

Ernst & Young LLP wins 2007 Horizon Award



Corporate Information Services

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Industry: [Financial](#)

Press Release Summary: Corporate Information Services presents Ernst & Young Horizon Award for Overall Achievement in Customer Satisfaction

Press Release Body: PHOENIX, ARIZONA. – **Ernst & Young LLP**, headquartered New York, has received the esteemed **Corporate Information Services Horizon Award** for overall achievement in customer satisfaction.

Ernst & Young LLP has developed a comprehensive customer quality program in order to gauge customer satisfaction within the **Tax Preparation Industry**. The "**Tax Satisfaction Evaluation**" has completed its third year and has been engineered mainly for expatriates who have no easy task of tax preparation since they are "**between countries**". The customer survey, which the tax clients are asked to complete via telephone, seek to gain insight into many critical stages in the tax preparation process including clarity, accuracy, responsiveness, timely completion and ease of operating key software features.

The Horizon Award is independently administered by Corporate Information Services, a Phoenix-based firm. It was initiated by **CIS** because of consumer demands for credible and reliable information about the tax preparation process. This award recognizes the industry leaders who have broken new ground in customer satisfaction. The Horizon award is proudly given for overall achievement that is characteristic of long term growth and success within an organization.

*"It behooves a company with integrity to care enough about its employees to offer them a comprehensive and uncomplicated return process. This is what **Ernst & Young** is offering," said **Ron Williams, President of Corporate Information Services**. "The employees at **Ernst & Young** have exhibited a stable record of quality client care and are making strides to set new standards within this industry", continues Williams.*

Headquartered in Phoenix, Arizona, **Corporate Information Services** is a global customer satisfaction survey and online market research firm operating in many industries. **CIS'** quality and satisfaction measurements are based on actual client responses from data collection around the world. **Contact Corporate Information Services** at **rwilliams@cispr.com** or on the world wide web at www.cissurveys.com.

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