For Immediate Release

Genetec's GTAP Wins Ten Best Web Support Sites 2011 by ASP

Montreal, Canada, May 25, 2011 — Genetec, a pioneer in the physical security industry and a provider of world-class IP security solutions, is proud to announce the recent win for *Ten Best Web Support Sites 2011* for its Technical Assistance Portal (GTAP) awarded by The Association of Support Professionals (ASP). The GTAP is an online portal that was designed as an extension to Genetec's Technical Assistance Center to provide customers with in-depth technical information, product assistance tools, peer-to-peer forums and so much more.

The GTAP was selected for this prestigious award, along with nine other support sites, by a panel of judges with expertise in Web support design and implementation. The panel based their decisions on 25 separate performance criteria, covering the following main areas: overall usability, design, and navigation; knowledgebase and search implementation; interactive features; customer experience; and, the major site development challenge.

"We are extremely proud to receive recognition from such a well-known association," said Christian Morin, Director of Customer Experience at Genetec. "This award is the culmination of all the feedback we have received over the years from our customers and partners. A lot of time and effort have been invested into developing the documentation, tools and overall experience of the GTAP to make it easier for our customers to get the answers they need. And, we don't intend to stop there. We will continue to enhance the GTAP to make it a one-stop-shop for any technical assistance our customers may require on our products and services."

Within the GTAP, customers can browse a large variety of technical information on Genetec's full suite of security solutions including Security Center, AutoVu, Omnicast, and Synergis. Customers can also interact with peers though forums, sign-up for support webinars, and access tools to aid them in the installation and maintenance phases of their projects. GTAP users also exclusively receive regular updates on service releases, new product features, article postings and more.

The other 2011 winners included (in alphabetical order) Ariba, CheckPoint Software Technologies, Cisco Systems, Hewlett Packard, Juniper Networks, Nokia, and Red Hat, TiVo, and Websense. The ten winning sites will be profiled in a book called "The Ten Best Web Support Sites of 2011," to be published by the ASP in July.

"Year after year, we've watched technology companies enhance the quality of their Web-based customer support," says ASP executive director Jeffrey Tarter. "For most technology companies, Web support sites have become the primary channel for interacting with their user community, and there seems to be little doubt that a well-executed Web support strategy pays large dividends in terms of customer loyalty and competitive differentiation."

About Genetec

Genetec is a pioneer in the physical security and public safety industry and a global provider of world-class IP license plate recognition (LPR), video surveillance and access control solutions to markets such as transportation, education, retail, gaming, government and more. With sales offices and partnerships around the world, Genetec has established itself as the leader in innovative networked solutions by

employing a high level of flexibility and forward-thinking principles into the development of its core technology and business solutions. Genetec's corporate culture is an extension of these very same principles, encouraging a dynamic and innovative workforce that is dedicated to the development of cutting-edge solutions and to exceptional customer care. For more information, visit genetec.com.

About ASP

The Association of Support Professionals is an international membership organization for customer support managers and professionals. In addition to its annual "Ten Best" awards, the ASP publishes research reports on a wide range of support topics, including fee-based support, services marketing, financial ratios, and support compensation. The ASP also hosts open-access discussion forums and a job board on LinkedIn. More information about the award can be found here: http://www.asponline.com/awards.html

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