



SentriLock Manager is Awarded Help Desk Institute (HDI) Certification

Zac Gilbert of SentriLock Takes Steps to Align Support Practices with Global Best Practices

Cincinnati, OH (Feb 10, 2010) – SentriLock’s Senior Manager of Support Services, Zac Gilbert, has earned his Help Desk Institute Certification. HDI leads and promotes support professionals by empowering members through access to timely and valuable industry information, encouraging member collaboration, establishing open standards, and providing globally recognized certification and training programs. In the company’s never-ending quest to improve their Support Services, they sponsored Gilbert to get his HDI Support Center Manager Certification.

Gilbert has plans to continue his training and education with HDI. “HDI has given me a better understanding of standard support center processes and procedures,” says Gilbert. “I plan to continue my studies to improve the overall efficiency of SentriLock’s Support Services, while also working to help better the customer experience.” A 2010 company goal is to have the entire department receive the HDI Certification.

Scott E. Farmer, Vice President of Customer Care, comments:” Since Zac started at SentriLock in the Support Representative position, he has progressively been promoted to supervisory and management positions at the company. His first-hand experiences with our customers makes him uniquely qualified to continuously improve the department and, in turn, the support we provide to real estate agents and Associations in North America. Zac’s HDI Certification is right in line with our future plans for the department as we continue to work to improve our award-winning customer service.”

About SentriLock

SentriLock is majority owned by the NATIONAL ASSOCIATION OF REALTORS®. The company’s REALTOR® NXT Electronic Lockbox System will serve your organization well into the future with its reliable and secure technology and its outstanding customer service, rated tops in the industry for the past three years by two independent market research studies. SentriLock serves the true needs of the REALTORS® who rely on them every day to provide secure, easy and reportable access to every listing they manage. The SentriLock System currently has more than 500,000 lockboxes in use by 250,000 Agents from over 210 different Boards, Associations and MLS’s in the United States and Canada. SentriLock’s Award-Winning Customer Care Team provides world-class support 7 days a week, exclusively from its facility in Cincinnati, Ohio.

About the Help Desk Institute (HDI)

Founded in 1989, HDI is the world’s largest membership, training, and certification association for technical support professionals. A Think Services company, HDI is vendor-neutral in its efforts to facilitate open, independent networking and information sharing within the association’s global network.

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