



FOR IMMEDIATE RELEASE

**Alfa Wassermann Diagnostic Technologies Receives Award For
Delivering ‘World-Class’ Customer Service**

21-Time Recipient of CRMI’s Prestigious NorthFace ScoreBoard AwardSM

WEST CALDWELL, NJ – December 15, 2023 – Alfa Wassermann Diagnostic Technologies, LLC (AWDT) announced that it has received the NorthFace ScoreBoard AwardSM from Customer Relationship Management Institute, LLC (CRMI) in recognition of achieving excellence in customer service and support in 2022. Since 2000, the award has been presented annually to companies who, as rated solely by their own customers, exceeded expectations in customer satisfaction during the prior calendar year, resulting in a 4.0 or above out of a possible 5-point scale. CRMI is an expert in customer experience management (CEM) strategy and helps companies boost revenue and profits by consistently exceeding customer expectations for service quality. Each year, thousands of companies both domestic and international are invited to apply for the NFSB Award in such categories as technical support, field service, customer service, professional services, account management, and other customer facing groups.

Alfa Wassermann Diagnostic Technologies Chief Executive Officer and President, Peter J. Napoli, is honored to accept the NorthFace ScoreBoard Award for the 21st consecutive year, stating, “Outstanding customer service is one of Alfa Wassermann’s highest priorities. We understand the importance of timely lab results and our customers’ reliance on a seamless user experience in providing these results. I am pleased to recognize our Customer Solutions, Customer Service, and Field Engineer teams who work diligently to ensure that priority.”

About Alfa Wassermann Diagnostic Technologies, LLC

Alfa Wassermann Diagnostic Technologies, LLC is a leading provider of medical diagnostic instrumentation and reagents to the physician office, veterinary lab, and biopharmaceutical markets. Alfa Wassermann’s diagnostic technology products include the ACE Alera®, ACE Axcel®, and Vet Axcel® clinical chemistry analyzers that are sold around the world to physicians, veterinarians, research laboratories, and other such medical facilities, including many of the leading pharmaceutical companies, academic institutions, and animal conservatories.

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