



Press Release

J.D. Power and Associates Reports: Vital Images Recognized for Excellence in Certified Technology Service and Support Program

WESTLAKE VILLAGE, Calif.: 7 June 2012 — For the third consecutive year, Vital Images, Inc., a Toshiba Medical Systems Group Company, has achieved certification under the J.D. Power and Associates Certified Technology Service and Support ProgramSM. This distinction recognizes Vital Images, Inc. for delivering “An Outstanding Customer Service Experience” to customers globally.

Jointly developed by J.D. Power and Associates and the Technology Services Industry Association (TSIA), the program evaluates overall customer satisfaction and helps technology support organizations increase their efficiency and effectiveness in technical service and support. The certification also helps businesses identify those companies that have demonstrated service and support excellence before selecting which technology products to purchase.

“Vital Images continues to deliver an outstanding level of service and support to its customers and by passing this rigorous certification program for the third year in a row demonstrates sustained levels of high performance year over year”, said Ritesh Kochhar, senior manager of the Certified Technology Service and Support Program at J.D. Power and Associates. “The true mark of a world class organization is in its capacity to sustain excellence over time.”

"Vital Images has for the third year in a row shown both customers and the industry that providing high quality service is a crucial component of their business model," said Joanne Weigel, senior director at TSIA. "Consistently placing the technical support organization in the forefront assures Vital Images customers that they are getting optimal service quality."

To achieve certification, an organization must attain customer satisfaction scores among the top 20 percent of companies nationwide offering technology support, based on J.D. Power and Associates' extensive technology industry benchmark customer satisfaction research. The organization must also pass a detailed audit of its support policies and procedures. Certification is valid for one year.

J.D. Power and Associates evaluated Vital Images on its assisted service over the phone, as well as its email-based support, its non-assisted website-based support, as well as depot support. For the certification, J.D. Power and Associates conducted a survey of Vital Image's global customer base to establish an overall customer satisfaction index score and conducted onsite audits at Riverbed facilities.

“Providing a high standard of support for our customers is a top priority at Vital Images, so achieving this level of recognition directly based on customer input is exciting,” said Jim Litterer, vice president of operations at Vital Images. “This is a direct reflection of how our customers feel we are delivering on that commitment and allows us to continually raise the bar on what customers should expect from their enterprise solutions.”

J.D. Power and Associates and TSIA are currently evaluating technology service and support organizations across the industry to determine if they are eligible for certification.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, Web intelligence and customer satisfaction. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on [car reviews and ratings](#), [car insurance](#), [health insurance](#), [cell phone ratings](#), and more, please visit [JDPower.com](#). J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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About TSIA

The Technology Services Industry Association (TSIA) is the world's leading organization dedicated to advancing the business of technology services. Technology services organizations large and small look to TSIA for world-class business frameworks, best practices based on real-world results, detailed performance benchmarking, exceptional peer networking opportunities, and high-profile certification and awards programs. TSIA corporate members represent the world's top technology companies as well as scores of innovative small and midsize businesses in four major markets: enterprise IT & telecom, consumer technology, healthcare & healthcare IT, and industrial equipment & technology. www.tsia.com

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