



# DPC's RealTime Solutions and Customer Service Receive Recognition

Many IMMULITE® 2000, IMMULITE® 2500 and SMS customers are already familiar with the benefits of DPC's state-of-the-art RealTime Solutions (RTS). The support offered by this Internet-based system allows DPC engineers to supply remote, proactive monitoring of individual IMMULITE 2000 and IMMULITE 2500 systems as well as those linked by the SMS in a DPC Immunoassay (IA) Workcell.

Now customers are not the only ones to recognize the value of RTS. In 2005, two independent organizations lauded DPC for its innovation and service. DPC received a third award for excellence as an immunoassay provider.

In June, *M2M Magazine*, the leading publication promoting machine-to-machine communications, bestowed its **gold Value Chain Award in the manufacturing category** on DPC at the M2M United conference in Chicago. The Value Chain Awards honor the most successful adopters of M2M technology and the teams of solution providers that made their successes possible. The award highlights the process of effectively combining multiple technologies, such as device-connectivity hardware, radio modules, network service and provision, as well as application software and infrastructure. *M2M Magazine* was especially impressed with the ability of the RTS to monitor and maintain the integrity of IMMULITE systems by constant comparison with data from other analyzers in multiple field locations. *M2M Magazine* noted that "few if any companies have taken M2M to this level, making DPC one of M2M's preeminent adopters."

DPC was recognized in July for its unique product solutions in the area of clinical diagnostics when it received the prestigious 2005 **Frost & Sullivan Customer Service Innovation of the Year Award**. Frost & Sullivan is a global growth consulting company that has been supporting innovative business and industrial strategies in partnership with its clients for over 40 years.

In December, the magazine *ADVANCE for Administrators of the Laboratory* announced DPC as winner of its **Top of the Class award in the immunoassay category**. Winners were named on the basis of a reader survey. The reasons given for DPC's win were product quality, ease of use and pleasant customer service/relations.

These awards affirm DPC as an industry leader that sets the benchmark for customer interaction, response and system maintenance. The exceptional support features of RTS provide a service to DPC customers that is unmatched by any other manufacturer in the clinical diagnostics industry. And DPC is gratified that its customers have voted customer service as worthy of recognition in the immunodiagnostics industry. In line with its dedication to innovative, cutting-edge technology, DPC continues to offer products and services that enhance laboratory productivity and contribute substantially to laboratory success.