



**FOR IMMEDIATE RELEASE:**  
December 8, 2006

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## Customer Satisfaction Survey Results:

### *Apex Publishing Continues to Deliver On Quality and Service*

**Herndon, VA:** Apex CoVantage, a leading global knowledge process outsourcing (KPO) company, announced today the results of its recent Apex Publishing customer satisfaction survey. The results demonstrate Apex Publishing's service excellence in providing the highest level of customer satisfaction to its customers.

"As part of our corporate continuous quality improvement program, the survey revealed that our customers rate us highest in customer service, with 99% of the respondents saying our project managers met or exceeded their expectations," said Margaret Boryczka, executive vice president and co-founder of Apex CoVantage. "This is an area where customers are particularly discriminating, and it is gratifying to know that Apex is exceeding the mark." Other areas noted by customers as exceeding expectations were timeliness and quality of delivered product, problem solving, priority processing and troubleshooting.

The online survey asked people from over 60 of its largest client companies, some of whom have been working with Apex for over 10 years, to rate Apex Publishing in the areas of sales, service, quality and value for the money. One hundred percent of those who responded stated that not only would they work with Apex again in the future, but that they would recommend Apex to a colleague. Ninety-eight percent said that Apex quality and service met or exceeded their expectations.

"The results confirm Apex's commitment to delivering the best possible overall customer experience. We know that having the best technology and workflows are not enough unless our customers are happy with our people and the value we provide," said Dr. Shashikant Gupta, president and co-founder of Apex.

These results provide a valuable baseline of data from which to measure future progress. As a result, Apex plans to conduct this survey semi-annually in order to ensure that satisfaction levels remain high among its customers.

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**About Apex CoVantage**

Apex CoVantage is a US provider of global Knowledge Process Outsourcing (KPO). Apex helps businesses to execute precise knowledge, information and communications strategies through our diverse people, technology and workflow systems. We opened our first KPO service center in 1988 and subsequently pioneered the market for offshore, knowledge-based solutions. Today, we provide publishing, contact center, engineering as well as research and content solutions, from a global network of state-of-the-art facilities with US-based project management and leadership. In every industry, our clients are reaching the next level of service performance in partnership with Apex CoVantage.