



FOR IMMEDIATE RELEASE

NCEITA Honors Clarkston Consulting as the 2003 Top Customer Service Company of the Year

DURHAM, NC (November 25, 2003). Clarkston Consulting was honored by the North Carolina Electronics and Information Technologies Association (NCEITA) as the 2003 Top Customer Service Company of the Year at the NCEITA 21 Awards Ceremony. Over 300 IT leaders gathered at the Embassy Suites in Cary to celebrate the winners of the NCEITA 21 Awards, which are the oldest and most prestigious statewide IT awards in North Carolina. These awards are given annually in 21 categories to the leading companies and individuals in North Carolina's technology industry.

"Clarkston Consulting is an outstanding example of strategic delivery of IT services," said NCEITA president, Joan Myers. "They are true innovators in providing world-scale solutions from the IT industry to the life sciences."

Neil Nelson, who accepted the award on Clarkston Consulting's behalf, stated, "We are proud to be recognized by the primary voice of the Information Technologies industry in North Carolina. This award is really about our clients and our employees, without whom such recognition would not be possible."

Since its founding in 1991, Clarkston Consulting has operated on the core value of providing brilliant client service. This principle is consistently proven through a client satisfaction rating, as measured by The Conference Board, that averages 97.6 percent, compared to an industry average of 60 percent. More than 70 percent of Clarkston's business comes from repeat clients and referrals. Clients continually cite Clarkston's integrity, expertise, and sense of teamwork as top reasons for partnering with the firm for their business needs.

About NCEITA

NCEITA is a non-profit, membership-driven organization classified as a 501 (c) 6 trade association. NCEITA is dedicated to promoting and strengthening the electronics, telecommunications, software, Internet and related service industries through increased public awareness, and to providing a forum to learn, educate, communicate, promote, network and implement actions. For more information, visit www.nceita.org.

About Clarkston Consulting

Clarkston Consulting is a nationally recognized consulting firm that creates successful business



strategies and implements technology solutions. Clarkston's business value acceleration approach bridges the gap between strategy and technology to build a sustainable business advantage for Fortune 1000 manufacturers within the life sciences and consumer products industries. The firm's excellence has been recognized through numerous industry, vendor and client awards. To learn more about Clarkston, visit www.clarkstonconsulting.com.

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