



Press Release

J.D. Power and Associates Reports: IBT Solutions Recognized for Providing an Outstanding Customer Service Experience

WESTLAKE VILLAGE, Calif.: 30 May 2007 — IBT Solutions, a Nicor Services Company, has been recognized for call center operation customer satisfaction excellence under the J.D. Power and Associates Certified Call Center Program.SM This distinction acknowledges a strong commitment by IBT Solutions call center operations to provide “An Outstanding Customer Service Experience.”

The IBT Solutions call center operations in Geneva, Ill., handled approximately one million telephone, e-mail and Web inquiries from customers in 2006. To become certified, the call center operations successfully passed a detailed audit of their recruiting, training, employee incentives, management roles and responsibilities, and quality assurance capabilities. As part of its evaluation, J.D. Power and Associates conducted a random survey of IBT Solutions customers who recently contacted its call centers.

“Meeting the needs of customers is critical in running a successful call center operation, and the fact that IBT Solutions has passed the rigorous standards to achieve certification clearly demonstrates a commitment to customer satisfaction,” said Jonathan Brookner, director of the call center certification program at J.D. Power and Associates. “Customers of IBT Solutions are particularly satisfied with the courteousness of the call center representatives.”

For certification status, a call center must also perform within the top 20 percent of customer service scores, which is based on benchmarks established in J.D. Power and Associates’ cross-industry customer satisfaction research. The criteria used include evaluation of: courtesy; knowledge; concern for the customer; usefulness of the information provided; convenience of operating hours; ease of reaching a representative; and timely resolution.

“The environment at IBT reflects an equal emphasis on the employee and the customer—a commitment to their mutual satisfaction,” said Barbara Porter, general manager of IBT Solutions. “Our philosophy is based on the notion that ‘An Outstanding Customer Service Experience’ starts with the employee. The J.D. Power and Associates certification is a proud moment in our history, and a confirmation of our commitment to our employees, our customers and our business partners.”

The Call Center Certification Program was launched by J.D. Power and Associates in 2004 to evaluate overall customer satisfaction with call centers and to help call centers in various industries increase their efficiency and effectiveness by establishing best practices for handling service calls.

There are more than 75,000 call centers in North America and an estimated 125,000 worldwide that help customers with product and service questions across a multitude of industries, ranging from credit cards, financial services, investment services, utilities, service warranty and insurance to telecommunications, healthcare and office products.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is an ISO 9001-registered global marketing information services firm operating in key business sectors including market research, forecasting, performance

improvement, training and customer satisfaction. The firm'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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