



## Case of Success

# Cisco Service Supply Chain FY2010 Vendor Recognition Program – Grupo FH

### Cisco TPL Vendors:

On behalf of Cisco Services, I would like to take this opportunity to thank all of our service supply chain vendors who participated in the **Cisco Service Supply Chain FY2010 Vendor Recognition Program**. We introduced this program to recognize the highest performing TPL vendors and provide an opportunity for these vendors to showcase best practices, and year over year we continue to be elated with your outstanding achievements.

For vendors to qualify, the following criteria was required:

- Provided service in all four quarters of FY10.
- Achieved quarterly minimum Global Balance Scorecard performance of 75.
- Achieved yearly average minimum Global Balance Scorecard performance of 80.

It is my pleasure to congratulate **Group FH** as the **Operational Excellence of the Year** award winner. Group FH achieved the highest Global Balance Scorecard performance ratings and has been recognized for their service in the Rapid Fulfillment Depot area, in which they have clearly demonstrated their vision, engagement and professionalism with Cisco. With their robust IT infrastructure and continuous improvement programs, combined with their enthusiasm, optimism and proactive “can do” approach, Group FH is positioning Cisco as a Best in Class service provider within Emerging Markets.

Thanks again to all the program participants and to each of our TPL vendors for your continued excellence in service delivery to our Cisco customers.

Regards,

**Dillard Myers**

VP, Global Operations

Cisco Technical Services



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