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FOR IMMEDIATE RELEASE

## **Vision Solutions Earns Prestigious Service Capability & Performance (SCP) Standards Certification**

*Vision Solutions noted for delivering top quality service and support for fourth consecutive year*

Irvine, Calif. (May 19, 2008) Vision Solutions, the leading high availability and disaster recovery solutions provider in IBM Power Systems markets (NYSE: IBM) today announced its Customer Care Response Center in Irvine, Calif. has achieved certification under the prestigious Service Capability & Performance (SCP) Standards program for the fourth year in a row. **Vision Solutions** achieved this annual recertification following an extensive audit of their Customer Care Response Center.

“The SCP Standards quantifies effectiveness of customer service and support based upon stringent performance standards and represents best practices in the industry,” says Pete Robie, Vision’s senior vice president of Customer Care and Services, “Given our company’s explosive growth, it’s gratifying Vision continues to meet and improve on the strict requirements of the SCP audit.”

“Vision Solutions focuses on product quality and service because we know customer satisfaction is key to success; in fact, it’s our highest priority,” adds Alan Arnold, executive vice president and chief technology officer. “This certification further validates our commitment.”

The SCP Support Standard is part of a suite of service capability and performance standards designed to improve the quality and effectiveness of technology service operations. A consortium of leading technology companies, along with Service Strategies Corporation, created the internationally recognized standards, which define best practices for delivering world-class technology service and support, quantify performance levels and establish a foundation to build on existing quality processes. Certification requires comprehensive audits and annual recertification to confirm that companies continue to meet the requirements of the program.

**Vision Solutions** joins the ranks of other leading technology companies that have achieved the prestigious and sought-after SCP Certification, including EMC Corporation, Lockheed Martin Incorporated, GE Healthcare, McKesson Corporation, Rockwell Automation and Nokia among others. Currently, more than 200 technology support organizations around the world participate in the SCP program.

“Vision Solutions is proud to be placed among the industry leaders in service excellence through their attainment of SCP Certification,” says Jeff Neumeister, director of Customer Care for the company. “By once again meeting the rigorous requirements necessary to achieve SCP Certification, we continue to show our commitment to providing the best support and service possible for our customers.”

**About Vision Solutions**

**Vision Solutions, Inc.** is the world's leading provider of high availability, disaster recovery and data management solutions for IBM® Power Systems (i and p platforms). With a portfolio spanning the industry's most innovative and trusted HA solutions from **ORION™**, **MIMIX®** and **ITERA™** brands, Vision keeps critical businesses information continuously protected and available. Affordable and easy to use, Vision products ensure business continuity, increase productivity, reduce operating costs and satisfy compliance requirements. Vision also offers advanced cluster management and systems management solutions, and support for System i, Windows, and AIX operating environments. As IBM's largest high availability Premier Business Partner (NYSE: **IBM**), Vision Solutions oversees a global network of business partners and services and support professionals to help our customers achieve their business goals. Privately held by Thoma Cressey Bravo, Inc., Vision Solutions is headquartered in Irvine, California with offices worldwide. For more information, visit [www.visionsolutions.com](http://www.visionsolutions.com) or call 800.957.4511.

**About Service Strategies Corporation**

Headquartered in San Diego, CA, Service Strategies advances service excellence for quality-minded organizations by providing industry standards, strategic advisory services and career development solutions that ensure delivery of consistent, high-quality service and support. Service Strategies applies a proven benchmark process to its standards programs that measure and drive effectiveness for continuous service improvement. In addition, the company's tailored training programs enhance the careers of service professionals throughout the industry and lead to increased organizational effectiveness. The world's leading service and support providers use Service Strategies' Service Capability & Performance (SCP) Standards as a roadmap for service excellence. For more information, visit [www.servicestrategies.com](http://www.servicestrategies.com) or call toll free 800.552.3058.

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