



KVH Industries Receives 2010 NorthFace ScoreBoard Award

April 13, 2011

Dealers Rate KVH's Service as "World Class" for the Sixth Consecutive Year

MIDDLETOWN, R.I., Apr 13, 2011 (GlobeNewswire via COMTEX) --

Dealers who sell TracVision(R) and TracPhone(R) products from KVH Industries, Inc., (Nasdaq:KVHI) recently rated the company's service as "world-class" for the sixth consecutive year, leading the Omega Management Group Corporation to honor KVH with its prestigious NorthFace ScoreBoard Award(TM). Omega is a recognized expert in developing and implementing customer and employee experience management strategy programs that lead to increased product and service revenue and profits. In order to receive the award, companies must consistently achieve outstanding marks for customer satisfaction and loyalty in such categories as technical support, field service, customer service and account management.

"We are honored that our dealers rate KVH among the best companies for customer service, and we are thrilled to receive this, our sixth NorthFace ScoreBoard Award. Everyone at KVH is committed to providing fast, attentive, quality service to all of our customers -- both dealers and end users alike -- in the diverse markets we serve, and we keep them in mind at every stage of our process from product design to manufacturing to warranties and after-sale service," explains Brent C. Bruun, KVH's senior vice president for global sales and business development.

Commenting on the award, John Alexander Maraganis, president and chief executive officer of Omega, says, "Due to its unique, 'customer-only vote' criteria, the NorthFace ScoreBoard Award has been viewed from its inception in 2000 as the only objective benchmark for excellence in customer service. Our research indicates that companies like KVH Industries that consistently achieve a 4.0 rating or above, which we call the 'Loyalty Zone,' are succeeding in locking in profitable, long-term customer relationships, and this significantly raises the bar on their competitors. The NorthFace ScoreBoard Award recognizes organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations."

Detailing KVH's recent customer service initiatives, Mr. Bruun remarks, "In 2010, we supported our commitment to outstanding customer satisfaction with a number of activities, including the launch of a completely revamped Partner Portal that makes it easier than ever for our certified dealers to sell KVH products and provide outstanding service to customers. We also introduced the all-new www.kvh.com, which offers owners of KVH products easy access to a complete product support library and easy-to-find contacts for e-mail and telephone technical support."

Please visit www.kvh.com to see KVH's updated website and the unique features that it offers customers.

Note to Editors: High-resolution, press-ready images of KVH products are available at press.kvh.com for download and editorial use.

About KVH Industries, Inc.

KVH Industries is a leading manufacturer of solutions that provide global high-speed Internet, television and voice services via satellite to mobile users at sea, on land, and in the air. KVH is also a premier manufacturer of high performance sensors and integrated inertial systems for defense and commercial guidance and stabilization applications. The company is based in Middletown, RI, with facilities in Illinois, Denmark, Norway, and Singapore.

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SOURCE: KVH Industries, Inc.

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