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Microsoft Recognizes Exceptional Vendor Performance

Six Companies Announced as Top Vendors for 2004

REDMOND, Wash. -- July 15, 2004 -- Microsoft Corp. today announced the winners of its 2004 Microsoft® Vendor Program (MSVP) Excellence Awards. The MSVP Excellence Awards acknowledge exceptional performance, exemplary service and innovation by vendors that are members of the MSVP. MSVP vendors are an exclusive group that meet specific performance criteria.

"MSVP has been instrumental in improving the quality of the relationships we have with our premier and preferred vendors while at the same time reducing our operating costs," said Tim McBride, director of Worldwide Vendor Programs at Microsoft Corp.

2004 MSVP Excellence Award Winners

Winners were announced in six categories: Vendor of the Year, Diversity, Technology, Quality, Service and Value:

- **Vendor of the Year**

Delta Electronics Inc. Power System Business Group demonstrated excellence in two or more categories.

Delta Electronics received this distinction by proactively identifying quality, cost and design issues; providing elegant, straightforward solutions; and executing flawlessly, resulting in reductions in total cost of ownership (TCO). Delta significantly exceeded Microsoft's quality standards and set the industry standard for power supply quality in the Xbox® console.

- **Diversity**

Dell Inc. significantly increased its annual spending in the category of businesses owned by a minority, woman or disabled veteran.

Dell demonstrated its commitment to helping Microsoft achieve its diversity goals by establishing a partnership with minority business organization World Wide

Technology Inc. (WWT). Dell's flexibility and creativity resulted in a solution that best fit Microsoft's global hardware and services needs.

- **Technology**

SurveySite Inc. successfully implemented technology that enables superior performance in supply chain operations.

Market research firm SurveySite created a security enhanced online research tool for Microsoft.com that enabled Microsoft to significantly reduce the cost of its customer satisfaction program. The tool provides immediate access to the reports, survey results and analysis conducted across Microsoft.

- **Quality**

Level 3 Communications Inc. introduced an innovative and effective quality improvement initiative.

Level 3 Communications focused this past year on refining service through a collaborative and proactive approach. The company leveraged its experienced staff to develop tools to quickly identify and resolve network issues and significantly improve overall network reliability for MSN®. Level 3 Communications exhibited exemplary business integrity, openness and an emphasis on customer care.

- **Service**

Harte-Hanks Response Management significantly increased flexibility and responsiveness by clearly demonstrating that customer satisfaction is its No. 1 priority.

Harte-Hanks reliably supplies Microsoft with service agents who manage a high volume of customer inquiries. The company continually accommodates variable staffing effortlessly and quickly; it has extended its shift hours and willingly doubled staff during holidays and peak times. Harte-Hanks has come to be regarded as an indispensable contributor to Microsoft Product Support Services.

- **Value**

Freeman Companies significantly decreased costs and/or increased efficiencies by introducing an innovative cost-savings initiative.

Freeman has regularly delivered excellent event support, on a small and large scale. The company's process for handling lighting, audio and video, and booth and stage setup is seamless. Most important, its attention to Microsoft's shipping costs has saved Microsoft more than \$750,000 in the past fiscal year. Freeman prioritizes brand and design consistency as well as cost efficiencies. Its interactive planning tools also save time by streamlining the event management process.

About the Microsoft Vendor Program

Through the Microsoft Vendor Program, Microsoft is continuing to improve operating efficiencies, reduce costs, simplify relationships with vendors, and strengthen its commitment to vendor diversity and small businesses by creating strong relationships with its Premier and Preferred suppliers. The MSVP was created to make it easy for Microsoft employees to work with a prequalified, select group of vendors -- and for vendors to work with Microsoft.

Founded in 1975, Microsoft (Nasdaq "MSFT") is the worldwide leader in software, services and solutions that help people and businesses realize their full potential.

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