

**J.D. Power Reports:
J.D. Power Collaborates with Technology Services Industry Association
On New Assisted Technical Support Certification**

WESTLAKE VILLAGE, Calif: 21 October 2014 — J.D. Power today announced the launch of the J.D. Power Certified Assisted Technical Support ProgramSM, a new certification initiative in collaboration with the Technology Services Industry Association (TSIA), a leading association for today's technology services organizations. The new certification offers companies an entry point into the J.D. Power and TSIA joint effort as a first step on the progressive path to end-to-end certification.

To achieve certification, companies must pass rigorous audits that assess their adherence to TSIA industry best practices and standards for assisted support. Additionally, companies must meet benchmarks established by J.D. Power's extensive technology customer satisfaction research.

This prestigious credential allows companies to use the co-branded certification to market to their customers and leverage it for competitive distinction. Participants in the TSIA Rated Outstanding program may also elect within 60 days of completing the program to add the J.D. Power customer satisfaction survey and, if they pass the program can include J.D. Power Certified Assisted Technical Support to their list of credentials.

"Assisted support continues to be the primary channel of support in the technology space and a significant area of focus for high-performing organizations that are committed to making the satisfaction of their customers a priority," said Ritesh Kochhar, director of contact center solutions at J.D. Power. "With the launch of the Certified Assisted Technical Support Program, organizations will be able to validate their current operational excellence within assisted support and have the option of taking advantage of the competitive differentiation that comes with being a J.D. Power certified organization."

"TSIA continues to value the input from our membership and, in response, we are delighted to be announcing a new assisted support certification program that carries with it the impact of the J.D. Power brand," said Tom Pridham, senior vice president of major accounts and general manager of operational best practice programs for TSIA. "We are pleased to be introducing the new Certified Assisted Technical Support program. Now, more TSIA members have the option to engage in a prestigious and credentialed program, leveraging the J.D. Power brand for competitive distinction in customer satisfaction."

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 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. J.D. Power is a business unit of McGraw Hill Financial.

About McGraw Hill Financial

McGraw Hill Financial is a leading financial intelligence company providing the global capital and commodity markets with independent benchmarks, credit ratings, portfolio and enterprise risk solutions, and analytics. The Company's iconic brands include Standard & Poor's Ratings Services, S&P Capital IQ, S&P Dow Jones Indices, Platts, CRISIL and J.D. Power. The Company has approximately 18,000 employees in 30 countries. Additional information is available at www.mhfi.com.

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 mid-size businesses in four major markets: enterprise IT and telecom, consumer technology, healthcare and healthcare IT, and industrial equipment and technology. TSIA's editorial blog, Inside Technology Services, 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, follow us on Twitter @TSIACommunity, or connect with us on LinkedIn and Google +.

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