

# Awards and Certifications

We are honored to have earned these industry awards and certifications



CompuCom is recognized as the leading IT outsourcing specialist for incorporating international standards, real world experience, and ITIL best practices. The company is listed among leaders in service desk, managed desktop, managed security, data center, remote infrastructure management, and hosted virtual desktop services markets.

CompuCom's flagship IIM™ solution and framework helps organizations reduce operating and capital expense, drive alignment of IT services to business plans, and improve the value contribution of innovative technologies and processes.

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.

**CompuCom**®

The Leading IT Outsourcing Specialist

## Industry Accolades

- ▶ Gartner Magic Quadrant Leader: North America Desktop Outsourcing & Help Desk Outsourcing Services consecutively since 2005
- ▶ Promising in Gartner MarketScope: Data Center Outsourcing, North America 2010
- ▶ Positive rating in Gartner MarketScope: Hosted Virtual Desktop Services 2009
- ▶ Gartner Magic Quadrant Challenger: Managed Security Service Provider, North America 2010
- ▶ Top Infrastructure Management Outsourcing Vendors Brown-Wilson Group Black Book of Outsourcing, 2009
- ▶ Achievement in Customer Excellence (ACE) Award from CustomerSat consecutively since 2005
- ▶ SERVICE 800 (Service Metric, a CompTIA-certified program) performance consistently above industry benchmark for help desk services consecutively since 2000
- ▶ Service & Support Professionals Association (SSPA) Hall of Fame Lifetime Achievement Award for receiving the Software Technical Assistance Recognition Award (STAR)
- ▶ Ranked by Computer Dealer News (CDN) in Top 5 Largest Solution Providers in Canada consecutively since 2008
- ▶ InformationWeek 500 listing of the nation's most innovative users of business technology consecutively since 2004
- ▶ Recognized by Everything Channel's CRN with a special 2010 Business Transformation award for successfully migrating from a Value Added Reseller to an IT Outsourcing services provider

## Partner Recognition

- ▶ Microsoft Public Sector State and Local Government (SLG) Outstanding Customer Service Award 2008 and 2010
- ▶ Microsoft Top SLG LAR Growth Partner Award 2010
- ▶ Cisco Canada Growth Partner of the Year Award 2009
- ▶ Large Account Reseller Partner of the Year Award – Symantec

## Service Delivery Certifications

- ▶ Service Capability & Performance (SCP) Certification consecutively since 1997
- ▶ ISO 9001:2008 and ISO 20000 certified
- ▶ SAS 70 Type II certified (Statement on Auditing Standards No. 70)



## Associate and Partner Certifications

- ▶ More than 84,000 associate certifications
  - 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)
- ▶ Microsoft
  - Microsoft Gold Certified Partner for Support Services, Enterprise Management and Security Solutions
  - Microsoft Certified Professional (MCP) for Technology Implementation
- ▶ Cisco
  - 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

## Our Commitment to ITIL Certification

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At CompuCom, we believe a basic understanding of ITIL among our associates is crucial to delivering quality services to our clients. The ITIL framework ensures that we define services and cross-functional processes using a common communication between geographies, clients and functions. These efforts bring services tailored to your needs, increased satisfaction, clearer service levels, higher efficiency levels, better quality, and best of all, decreased costs. 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 most hold some level of certification.

## Client Satisfaction — Our Proudest Achievement

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We help you spend less on daily operations, align more with your business needs and innovate better to maintain competitive advantage. You are served by experts who are highly trained in IT and have a great understanding of business. Our associates work with exciting organizations across the globe, which number more than half of the global 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 contracts, allowing CompuCom associates to continue providing them with the best service.

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Learn more about CompuCom and our comprehensive services.  
Visit us online at [CompuCom.com](http://CompuCom.com) or call us at +1 800.225.1475 today.

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**CompuCom**<sup>®</sup>

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