CDI IT Solutions Achieves HDI Support Center Certification

Recognition for Excellence in the Service and Support Industry

SOUTH CHARLESTON, W.Va., Nov 09, 2007 /PRNewswire via COMTEX News Network/ -- CDI IT Solutions, a division of engineering and IT outsourcing leader CDI Corp. (NYSE: CDI), today announced that its West Virginia Enterprise Help Desk achieved the HDI Support Center Certification award in October, 2007. HDI, the world's largest membership association for IT service and support professionals and the premier certification body for the industry, offers the industry's leading certification program for support centers.

To achieve this prestigious designation, CDI IT Solutions underwent a thorough site audit of its Enterprise Help Desk to verify its compliance to the HDI Support Center Certification standard. Pat Albright, an HDI-Certified auditor, conducted the site audit. "It was a pleasure to work with the CDI IT Solutions Enterprise Help Desk team on this audit. The organization's management team is very focused on strategic leadership and quality support, as well as providing a satisfying work environment for its staff. The award of HDI-Certified Support Center status is well-deserved, and represents the end result of much hard work and preparation. Obviously, CDI IT Solutions is committed to the HDI Support Center Certification standard," said Pat Albright.

First introduced in 2000, the HDI Support Center Certification program is the only globally recognized program for the certification of support center quality. HDI Support Center Certification is designed to improve the effectiveness of the support services industry and support organizations by providing an industry standard that is recognized worldwide and an accompanying certification program. Evaluation is based on a set of activities, each with four levels of maturity to evaluate the support center. In order to become an HDI-Certified Support Center, a support center must achieve minimum scores as defined by the HDI International Standards Committee. "The CDI IT Solutions Enterprise Help Desk clearly exemplifies excellence in the eight core areas on which the HDI Support Center Certification program focuses -- leadership, policy and strategy, people management, resources, process and procedure, people satisfaction, customer satisfaction, and performance results," stated Ron Muns, founder and CEO, HDI.

"Receiving this award further demonstrates our commitment to delivering high value IT solutions and superior support center services," said Mark Balawejder, Senior Vice President of Solutions Delivery for CDI IT Solutions. "We feel the well-educated and skilled workforce available to us in West Virginia has helped us achieve this recognition and we look forward to the continued growth and success of our Charleston-area office."

"This support center certification confirms CDI's Charleston area center is among the world's best customer support centers," said West Virginia Gov. Joe Manchin. "Our West Virginia workforce is meeting the needs of world-class companies who use CDI's IT services, and this company has proven it is committed to excellence, efficiency and quality."

For more information about the HDI Support Center Certification program, contact the HDI Support Center at 800.248.5667, or visit http://www.thinkhdi.com.

About CDI IT Solutions

Philadelphia-based CDI IT Solutions provides information technology consulting, project outsourcing and staffing to optimize a client's IT infrastructure, reduce overall IT costs, improve service levels and free up capital for strategic investment. Services include network and systems support, help desk and call center operations, application maintenance and development, and project management services as well as IT staffing and staffing program management. CDI IT Solutions is a division of CDI Corp. (NYSE: CDI), a leading provider of engineering & information technology outsourcing solutions and professional staffing. Visit CDI at http://www.cdicorp.com.

About HDI

HDI, a Think Service company, is the world's largest IT service and support membership association and the industry's premier certification and training body. Guided by an international panel of industry experts and practitioners, HDI is the leading resource for help desk/support center emerging trends and best practices. HDI provides members with a vast repository of resources, networking opportunities and the largest industry event - the HDI Annual Conference and Expo. Headquartered in Colorado Springs, Colorado, USA, HDI offers training in multiple languages and countries. Think Service, Inc. and HDI are not affiliated with Customers International Limited or HDI Europe. For more information, visit http://www.thinkhdi.com.

SOURCE CDI IT Solutions

http://www.cdicorp.com

Copyright (C) 2007 PR Newswire. All rights reserved

News Provided by COMTEX