HALLIBURTON

Landmark's Global Support Centers Earn Prestigious Support Center Practices Certification; Only the Second Company to Have Ever Achieved Global Certification

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DALLAS, Feb 5, 2002 (BUSINESS WIRE) -- Landmark Graphics, Corp., a wholly owned business unit of Halliburton Company (NYSE:HAL), today announced that all three of its global support organizations have achieved certification under the prestigious Support Center Practices (SCP) Certification program. This marks the fourth consecutive renewal for the North American support organization, the first renewal for the European support center and the inaugural certification for the Asia Pacific virtual support center.

SCP Certification quantifies the effectiveness of customer support based on a stringent set of performance standards and represents best practices across horizontal markets. Landmark's global support organization achieved certification after extensive audits of the three sites were completed in just thirty-three days. Each Landmark center exceeded the benchmark scores dramatically by gaining some of the highest in the entire program. These results clearly demonstrate Landmark's commitment to delivering world-class support to its customers.

"Landmark is extremely honored and proud to be only the second organization to have achieved worldwide certification under the SCP Certification program," said John Gibson, president and CEO of Landmark. "This certification confirms that our global team delivers exceptional service and support around the world with a strong commitment to our customers' goals and business drivers."

SCP Certification is an internationally recognized standard created by the Service and Support Professionals Association (SSPA) and a consortium of IT companies to create a recognized quality certification for Support Centers and to provide a method of benchmarking for Support Center practices. SCP Certification requires comprehensive on-site audits to confirm that companies meet the requirements of over 100 business elements defined by the SCP Program. SCP Certification measures factors such as corporate commitment and strategic direction, customer satisfaction, performance metrics, R&D interface and other strategic areas of the support operation. Certified companies must continue to demonstrate their commitment to excellence and high-performance standards through annual re-certification audits.

"By passing the rigorous requirements necessary to achieve SCP Certification, Landmark has made it clear they are committed to delivering world-class support to their global customers," said Ben Stephens, SCP Auditor. "During the SCP Certification audit, Landmark's three centers demonstrated a clear commitment to customer satisfaction and continuous improvement."

Landmark has again joined the ranks of leading technology companies that have achieved SCP Certification. Currently, over eighty companies representing over two hundred support centers around the world are participating in the SCP program.

"SCP Certification has established itself as the global standard for service quality and is being rapidly adopted by leading technology companies," said Bill Rose, founder and executive director of the Service and Support Professionals Association (SSPA). "Landmark can be proud to be placed among the industry leaders in service excellence, especially in light of being only the second organization to attain global SCP Certification."

The Support Center Practices (SCP) Certification program was developed to address service quality issues that affect the rapidly growing technology support industry. The SSPA and thirty-five of its member companies created the program along with Service Strategies Corporation. These companies contributed their insight and perspective into defining the key elements required for delivering world-class support. The SSPA is made up of over 500 of the world's leading technology companies and provides a value-added forum where service and support professionals share ideas and discuss developing trends. For more information about SSPA, visit www.supportgate.com. Service Strategies Corporation is responsible for administering the SCP Certification program and conducting on-site certification audits. For more information about SCP Certification, visit www.supportgate.com/scp.

Landmark is the leading supplier of software and services for the upstream oil and gas industry. The company's software solutions span exploration, production, drilling, business decision analysis and data management. Landmark offers a broad range of consulting services that enable customers to optimize their technical, business and decision processes. Visit the Landmark Web site at www.lgc.com for more information.

Halliburton Company, founded in 1919, is one of the world's leading providers of products and services to the petroleum and energy industries. The company serves its customers with a broad range of products and services through its Energy Services Group and Engineering and Construction Group business segments. The company's World Wide Web site can be accessed at www.halliburton.com.

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