



FOR IMMEDIATE RELEASE

Clarkston Consulting Receives Highest Client Satisfaction Rating in Company History

Consultancy receives high marks on key factors that influence executives when selecting a firm

DURHAM, NC (January 14, 2003). TCB e-Surveys, the commercial survey research service of The Conference Board, announced that Clarkston Consulting, a nationally recognized management and technology consultancy, received a 98.2 percent client satisfaction rating in 2002. Since its inception in 1991, Clarkston Consulting has focused on providing brilliant client service. This rating represents the highest score in the company's history and marks the third consecutive year Clarkston Consulting has achieved a rating of 90 percent or better.

"In this difficult market and with the growing lack of confidence in the services industry, Clarkston Consulting's client satisfaction rating is particularly impressive," said Tom Cavanagh of The Conference Board's e-Surveys research group. "Clarkston Consulting's knowledge, expertise, and collaboration skills were consistently noted as its strongest assets. Clients also gave high marks to Clarkston Consulting's integrity, teamwork, delivery, and professionalism."

Clarkston Consulting scored high on key indicators that executives consider when deciding to hire a consulting firm. Obtaining reliable service, producing measurable results, and delivering expertise were among the top key indicators that executives considered when selecting a consulting firm. Clarkston Consulting received the highest possible evaluation from a majority of clients in each category.

"Clarkston Consulting is thrilled that our dedicated focus on delivering client satisfaction has resulted in such an outstanding satisfaction rating," said Neil Nelson, president and COO of Clarkston Consulting. "Clarkston Consulting is focusing on our clients' needs and delivering the right strategies and solutions to help them realize value from their business and technology investments. Clarkston Consulting was founded on the principle of providing our clients with brilliant client service. We share in our clients' successes and are proud of their evaluation of our services."

"Due to deep industry credentials and highly experienced consultants, Clarkston Consulting understands the specific business challenges and market drivers unique to life sciences and consumer products industries," said Tom Finegan, CEO of Clarkston Consulting. "We continue to invest in thought leadership initiatives such as the Advantage Advocate, a think tank for senior executives, to stay ahead of the curve and remain intimate with our clients' issues. The results of



this survey positively re-enforce that we are on track with delivering the right solutions to meet our clients' evolving business needs.”

Clarkston Consulting has more than a decade of experience in delivering best practice strategies combined with the application of leading-edge technologies to accelerate business value at many of the leading Fortune 1000 companies.

About Clarkston Consulting

Clarkston Consulting is a nationally recognized management and technology consulting firm that creates successful business strategies and implements technology solutions. Clarkston's business value acceleration approach bridges the gap between strategy and technology to build a sustainable business advantage for Fortune 1000 manufacturers within the life sciences and consumer products industries. The firm's excellence has been recognized through numerous industry, vendor and client awards. Clarkston's exceptional client satisfaction rating is heralded as among the highest in the consulting industry. To learn more about Clarkston, visit www.clarkstonconsulting.com.

About The Conference Board

The Conference Board is the world's leading business membership and research organization. More than 3,000 companies in 65 nations are members of The Conference Board's global network. The Conference Board produces the Leading Economic Indicators, the Consumer Confidence Index, the Help-Wanted Index and other major indicators that have an impact on both business and the financial markets. The Conference Board conducts annual surveys on compensation for corporate executives and directors, and an annual survey on corporate contributions to the non-profit sector. Major corporations use results from these surveys for benchmarking purposes.

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