

**J.D. Power Reports:  
Brocade Recognized for Excellence in Certified Technology Service and Support Program**

**WESTLAKE VILLAGE, Calif.: 30 January 2014** –Brocade (Nasdaq: BRCD) has achieved certification under the J.D. Power Certified Technology Service and Support Program.<sup>SM</sup> This distinction recognizes Brocade for delivering "An Outstanding Customer Service Experience" to customers globally.

Jointly developed by J.D. Power and the Technology Services Industry Association (TSIA), the program evaluates overall customer satisfaction and helps technology support organizations increase their efficiency and effectiveness in technical service and support. The certification also helps businesses identify those companies that have demonstrated service and support excellence before selecting which technology products to purchase.

"By passing rigorous standards of the certification process, Brocade demonstrates a strong commitment to delivering the highest quality of service and support to its customers," said Ritesh Kochhar, senior manager of the Certified Technology Service and Support Program at J.D. Power. "Brocade has created a highly customer-focused culture that stresses the importance of meeting customer needs at every touch point."

"Brocade is an organization that embraced the detailed inspection of their technical support capabilities with an objective to dot the i's and cross the t's to consistently deliver world-class support," said Thomas W. Pridham, senior vice president and general manager of major accounts and the Operational Best Practices Program at TSIA. "Their focus on doing both the right things and doing things right, including providing detailed metrics to ensure it remains accountable to customers for the best quality service, distinguishes the Brocade technical support team among their peers."

To achieve certification, an organization must attain customer satisfaction scores among the top 20 percent of companies nationwide within their industry segment that offer technology support. This is based on J.D. Power's extensive technology industry benchmark customer satisfaction research. The organization must also pass a detailed audit of its support policies and procedures. Certification is valid for one year.

J.D. Power evaluated Brocade on its assisted service over the phone, email-based support, non-assisted website-based support, and depot support. For the certification, J.D. Power conducted a survey of Brocade's global customer base to establish an overall customer satisfaction index score, as well as on-site audits at Brocade facilities.

"Professional services and support are critical components of a modern IT infrastructure, whether across storage area networks or IP networks, especially as enterprises look to embrace innovative technologies to further business competitiveness," stated Paul Martin, vice president, WW Systems Engineering, Services and Support at Brocade. "This recognition is further demonstration of how business critical the health of the data center is to our customers and the essential role exceptional technical support plays in their success."

J.D. Power and TSIA are currently evaluating technology service and support organizations across the industry to determine if they are eligible for certification.

### **About J.D. Power**

J.D. Power is a global marketing information services company providing performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. Headquartered in Westlake Village, Calif., J.D. Power has offices in North/South America, Europe and Asia Pacific. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit [JDPower.com](http://JDPower.com). J.D. Power is a business unit of McGraw Hill Financial.

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### **About TSIA**

The Technology Services Industry Association (TSIA) is the world's leading organization dedicated to advancing the business of technology services. Technology services organizations large and small look to TSIA for world-class business frameworks, best practices based on real-world results, detailed performance benchmarking, exceptional peer networking opportunities, and high-profile certification and awards programs. TSIA corporate members represent the world's top technology companies as well as scores of innovative small and midsize businesses in four major markets: enterprise IT & telecom, consumer technology, healthcare & healthcare IT, and industrial equipment & technology. TSIA's editorial blog, [Inside Technology Services](http://InsideTechnologyServices.com), is widely recognized by technology service professionals for providing thought leadership and insights into industry trends and best practices. Visit us at [www.tsia.com](http://www.tsia.com), follow us on Twitter [@TSIACommunity](https://twitter.com/TSIACommunity), or like us on [Facebook](https://www.facebook.com/TSIACommunity).

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