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HDI ANNOUNCES TECHNISOURCE AS THE 2011 TEAM EXCELLENCE AWARD WINNER FOR EXTERNAL SUPPORT

FORT LAUDERDALE, Fla., April 19, 2011 — HDI, the largest membership association for IT service and technical support professionals and the premier certification body for the industry, today announced Technisource as the winner of the 2011 HDI Team Excellence Award for External Support in recognition for its commitment to innovation and continual improvement in people, processes and technology. The award was presented at the 2011 HDI Conference and Expo held recently in Las Vegas, NV.

“Today we are honored by one of the nation’s top certification organizations for our commitment to innovation and the highest level of service and support possible. It is this dedication to our customers that gives us a standard-setting 97% customer retention rate,” said Michael Winwood, president of Technisource. “In today’s economic climate, it is more important than ever to engage a partner that will not only deliver service excellence, but create better overall efficiencies. My personal thanks go out to all the Technisource teams for their continued dedication to our customers and commitment to service excellence.”

This award honors Technisource for achieving the highest standards of excellence in service desk operations. The HDI External Team Excellence Award is the “gold medal” of the technical support profession. The selection of the HDI Team Excellence Award winner is based on specific criteria that evaluate the companies’ ability to demonstrate excellence in three categories: people, process, and technology.

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“Technisource’s support team has been a top innovator in the industry and continues to show new levels of excellence and technical advancement. Their dedication and commitment to service excellence, flexibility and their strong core values have won them the highest honor from their peers in the support industry,” said Craig Baxter, Global Brand Director of HDI. “I am proud of the work that Technisource has done in becoming this year’s External Team Excellence winner.”

The Technisource support center conducts more than 20,000 customer surveys a month and averages a score of 4.6 out of 5. In nearly a half million customer surveys in the last 24 months, Technisource has received an “Excellent” rating from end users more than 95% of the time.

Technisource offers in-sourced, outsourced and co-sourced service desk solutions. With support centers throughout the U.S., Technisource provides the 24/7/365 expert support needed to ensure superlative customer service. In addition, the company brings added flexibility to businesses with service desk solutions that integrate seamlessly within their organization. Clients can leverage their existing technologies or take advantage of industry-leading toolsets, including call and interaction management, problem and incident management and knowledge management.

About HDI

HDI is a global IT service and technical support membership association and the industry’s premier certification and training body. Guided by an international panel of industry experts and practitioners, HDI is the leading resource for IT service and technical support emerging trends and best practices. HDI provides members with a vast repository of resources, networking opportunities, and the largest industry event, the HDI Annual Conference & Expo. Headquartered in Colorado Springs, CO, HDI offers training in multiple languages and countries. For more information, visit www.ThinkHDI.com or call +1 719.268.0174. HDI is part of UBM TechWeb, a division of United Business Media LLC.

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About UBM TechWeb

UBM TechWeb, the global leader in technology media and professional information, enables people and organizations to harness the transformative power of technology. Through its core businesses—media solutions, marketing services, and professional information—UBM TechWeb produces the most respected and consumed brands, applications, and services in the technology market. More than 14.5 million business and technology professionals (CIOs, IT and IT Support managers, Web and digital professionals, software and game developers, government decision makers, telecom providers and business executives) actively participate in UBM TechWeb's communities. UBM TechWeb brands include: global face-to-face events such as Interop, Game Developers Conference (GDC), Web 2.0, Black Hat, and VoiceCon; large-scale online networks such as InformationWeek, Light Reading, and Gamasutra; research, training, and certification services, including HDI, Pyramid Research, and InformationWeek Analytics; and market-leading magazines such as InformationWeek and Wall Street & Technology. UBM TechWeb is part of UBM, a global provider of media and information services for professional B2B communities and markets. Visit www.techweb.com for more information.

About Technisource

Technisource, one of the largest technology services providers in North America, delivers a wide range of staffing, management services and technology solutions. With nearly 40 years of experience, Technisource provides services to a broad range of clients to maximize their technology investments. Focused on quality, flexibility and value, the company's service offerings range from IT staffing, deployment and support services to software quality management, strategic projects and outsourcing.

Through its network of more than 53 offices across the U.S. and Canada, Technisource maintains a group of 8,000 experienced consultants and employees that deliver its portfolio of service offerings to Fortune 500 corporations, mid-sized companies and small organizations.

Technisource is a subsidiary of SFN Group (NYSE:SFN). For more information, please visit www.technisource.com.

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