v3, our associates in service delivery, service design, tooling and integration participate in active online learning, classroom and certification sessions. And we go beyond to educate our executive, sales, marketing and other teams. Today, the majority of our staff is ITIL aware and nearly 40 percent hold some level of certification. Our heads of human resources and corporate strategy are committed to ensuring all our field associates know the structure, vocabulary and processes of ITIL v3 by the end of 2010. Further, our CEO is monitoring our progress towards this goal — ITIL has executive endorsement from the very top.

Client Satisfaction — Our Proudest Achievement

We help our clients spend less on daily operations, align more with their business needs and innovate better to maintain competitive advantage. We accomplish this with expert associates who are highly trained in IT and have a great understanding of our clients' businesses. Our associates work with exciting organizations across the globe, which number more than half of the Fortune 100 and include regional midsize organizations across North America. Associates can attain industry certifications through training programs, and higher education degrees through college assistance programs. They are creative and instrumental in keeping our services innovative and top-quality. We know this because our clients say great things about CompuCom, provide us with consistently higher-than-industry-average satisfaction ratings and repeatedly renew their contracts, allowing CompuCom associates to continue providing them with the best service.

CompuCom[®]
The Leading IT Outsourcing Specialist

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