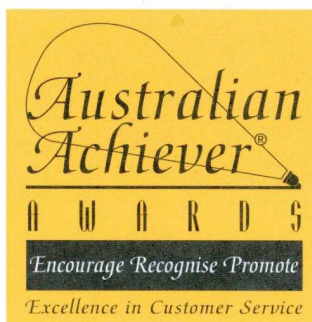


4 March, 2010



## Media Release

### **COMPUTER FRAMEWORKS SCORES 91.42% FOR CUSTOMER SATISFACTION**

The judging process for the 2010 Australian Achiever Awards for NSW's Computer Systems, Software & Internet Services & Supplies category was completed on 4th March.

**Computer Frameworks** scored a highly recommended 91.42%.

Now into its thirteenth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's 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:

***"They are a small company but they go out of their way to understand your needs and are very concerned about ensuring they deliver value. They are very proactive and work closely to make sure you are getting what you need."***

***"They are very easy to deal with because there is no pressure. Their approach is focused on outcomes and on whether or not they have the right person to meet our needs. So we get very good results from their work as we get a good fit to meet our needs, this is also helped by their Managing Director understanding my business very well. Once we've decided to go ahead with them on a project, they make the whole process very simple."***

***"The staff are always very well presented, knowledgeable and professional. They have a friendly and approachable manner, which makes them easy to get along with. They always follow up on any queries and issues very quickly, which is very impressive."***

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