

Press Release



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BNY Mellon's Pershing Affiliate, Albridge Solutions Earns Re-Certification Under the Prestigious Service Capability & Performance (SCP) Standards

Re-Certification Recognizes Albridge for Delivering Top Quality Support

LAWRENCEVILLE, N.J., April 5, 2011 – Albridge Solutions, an affiliate of Pershing LLC, a BNY Mellon company, announced today that it has achieved re-certification under the prestigious **Service Capability & Performance (SCP) Standards**. Albridge's re-certification under the SCP Support Standard follows an extensive audit of its Lawrenceville, N.J. client support center. The SCP Standards define a stringent set of performance criteria and represent best practices in the industry.

"SCP re-certification affirms the commitment of our service teams to adhere to a high level of standards established to better-support our customers," said [Gregory Pacholski](#), chief executive officer of Albridge Solutions. "This recent accomplishment is testament to our client-centric organization and focus on continuous improvement across the entire enterprise."

Alex Sauickie, director in operations and services, Albridge Solutions adds, "At Albridge we take advantage of every opportunity to implement best practices to enhance our client relationships and support their business needs. Our service teams follow thoughtfully designed processes to deliver quality service with every interaction we have with our clients."

Created by a consortium of leading technology companies and the Service Strategies Corporation, the SCP Standards were designed to improve service quality and effectiveness. The standards, which address customer support, eservice, field service, and professional service disciplines, define best practices for delivering world-class service and support, quantify performance levels and establish a framework for continuous improvement. Certification requires comprehensive annual audits to confirm that companies can consistently meet program requirements.

Some of the key performance criteria considered for SCP Standards certification include:

- Corporate commitment and strategy
- Customer satisfaction
- Performance metrics
- Research and development interaction

"Albridge Solutions continues to demonstrate an outstanding ability to deliver the highest quality service and support to its customers," said Greg Coleman, vice president of strategic programs with Service Strategies. "As a result of an intense focus on service excellence, the organization exceeded SCP Standards' requirements and industry benchmarks by a wide margin in a number of areas evaluated during the audit."

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Upon completing its annual re-certification, Albridge maintains its standing among leading technology companies such as EMC Corporation, Lockheed Martin Incorporated, McKesson Corporation, Novell, Progress Software and many others. Currently, more than 200 technology support organizations around the world participate in the SCP Standards program.

The world's leading service providers have adopted Service Strategies' Service Capability & Performance (SCP) Standards as a roadmap for service excellence and a benchmark measure of success. For more information, visit www.servicestrategies.com, call 858-674-4864 or toll free in North America 800-552-3058, or email info@servicestrategies.com.

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