CONCERT TECHNOLOGIES ACHIEVES ISO 9001:2015 CERTIFICATION

Concert Technologies Becomes First Technology Rollout Company to Achieve ISO 9001:2015 and Reports 99.78% 'Done Right First Time' Performance Rating.

FOR IMMEDIATE RELEASE

DULLES, VA, July 27, 2019 - Concert Technologies is pleased to announce their achievement of the International Organization for Standardization (ISO) 9001:2015 certification, becoming the first technology rollout company to receive the internationally recognized designation.

By achieving the ISO 9001, Concert Technologies has further demonstrated their ability to effectively and efficiently provide a Quality Management System (QMS) while continuously improving their operational processes and consistently exceeding the expectations of their customers.

Concert earned the ISO 9001:2015 certification following an external audit of the their QMS by QAS International, including enhanced requirements for customer retention, risk management, opportunity management, and executive planning. As part of the certification process, Concert Technologies engaged in a review of the methodology behind their 'Partner Performance' and 'Customer Satisfaction' ratings.

Adhering to the company's certified QMS standards, Concert Technologies is pleased to announce the following Partner Performance' and 'Customer Satisfaction' results:

- 99.78% 'Done-Right First-Time' rating
- 96.11% 'Tech-on-Time' rating
- 94.30% 'Customer Satisfaction' rating

"The ISO 9001:2015 certification showcases Concert's commitment to leading by example," said Dennis Mazaris, President and CEO of Concert Technologies. "By demonstrating our commitment to the ISO 9001:2015 standard, we continue to significantly increase the standard of performance for the technology rollout industry."

About Concert Technologies

Concert introduced the telecommunication industry's first unified project management system and has conducted over 420,000 multisite technology rollouts worldwide, helping enterprises optimize their IT environments with a wide-ranging portfolio of programs and services. They offer commercial and government organizations transformational solutions in the planning, deployment, implementation, and management of nationwide and international technology deployments, ICT infrastructure consulting, IT asset management, and network structured cabling and wireless solutions. Their project management methodologies ensure the deployment of cost-effective solutions and drive high satisfaction ratings from customers, partners, and employees.

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