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## Media Release

### COMPUTER FRAMEWORKS SCORES 91.21% FOR CUSTOMER SATISFACTION

The judging process for the 2008 Australian Achiever Awards for NSW's Computer Systems, Software & Internet Services & Supplies category was completed on 9th July.

**Computer Frameworks** scored a highly recommended 91.21%.

Now into its eleventh year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a businesses' own customers - an indication of a well run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on seven criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses who have achieved over the last five years can be viewed at [www.achiever.com.au](http://www.achiever.com.au)

Some of the comments Australian Achiever received from Computer Frameworks clients are:

*"Computer Frameworks are very good value for money. They are willing to spend time to understand my requirements and explore different options and offer alternatives. They are also very willing to adjust their clients and jobs to fit in with a deadline I may have. The staff are very professional and their customer service is excellent."*

*"I find Computer Frameworks are very professional, very helpful and very resourceful. Their customer service is exemplary and they are a pleasure to deal with."*

*"Due to the nature of our business, we have to go through a regular government review process. We had our own IT expert but I was concerned that he wouldn't be up to scratch in terms of Government requirements, so I approached Computer Frameworks. Peter and John provided the support and back up information to get through the review. I found them very professional, friendly, knowledgeable and with a great deal of expertise."*

ENDS: For verification of this report, please call  
Geoff Harwood, Director, Australian Achiever, 1800 638 318.