



Broadcom Recognized for Superior Customer Service and Support

April 10, 2019

Broadcom's Customer Support Success Team Earns Prestigious CRMI's NorthFace ScoreBoard Award for Seventh Consecutive Year

SAN JOSE, Calif., April 10, 2019 (GLOBE NEWSWIRE) -- Broadcom Inc. (NASDAQ: AVGO) today announced it was again named a recipient of the 2018 NorthFace ScoreBoard Award (NFSB) for achieving excellence in customer service and support in the area of Global Technical Services by the [Customer Relationship Management Institute](#), LLC (CRMI). CRMI is one of the world's preeminent organizations specializing in customer experience.

Each year, CRMI reviews customer satisfaction survey results from more than 500 companies worldwide to determine its qualification standards for the NFSB Award. It's the only award of its kind based on the results of actual customer satisfaction surveys including Net Promoter Score information. Additional measures include an organization's ability to:

- Provide exemplary service to their customers
- Demonstrate a deep commitment to continuously exceeding customer expectations
- Build a customer-centric culture that values respect, empowerment and trust

"For nearly 20 years, we have presented the NorthFace ScoreBoard Award to companies who value a deep commitment to superior customer service by building the best customer service strategies, employee training programs and customer-centric environments," said John Alexander Maraganis, president and CEO of the Customer Relationship Management Institute, LLC. "It's the gold standard in customer experience."

"Today's IT environments have become a complex matrix of multi-cloud systems," said Ashok Reddy, senior vice president and general manager of the Enterprise Software Division at Broadcom. "At Broadcom, we take pride in the fact that we are a strategic partner to our enterprise clients, providing a single point of contact to respond to issues regardless of where they originate. So, whether customers have open source, public or private clouds, mainframe – or all of the above – we provide a dedicated and seamless customer support experience 24 hours a day, 365 days a year, anywhere in the world."

"We know how important it is for our clients to deliver great experiences to their customers. It's with this in mind that we place the utmost emphasis on customer success so we can deliver the best outcomes to support our clients," said Greg Lotko, senior vice president and general manager of the Mainframe Division at Broadcom. "In fact, in the Mainframe Division, we've further strengthened our ability to deliver better outcomes by bringing all customer facing skills from Services, Support, Pre and Post Sales, as well as Customer Success directly into one organization."

2018 NFSB recipients will be honored at CRMI's [SCORE](#) Conference in Boston in fall 2019.

About Broadcom

Broadcom Inc. (NASDAQ: AVGO) is a global technology leader that designs, develops and supplies a broad range of semiconductor and infrastructure software solutions. Broadcom's category-leading product portfolio serves critical markets including data center, networking, enterprise software, broadband, wireless, storage and industrial. Our solutions include data center networking and storage, enterprise and mainframe software focused on automation, monitoring and security, smartphone components, telecoms and factory automation. For more information, go to www.broadcom.com.

Copyright © 2019 Broadcom. All rights reserved. Broadcom, the pulse logo, Connecting everything, CA Technologies and the CA Technologies logo are among the trademarks of Broadcom. The term "Broadcom" refers to Broadcom Inc. and/or its subsidiaries. Other trademarks are the property of their respective owners.

Press Contact:

Khanh Lam
Corporate Communications
press.relations@broadcom.com
Telephone: +1 408-433-8649

 [Broadcom_Ltd_Logo_Rec](#)

Source: Broadcom Inc.