



## **FOR IMMEDIATE RELEASE**

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### **SGS Proudly Announces the ISO 9001:2001 Registration of C3i Inc**

**May 8, 2007** – SGS is pleased to announce the successful ISO 9001:2001 registration of C3i, Inc.'s global operations center in Hyderabad, India. Registration initially took place in India on January 29, 2007 by auditor Kasthuri Saravanan. The scope of the registration was the provider of call center support in India and end user applications.

C3i, Inc., headquartered in Morristown, NJ, is a leading outsourcing company specializing in the life sciences industry. They have global operations in the United States, India and Bulgaria, and provide systems implementation, technology training, help desk support, and workstation asset management services for clinical and CRM professionals. The entire team does an exceptional job in defining and developing a robust quality management system. It is process-orientated and intensely focuses on everything from planning to implementation to support.

Senior Vice President of Global Business, JC Muyl, has positioned the company for growth while applying superior customer service and delivering a customer management environment designed around best of breed CRM and business intelligence software.

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Their customer satisfaction scores consistently average in the mid-90th percentile – at or above the stringent SLAs set by their clients. "We are very proud to be recognized by ISO for our relentless pursuit of quality and superior service solutions," said JC. "We hold ourselves to the highest standards of service. Our ISO certification, client renewal rates and high customer satisfaction scores all attest to our dedication of providing the best services we possibly can."

The dedication and hard work behind this achievement originated with all the employees at C3i, Inc. working as a team. Their enthusiasm and determination spread quickly along with their commitment to the ISO 9001:2001 process. This resulted in implementing and improving quality practices. Positive results became clearly visible at all levels of the C3i, Inc. organization.

For more details on SGS registration services, we encourage you to visit our website at [www.us.sgs.com](http://www.us.sgs.com).

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