

HDI Announces Peak 10 as the 2010 Team Excellence Award Winner for External Support

CHARLOTTE, N.C. (March 30, 2010) – HDI® (<http://www.ThinkHDI.com>), the world's largest membership association for IT service and technical support professionals and the premier certification body for the industry, today announced Peak 10 as the winner of the 2010 HDI Team Excellence Award for External Support. This award was presented at the 2010 HDI World Conference on Technical Service and Support held recently in Orlando, Fla.

“Clients come to Peak 10 for expertise in hosting and managing online systems and delivery of 24x7 comprehensive support, which demands that our Support team be able to address both centralized and localized issues within the scope of the various service level agreements in place for each customer,” said David Jones, the president and chief executive officer of Peak 10. “Our Support team continues to receive national acclaim thanks to a highly-trained group that is dedicated to staying current on the latest technologies and certifications, and resolving customer issues with skill and efficiency.”

This award honors Peak 10 for achieving the highest standards of excellence in service desk operations. The HDI External Team Excellence Award is the “gold medal” of the technical support profession. The selection of the HDI Team Excellence Award winner is based on specific criteria that evaluate the companies’ ability to demonstrate excellence in three categories: people, process, and technology.

Sophie Klossner, HDI Executive Director of Membership and awards chairman, commented on this achievement, “Peak 10’s Support team has shown great advancement and growth in the past five years. They took the challenge of becoming a Team Excellence winner to heart and with their contributions in working together they have achieved the highest honor from their peers in the support industry. I am proud of the work that Peak 10 has done in becoming this year’s External Team Excellence winner.”

Customer service at Peak 10 is led by a highly-trained management team dedicated to encouraging excellence in all staff members through cooperation with other engineers, acquiring new certifications and having direct input into how the support center is run on a day-to-day basis. This level of commitment has allowed the support team to grow and exceed all expectations.

“This gratifying award reflects the hard work and strength of our entire Support team and its leader, Jeffrey Brooks, whose guidance has taken our customer satisfaction to new levels” said Dan Wixon, the senior vice president of service delivery at Peak 10. “Our unparalleled customer service stems from our ability to place great emphasis on providing customers with the attention and focus of a local data center provider, while maintaining the skills and resources of a national player.”

Peak 10’s managed IT and data center services improve performance and reliability, lower costs and maximize internal resources for customers while keeping their valuable information technology assets close to the business. The company combines its secure, private network and

enterprise-class data centers with world-class engineering and support to serve market-leading companies nationwide. As a managed services leader, Peak 10 offers a wide range of technology services including virtualization, managed hosting, and cloud-based services in a cost-efficient and reliable platform for its customers. The company owns and operates data centers in ten key markets that include Cincinnati, Ohio; Atlanta, Ga.; Raleigh and Charlotte, N.C.; Tampa, Jacksonville and Fort Lauderdale, Fla.; Nashville, Tenn.; Louisville, Ky.; and Richmond, Va.

About HDI

HDI is the world's largest IT service and technical 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, Colo., USA, HDI offers training in multiple languages and countries. For more information, visit www.ThinkHDI.com or call +1 719.268.0174.

About Peak 10 Inc.

Peak 10 is a managed services company with world-class data centers. It delivers scalable, economical and reliable solutions for hosting and managing complex information technology infrastructure. The company's expert team embraces the industry's evolving technologies by adopting and tailoring solutions such as virtualization and cloud-based services as part of its robust managed services offering. Its strong customer focus, financial stability, geographic diversity and technical strength attracts market-leading companies such as LendingTree, Global Knowledge, Pergo, Healthways, Churchill Downs and The Fresh Market. Peak 10 is SAS70 Type II compliant and helps companies meet the requirements of various regulatory compliance acts such as Sarbanes-Oxley (SOX), HIPAA, PCI and Gramm-Leach-Bliley (GLBA). For more information on data center solutions from Peak 10, visit www.peak10.com.

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