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Press Release

Source: Omega Management Group Corp.

Omega Honors 27 Companies for Delivering 'World-Class' Customer Service

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Winners of Omega's 2007 NorthFace ScoreBoard Award(SM) consistently exceeded customer expectations

BILLERICA, Mass.--(BUSINESS WIRE)--The Omega Management Group Corp., specialists in helping companies boost revenue and profits by implementing customer experience management (CEM) strategies that increase customer and employee satisfaction, announced today that 27 companies have qualified to receive its NorthFace ScoreBoard AwardSM. Now in its eighth year, the award is presented annually to companies who, as rated by their own customers, achieved excellence in customer satisfaction during the prior calendar year.

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"The NorthFace ScoreBoard Awards recognize organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations," said John Alexander Maraganis, president & CEO of Omega. "In 2007, more than 200 projects, many international in scope, were judged from 75 companies based in the U.S. and abroad. The majority of companies are repeat recipients, which shows why CEM strategy includes a long-term commitment."

Omega's methodology measures customer satisfaction and loyalty levels for all clients on a 5-point scale a minimum of twice during the year in such categories as technical support, field service, customer service and account management. NorthFace ScoreBoard Award recipients are companies who, based on survey responses from their own customers, achieved a 4.0 or above out of a possible 5.0.

"Our industry has become flooded with customer awards, with many based on a simple application process," said Maraganis. "Due to its unique 'customer-only vote' criteria, the

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NorthFace ScoreBoard Award has been viewed from its inception in 2000 as the only true objective benchmark for recognizing excellence in customer service. Our research indicates that companies that consistently achieve a 4.0 rating or above are succeeding in locking in profitable, long-term customer relationships, and this significantly raises the bar on their competitors.”

Omega will formally present the award during ceremonies on May 15 at its SCORE Conference 2008, being held at the Boston World Trade Center from May 13-15. This conference is the only event in its industry that explores best practices in developing a loyalty management strategy as well as incorporating such a program within an organization's many customer-facing operations. Hundreds of service, support, sales, marketing and human resources executives from the country's leading firms attend each year.

And The Recipients Are:

Eight-time recipients:

- *CYTYC Corporation; Marlborough, Mass.
- Haemonetics Corporation; Braintree, Mass.
- JEOL USA, Inc.; Peabody, Mass.
- Kronos Incorporated; Chelmsford, Mass.

Seven-time recipients:

- Data Direct Technologies; Morrisville, N.C.
- GE Healthcare, Wauwatosa; Wisc.
- Micro Focus International, Ltd.; Rockville, Md.
- Primavera Systems; Bala Cynwyd, Penn.
- RISO, Inc.; Danvers, Mass.
- Waters Corporation; Milford, Mass.
- ZOLL Medical Corporation; Chelmsford, Mass.

Six-time recipients:

- Alfa Wassermann, Inc.; West Caldwell, N.J.
- Analog Devices; Norwood, Mass.
- Sony Electronics; Park Ridge, N.J.

Five-time recipients:

- Boston Scientific; Natick, Mass.
- Carl Zeiss Meditec, Inc.; Dublin, Calif.
- FLIR Systems, Inc.; North Billerica, Mass.
- McKesson, Inc.; Atlanta, Ga.

Four-time recipients:

- Bio-Lab; Lawrenceville, Ga.

Three-time recipients:

- KVH Industries, Inc.; Middletown, R.I.

- Siemens/DPC; Flanders, N.J.

Two-Time recipients:

- *Hologic, Inc.; Bedford, N.J.
- Terumo Medical Corporation; Somerset, N.J.

First-time recipients:

- AMO USA, Inc.; Santa Ana, Calif.
- Iris Diagnostics Division; Chatsworth, Calif.
- Netezza Corporation; Framingham, Mass.
- Pegasystems Inc.; Cambridge, Mass.

Note to Editors *Hologic acquired CYTYC in October 2007. The companies qualified separately for the NorthFace ScoreBoard Award program.

City and state denotes either company headquarters or principal location where customer satisfaction work was conducted.

About Omega

Since 1984, the Omega Management Group Corp. has been a recognized expert in developing and implementing customer and employee experience management strategy (CEM) programs that lead to increased product and service revenue and profits. Services include customer and employee surveys, employee incentive programs, benchmark research and analysis, consulting, key account retention strategies, win-back strategies and marketing of customer satisfaction results to employees, customers and the marketplace. For more information on Omega and SCORE Conference 2008, visit www.omegascorboard.com or call (866) 610-6700.

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