



FACT SHEET

VITAL IMAGES Certified by J.D. Power and Associates for Providing Outstanding Technology Service and Support

- Vital Images has been recognized by J.D. Power and Associates for providing "An Outstanding Customer Service Experience" by achieving certification in 2010 in the J.D. Powers and Associates Certified Technology Service and Support (CTSS) ProgramSM, one of the technology industry's highest recognitions.
- This certification acknowledges Vital Images' excellence in delivering outstanding service and support in North America.
- The Technology Service and Support Program – jointly developed by J.D. Power and Associates and the Technology Services Industry Association (TSIA) – evaluates overall customer satisfaction and helps technology support organizations increase their efficiency and effectiveness in customer service. The certification also helps customers identify those companies that have demonstrated customer service excellence before selecting which technology products to purchase.
- To achieve certification, an organization must attain customer satisfaction scores among the top 20 percent of companies nationwide that offer technology support, based on J.D. Power and Associates' 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.
- Vital Images was evaluated on its assisted service over the phone, as well as its email based support.
- J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, web intelligence and customer satisfaction.
- The Technology Services Industry Association (TSIA) is the technology services industry's largest and most vibrant association, encompassing more than 50,000 members from 300 companies in 80 countries.
- Vital Images is a leading provider of advanced visualization software solutions. The company's technology gives radiologists, cardiologists, oncologists and other medical specialists time-saving productivity and communications tools that can be accessed throughout the enterprise and via the Web for easy use in the day-to-day practice of medicine. Established in 1988 and listed **NASDAQ: VTAL**, Vital Images also has offices in Europe and Asia. For more information, visit www.vitalimages.com

J.D. Power and Associates 2010 Certified Technology Service & Support ProgramSM, developed in conjunction with TSIA. For more information, visit www.jdpower.com or www.tsia.com

VITAL IMAGES, INC.

5850 Opus Parkway, Suite 300, Minnetonka, MN 55343-4414
[fax] 952.487.9510 www.vitalimages.com

9 5 2 . 4 8 7 . 9 5 0 0

An Equal Opportunity/Affirmative Action Employer M/F/D/V