



Contact: Gina Jung  
ACIST Medical Systems  
Direct: 952-995-9306  
[info@acistmedical.com](mailto:info@acistmedical.com)

**FOR IMMEDIATE RELEASE**

## **ACIST MEDICAL SYSTEMS HONORED BY OMEGA FOR PROVIDING EXEMPLARY CUSTOMER SERVICE**

Recipients of Omega's 2009 NorthFace ScoreBoard Award<sup>SM</sup> consistently exceeded customer expectations.

**EDEN PRAIRIE, Minn.; May 4, 2010** – ACIST Medical Systems, Inc., a leading provider of contrast-delivery systems for cardiology and radiology imaging, announced today it is among the recipients of the 2009 NorthFace ScoreBoard Award<sup>SM</sup>. Now in its tenth (10th) year, the award is presented annually by [Omega Management Group Corp.](#) to companies who, as rated solely by their own customers, achieved excellence in customer satisfaction during the prior calendar year.

This marks the first year that ACIST has earned this honor, which recognizes its commitment to building long-term customer loyalty by exceeding customer expectations. "One of our greatest assets is our customer base, and providing them with exceptional service and support is critical to our success," stated Blair Allen, vice president of marketing, sales & service for ACIST. "We're honored to be a recipient of the NorthFace ScoreBoard Award, as it validates our efforts and inspires us to continue our focus on customer service excellence."

ACIST Medical Systems, Inc. was recognized for achieving excellence in customer satisfaction in the areas of Cardiology and Radiology Customer Service, Field Repair, In House Repair and Install and Training.

"The NorthFace ScoreBoard Award recognizes organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations," said John Alexander Maraganis, president & CEO of Omega. "Achieving NorthFace status for the first time is a tremendous accomplishment, especially when qualifying in multiple categories as ACIST has done."

Omega formally presented the awards on April 29 [at SCORE Conference 2010](#), in Boston on April 28 - 29. The conference explores best practices in developing CEM (Customer Experience Management) strategies, and hundreds of service, support, sales and marketing executives from leading companies attend this annual conference.

-more-

### **About ACIST Medical Systems**

ACIST Medical Systems, a Bracco Group company, is a pioneer and market leader of advanced contrast imaging system technology in the fields of cardiology and radiology, with a global clinical presence in over 40 countries. Over 2,200 advanced, variable-flow contrast injection systems developed for cardiology clinicians are in use worldwide; about half of which are in the United States. Over seven million patients have benefited from a cardiovascular angiography procedure using an ACIST contrast injection system. ACIST Medical Systems directly employs more than 220 people worldwide, with the majority located at its corporate headquarters in Eden Prairie, Minn. Two other regional offices, in Europe and Asia, further coordinate local sales and system activities. ([www.acist.com](http://www.acist.com))

### **About Omega**

Since 1984, the Omega Management Group Corp., Billerica, Mass., has been a recognized expert in developing and implementing customer and employee experience management strategy (CEM) programs that lead to increased product and service revenue and profits. Services include customer and employee surveys, employee incentive programs, benchmark research and analysis, consulting, key account retention strategies, win-back strategies and marketing of customer satisfaction results to stakeholders and the marketplace. ([www.omegascoreboard.com](http://www.omegascoreboard.com))

### **About the Bracco Group**

Founded in 1927, the Bracco Group is today a worldwide integrated healthcare group, and one of the world leading companies in the imaging agent business, with annual turnover of more than 960 million Euro — around 65% of which is from foreign sales. Bracco SpA, the holding company of the Bracco Group, also markets ethical and over-the-counter pharmaceutical products and healthcare services in Italy, as well as Advanced Medical Technology systems on a worldwide basis through the ACIST Medical Systems, based in Minneapolis. Bracco is present in approximately 80 countries, both directly and through joint ventures or affiliates, and currently employs more than 2,300 people worldwide, over 300 of which are dedicated to Research & Development, Medical and Regulatory Affairs. ([www.bracco.com](http://www.bracco.com))

###

All trademarks, service marks and company names are the property of their respective owners.