

# PRESS RELEASE

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## **Global Compliance Services Acquires Service Intelligence, Inc.**

*Clients Now Able to Obtain Expanded Ethics and Compliance Offerings Through a Single Provider*

**Charlotte, N.C. – Feb. 1, 2006** – Global Compliance Services™ announced today that it has completed the acquisition of Service Intelligence, Inc.™, the leading North American provider of front-line employee performance assessments through mystery shops and site evaluations. With both anonymous and revealed site visits, Service Intelligence collects, aggregates, analyzes and disseminates data on front-line employee execution. Through validation of performance to pre-established thresholds, the company empowers clients to deliver the optimal customer experience. Service Intelligence will operate as a wholly owned subsidiary of Global Compliance Services, and will continue to do business under the brand name of Service Intelligence.

Global Compliance Services has long been a leader in the ethics and compliance industry. Traditionally recognized for its intake of anonymous and confidential allegations of business misconduct, the company also hosts software-based services for case tracking and management; produces communications and training on ethics and integrity; and conducts inventories and evaluations to validate compliance with legislation, regulation and operating procedures. The addition of Service Intelligence expands the company's evaluation and validation offerings by adding behavioral performance assessment. Global Compliance Services can now offer corporations, organizations and institutions an even broader portfolio of products and services to build brand, protect reputation and increase revenue streams.

Dennis Muse, CEO of Global Compliance Services, states "I am excited and optimistic about the combination of Global Compliance and Service Intelligence due to the complementary nature of the two companies' offerings. For over two decades, Global Compliance Services has assisted clients with the development of their organizational culture and the prevention, detection and resolution of business misconduct, but today, we're finding that clients also require methods to validate consistent execution of their business model, operating procedures and code of conduct. Bringing years of experience and expertise in the assessment of process, performance and behavior, Service Intelligence enables this added dimension." Continues Muse, "This acquisition underscores Global Compliance Services' commitment to evolving our offerings to address the increasing needs of our clients."

"While corporations and institutions must deliver superior products backed by customer service to remain viable, they also must focus on compliance with industry regulation, government legislation and operational procedures in order to protect their brand and reputation and mitigate risk," says Byron McCann, CEO of Service Intelligence. "As a combined entity, Global Compliance and Service Intelligence can now offer solutions that address all of these needs. We're delighted to be combining forces with a company that has led their industry and operated with our same value proposition of delivering leading-edge solutions and consultative guidance."

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## **About Global Compliance Services**

Founded in 1981, Global Compliance Services has been a leading international provider of ethics and compliance solutions that address governance, risk management and compliance. The company's products and services enable organizations to create a culture of ethics and integrity; to facilitate the prevention, detection, resolution and upward reporting of ethics and compliance failures; and to validate comprehension and compliance with legislation, regulation and operating procedures. Global Compliance Services provides customized solutions to corporations, universities, colleges and non-profit organizations and currently serves nearly one-half of America's Fortune 100 corporations and one-third of America's Fortune 1000 corporations in addition to major U.S. universities and many European-based corporations.

[www.globalcompliance.com](http://www.globalcompliance.com)

## **About Service Intelligence**

Established in 1992, Service Intelligence is North America's leading provider of customer experience optimization delivering front-line employee performance assessment through anonymous mystery shops and revealed site evaluations. Service Intelligence collects, aggregates, analyzes and disseminates information specific to employee front-line performance to empower clients to enrich the overall customer experience. Service Intelligence currently serves Fortune 1000 corporations in the Retail, Petro-convenience, Grocery and Quick Service Restaurant industries. [www.serviceintelligence.com](http://www.serviceintelligence.com)