



FOR IMMEDIATE RELEASE

**Alfa Wassermann Diagnostic Technologies Honored for Delivering
'World-Class' Customer Service**

*Receives CRMI's Prestigious NorthFace ScoreBoard AwardSM
For 16 Consecutive Years*

WEST CALDWELL, NJ – June 13, 2018 – Alfa Wassermann Diagnostic Technologies, LLC (AWDT) announced today that it has received the NorthFace ScoreBoard AwardSM from [Customer Relationship Management Institute LLC \(CRMI\)](#) in recognition of achieving excellence in customer service and support in 2017. Since 2000, the award has been presented annually to companies who, as rated solely by their own customers, exceeded expectations in customer satisfaction during the prior calendar year. CRMI is an expert in customer experience management (CEM) strategy, and helps companies boost revenue and profits by consistently exceeding customer expectations for service quality.

“The NorthFace ScoreBoard Award is widely recognized as the most prestigious award for customer service excellence due to its unique customer only vote criteria. The award also recognizes organizations that not only offer exemplary service but those who have chosen to make their CX Strategy a key component of their company’s DNA,” said John Alexander Maraganis, president & CEO of CRMI. Each year thousands of companies both domestic and international are invited to apply for the NFSB Award in such categories as technical support, field service, customer service, professional services, account management and other customer facing groups.

Alfa Wassermann Diagnostic Technologies President, Peter J. Napoli, is pleased to accept the NorthFace ScoreBoard Award for the 16th consecutive year, stating, “I am happy to recognize our outstanding Sales and Service teams who are experts in achieving customer satisfaction. At Alfa Wassermann we pride ourselves on customer satisfaction from the first initial meeting and being there for everyday use of our analyzers. We understand how important it is to resolve any issues in a timely manner, so it is a pleasure to see our teams’ hard work and effort be recognized and rewarded.”

CRMI’s methodology measures customer satisfaction and loyalty levels on a 5-point scale (or equivalent) four times during the year in such categories as technical support, field service, customer service and account management. NorthFace ScoreBoard Award recipients are companies who, based solely on survey responses from their own customers, achieved a 4.0 or above out of a possible 5.0.

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About Alfa Wassermann Diagnostic Technologies, LLC

Alfa Wassermann Diagnostic Technologies, LLC is a leading provider of medical diagnostic instrumentation and reagents to the physician office, veterinary lab, and biopharmaceutical markets. Alfa Wassermann's diagnostic technology products include the ACE Alera®, ACE Axcel®, and Vet Axcel® clinical chemistry analyzers that are sold around the world to physicians, veterinarians, research laboratories, and other such medical facilities, including many of the leading pharmaceutical companies, academic institutions, and animal conservatories.

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