

## NETSCOUT Honored for Delivering ‘World-Class’ Customer Service

2015-03-30

Receives Omega’s prestigious NorthFace ScoreBoard Award<sup>SM</sup> for exceeding customer expectations for fifth time

WESTFORD, Mass.--(BUSINESS WIRE)--Mar. 30, 2015-- **NetScout® Systems, Inc.** (NASDAQ: NTCT), today announced that, for the fifth time, it has received the **NorthFace ScoreBoard Award<sup>SM</sup>** from **Omega Management Group Corp.** in recognition of achieving excellence in customer service and support in 2014. 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. Omega is an expert in customer experience management (CEM) strategy, and helps companies boost revenue and profits by consistently exceeding customer expectations for service quality.

“The NorthFace ScoreBoard Award recognizes organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations,” said John Alexander Maraganis, president & CEO of Omega. “In 2014, more than 250 projects, many international in scope, were judged from scores of companies based in the U.S. and abroad. The majority of companies are repeat recipients, which shows that, despite the tough economy, implementing a CEM strategy is a reliable, proven way to achieve business success.”

“NetScout places customer satisfaction at the forefront of our organizational goals as it aligns with our commitment to building a high-quality product that delivers exceptional support across our global customer base,” said Tracy Steele, vice president, global technical support services of NetScout. “Our strong focus on the customer has driven our market leadership and receiving this award for the fifth time underscores our ability to connect with our customers’ needs, as well as deliver quality network and service assurance.”

Omega’s methodology measures customer satisfaction and loyalty levels on a 5-point scale (or equivalent) four times during the year in such categories as technical support, field service, customer service and account management. NorthFace ScoreBoard Award recipients are companies who, based solely on survey responses from their own customers, achieved a 4.0 or above out of a possible 5.0.

“Due to its unique ‘customer-only vote’ criteria, the NorthFace ScoreBoard Award has been viewed from its inception as the only objective benchmark for excellence in customer service,” Maraganis said. “Our research indicates that companies that consistently achieve a 4.0 rating or above, which we call the ‘Loyalty Zone,’ are succeeding in locking in profitable, long-term customer relationships, and this significantly raises the bar on their competitors.”

## About NetScout Systems, Inc.

NetScout Systems, Inc. (NASDAQ:NTCT) is the market leader in application and network performance management solutions that enable enterprise and service provider organizations to assure the quality of the user experience for business and mobile services. NetScout’s technology helps these organizations proactively manage service delivery and identify emerging performance problems, helping to quickly resolve issues that cause business disruptions or negatively impact users of information technology.

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Source: NetScout Systems, Inc.

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