

*IBM Salutes RTC Group, Inc....
....as a Business Partner Leader!*



At the 1994 Business Partner Executive Conference, IBM presented RTC Group, Inc. with three prestigious awards for outstanding performance during 1993. These awards focused on the areas critical to customers and IBM when evaluating the merits of a business partner.

RTC was one of the few business partners to be recognized multiple times for its high standards in the categories of customer satisfaction, quality process, and installing application solutions.

The **Customer Satisfaction Leader, Store Systems Remarketer** award is based on the results of customer surveys conducted throughout the year. Overall customer satisfaction, satisfaction with technical support, and overall responsiveness are the key measurements.

The **Mark of Quality, Bronze Level Achievement** is IBM's version of the national Malcolm Baldrige Quality awards. The assessment criteria are leadership, human resource development and management, management of the quality process, and customer focus and satisfaction. Every aspect of the business partner's company is analyzed by a panel of experts.

RTC was one of 15 companies selected from approximately 2000 business partners to receive medal-level awards for their commitment to quality. RTC is especially proud of this accomplishment as it was our first year participating in this program.

Last but not least, RTC was recognized as the **National Solution Provider for 1993** in Store Systems. This award is presented to the company that achieves the highest revenue attainment in installing store systems.

These awards reflect our ongoing commitment to customer satisfaction and quality. Dedication to these principles has allowed us to provide the customer-specific business solutions that have fueled our growth and stability during these tough times.

Everyone at RTC would like to say "thank you" to our customers and prospects for driving us to perform at such a high level. We believe that responding to your requirements will make us "the best of the best".