



CBORD celebrates 30 years of innovation and customer service

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Ithaca, New York-- Founded in 1975, The CBORD Group, Inc. contracted its first client in a time when computer technology was still considered science fiction by many. The foodservice software company attracted its initial clients with revolutionary ideas, an entrepreneurial spirit, and true dedication to customer service. Thirty years later, these qualities continue to bring new clients to CBORD, and they are responsible for the company's solid reputation of service and client satisfaction.

Since 1975, CBORD has expanded its products to include foodservice management systems, cashless card systems, online ordering, nutrition services, and catering management solutions. CBORD systems can be found in thousands of colleges and universities, healthcare facilities, corporations, government locations, long-term care facilities, restaurants, supermarkets, and casinos throughout the United States, Canada, and Australia. "I am proud to see what the CBORD team has accomplished over the past 30 years. I believe what sets us apart from our competitors is the customer-centered business model that we continue to live by. At CBORD, we listen to the needs of our clients, are highly involved in their businesses, and are dedicated to providing them with the services and systems they need to operate more efficiently," says John Alexander, CBORD's Chairman of the Board.

Clients are often surprised and relieved to find such a high level of support from a technology-based company. "CBORD's service, support, and performance exceed our expectations: all traits that were missing with our prior system," says Kyle Hyde, Assistant Director of Campus Dining at Occidental College. The friendliness and reliability of CBORD's technical support has also impressed customers. "Any time I've called (no matter

who the technician has been), I've always received excellent service," says Cliff Keesee of the Medical College of Georgia.

Today, CBORD employs over 280 professionals, has a senior management team with many years of industry experience, and maintains an excellent client retention rate. A lot has changed over the past 30 years, but one thing remains the same; CBORD continues to set an important industry example of how to provide innovative products backed by caring, detailed customer service.

Hear more from some of CBORD's clients:

"CBORD has always been willing to listen to their clients to find out what their needs are and to try to meet those needs with software upgrades and new products." - East Carolina University - Joyce Sealey

"Trinity University values the partnership we have established with The CBORD Group." - Trinity University - Jerry Ferguson

"We have increased our patient satisfaction scores from 30 to 70 percent in the first month and they continue to rise. Six months after the Room Service implementation was complete patient satisfaction was up to 80% and remains high." - Children's Hospital of Eastern Ontario - Bernice Wolf, Foodservice Manager

"EventMasterPLUS! has made catering paperwork so much easier and the fact that it interfaces to FSS for production and purchasing is wonderful. We have increased our catering volume without having to add staff." - Saint Mary's Regional Medical Center - Della Rieley

"As a department that produces over 7,000 meals a day and operates almost 24 hours a day, it goes without saying that CBORD plays a key role in our operational success." - University of Iowa Hospitals and Clinics - Joan Dolezal, Director Food & Nutrition Services

About The CBORD Group, Inc.

To learn more about CBORD or CBORD products, visit us at www.cbord.com.

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