



the source of great waterparks

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SCS Interactive Focuses in on Customer Service

Denver, Colo. (August 21, 2008) SCS continually strives to work hand and hand with its clients and partners to achieve mutual success. With this goal in mind, SCS Interactive decided to focus on enhancing its Customer Service department, making the clients' interaction with SCS even more worry-free and convenient.

John Gabel was hired as the new Customer Service Manager. Prior to moving into customer service, John served as an SCS Project Manager. He will bring his in-depth knowledge of the SCS products to his new role.

"When a customer needs support, it is our goal to make somebody's day. I am truly happy to be in this new position. I know my previous experience will serve me in good stead as I take on the challenge bringing the SCS customer experience to the next level," stated John Gabel.

John will focus on making the customer service offering second to none by delivering on a 48 hour turn-around for parts, improving response times for warranty issues, closing out punch lists within 30 days and enhancing on-going communication with the clients. Also look for a user-friendly customer service section on the new SCS website set to launch in September.

"Good customer service is a differentiating factor for SCS Interactive," said Steve Wagner, vice president of sales and marketing for SCS Interactive, "Through our customer service we strive to have open and responsive communication, as well as deliver prompt results, which we believe leaves our customer satisfied and brings them back to SCS. Our motto is, *You will be judged by what you do, not what you say.*"

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About SCS Interactive

SCS Interactive is the source of great waterparks. SCS has revolutionized the waterplay industry as the originator of the multi-level interactive treehouse concept, the creator of the giant tipping bucket seen at amusement and waterparks around the world, and the developer of the world's first wet and dry water coaster known as SplashTrack™. Some of the biggest resorts, theme and waterparks all over the globe showcase SCS Interactive structures as signature attractions. Additional information about SCS Interactive can be found on the website at www.scsinteractive.com.

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