

NSI Scores 100% Customer Satisfaction

NSI is proud to announce its *perfect ratings* in recent customer satisfaction surveys conducted for IBM.

The January and February 2004 measurement surveys, performed independently by ICR of Media, Pennsylvania, assess IBM Business Partners for service quality from end-users. Assessment categories range from response time and technical ability to completeness of the job and fix time. Customer satisfaction scores for NSI during these two months were 100% in all categories.

"These results confirm that our hard work and expertise are recognized and appreciated by those we serve, our customers," said NSI VP of Service Ed Garcia. "It is always gratifying to receive high marks from customers, and even more so when you consider that this is a very tough rating system."

The ICR survey results are also compared to those of other IBM Business Partners. For the first two months of 2004, NSI's customer satisfaction ratings consistently scored above the overall national average of 90-97% for other service providers. "Customer service is the life blood of our business," said Tom McDonald, NSI Chief Operating Officer. "We are always striving to improve and will continue to do so."