

For Immediate Release**MEDIA:**

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**PNC'S ALBRIDGE SOLUTIONS ACHIEVES CERTIFICATION UNDER THE
SERVICE CAPABILITY & PERFORMANCE (SCP) STANDARDS**

Recognizes Delivery of Top Quality Service and Support

LAWRENCEVILLE, N.J., Dec. 2, 2009 – Albridge Solutions, a PNC company, announced today that its client services and operations group achieved certification under the Service Capability & Performance (SCP) Support Standard. Albridge achieved certification following the first extensive audit of its client service center. The SCP Standards quantify the effectiveness of customer service and support based upon a stringent set of performance standards and represent industry best practices.

"Receiving SCP certification in our first audit is an acknowledgement of the commitment Albridge's client services team continues to make to implement best practices in support of our client relationships and business needs," said Alex Sauickie, managing director of operations & services, Albridge. "Our client service professionals follow well-documented processes designed to support the delivery of superior service and continuous improvement with each client inquiry."

The SCP Support Standard is part of a suite of service capability and performance standards designed to improve the quality and effectiveness of technology service operations. Achieving certification requires comprehensive on-site audits to confirm that companies meet the requirements of over 100 business elements. SCP Standards measure factors that include corporate commitment and strategy, customer satisfaction, performance metrics, research and development interface, and other areas within a service and support operation. Additionally, an annual recertification is required to confirm that companies continue to meet the program's requirements.

"By passing the rigorous requirements necessary to gain SCP Certification, Albridge has made it clear they are committed to delivering world-class support and service to their clients," said Greg Coleman, vice president of strategic programs for Service Strategies. "During the SCP audit, Albridge demonstrated a commitment to client satisfaction and continuous improvement."

Albridge joins the ranks of other leading technology companies that have attained the prestigious and sought-after SCP Certification, including EMC Corporation, Lockheed Martin Incorporated, GE Healthcare, McKesson Corporation and Nokia, among others. Currently, more than 200 technology services and support organizations around the world participate in the SCP program.

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The certification also follows the Albridge service center's recent designation as an employer of choice by CCEOC Inc. and its gold medal award for best contact center under 50 agents from Contact Center World. Albridge is the only company in its segment to achieve all three honors.

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Headquartered in San Diego, CA, Service Strategies advances service excellence for quality-minded organizations by providing industry standards, strategic advisory services and career development solutions that ensure delivery of consistent, high-quality service and support. Service Strategies applies a proven benchmark process to its standards programs that measure and drive effectiveness for continuous service improvement. In addition, the company's tailored training programs enhance the careers of service professionals throughout the industry and lead to increased organizational effectiveness. The world's leading service and support providers use Service Strategies' Service Capability & Performance (SCP) Standards as a roadmap for service excellence. For more information, visit www.servicestrategies.com, call toll free 800.552.3058, or email info@servicestrategies.com

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