

MEDIA STATEMENT

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COMPUTERWORLD
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Computerworld Singapore Honours the ICT Industry's Customer Care Leaders

THE NATION'S TOP PROVIDERS OF CUSTOMER CARE IN TECH ARE FETÉD
AMIDST ELECTRONICA IN AN OFFBEAT ROOFTOP NIGHT SPOT CALLED LOOF

SINGAPORE, JUNE 17, 2010—Remember the following names well.

- Blue Coat Systems Singapore
- Check Point Software Technologies
- Cisco
- CommScope
- EMC Computer Systems (South Asia)
- Hewlett-Packard Singapore
- Hitachi Asia
- IBM Singapore
- NetApp
- Quest Software
- SAS Singapore
- SingTel
- Symantec Corporation

These are the winners of *Computerworld Singapore's* fourth annual Customer Care Awards (CCA), which celebrate the best in pre- and post-implementation consulting, support and maintenance work as performed by the year's most valuable information and communication technology (ICT) providers in this country. And tonight, top executives from these leading companies took a bow in front of their peers, competitors and customers, as they were handed their CCA 2010 trophies at Loof, a night spot on the rooftop of Odeon Towers along Bras Basah Road, known best for its breathtaking view of the city and eclectic mix of contemporary electronic music.

They owe their place in the CCA 2010 winners circle to the thousands of readers of the nation's top ICT industry tabloid *Computerworld Singapore*. More than 3,000 of Singapore's most progressive information executives were asked to rate (on a scale of 0 to 10) specific aspects of the services rendered by their technology providers, taking them from the early consultation and planning stages of a given implementation project all the way through till after the deployed system has been running for a while. Only the vendors who came out of this exercise scoring the highest won and entered the CCA 2010 list. Those in second place joined the rest in obscurity.

Teng Fang Yih, Editor of *Computerworld Singapore*, ascribed the success of the winners to their dedication to helping their customers grow and run their businesses more efficiently, even as they contend with the lingering effects of the worldwide economic recession. "These companies stand here before you as true paragons of excellence in customer care," he said. "We asked them to help their customers navigate the rough waters of the recently demised global economic recession, and so they did. Indeed, they must have because we asked our readers to show that they cared about the customer service they were getting by participating in our Customer Care Awards survey, and when they were done with our survey, we put together the figures and found that overall they were happier with their vendors this year than they were 2007 through 2009. Of course, the ones they were happiest with won the awards."

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These sentiments were shared by Mark Hobson, Asia Regional Manager of Fairfax Business Media Asia, the publisher of *Computerworld Singapore*. “As we enter the fourth year of the Customer Care Awards programme, we can clearly see that customer satisfaction levels in Singapore have risen significantly,” he said. “That is a telling indicator of how far vendors in this country have come and are willing to go to help their customers draw the most out of their tech investments. It also tells us all how committed they are to service excellence.”

Winning Services

Below are listed the Customer Care Awards 2010 categories and their winners. For more details, make your way to the *Computerworld Singapore* Customer Care Awards 2010 web-page (www.computerworld.com.sg/cc10).

HARDWARE	
Server Hardware	Hewlett-Packard Singapore
Desktop & Notebook PCs	Hewlett-Packard Singapore
Storage Hardware	NetApp
Physical Infrastructure - Network Cabling	CommScope

SOFTWARE	
Desktop & Server Management Software	Hitachi Asia
Storage Management Software	NetApp
Enterprise Content Management Software	EMC Computer Systems (South Asia)
Collaboration and Workflow Productivity Software	EMC Computer Systems (South Asia)
Business Intelligence and Analytics Software	SAS Singapore
Database Management Software	Quest Software
Open Source Software	Hewlett-Packard Singapore

VIRTUALISATION SOLUTIONS	
Virtualisation Solutions	IBM Singapore

SECURITY SYSTEMS	
Firewall/VPN Solutions	Check Point Software Technologies
Anti-virus/Anti-spam Solutions	Symantec Corporation
Intrusion Detection/Protection Solutions	Blue Coat Systems Singapore

COMMUNICATION SERVICES	
Telecommunication Services	SingTel
VOIP/IP Telephony Systems	Cisco

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