

## Concert Technologies Sets Standard of 99.650% for Installation Accuracy Challenges Industry to Step-Up and Share Performance Data with Customers

**DULLES, VA, September 10, 2016** – Concert Technologies today announced that it set a new benchmark standard for “Right First-Time” (RFT) installation accuracy of 99.650%. The statistic is based upon analysis of 10,297 installations performed by Concert during the period May 1st to August 31st, 2016.

The RFT - also referred to as “Zero Defect” - metric is used to measure system performance in quality management methodologies such as [Lean Manufacturing](#) and [Six Sigma](#). As the creator of the [Maestro](#) system of methodologies for mass-scale technology rollouts, Concert founder Dennis Mazaris is a long-time advocate of applying established quality management metrics and methodologies to Field Services.

“For too long our industry has hidden behind customers’ low expectations of installation performance. Concert was founded on the premise that there is absolutely a way to deliver a high-quality customer installation experience – even at massive volumes.” said Dennis Mazaris, President of Concert Technologies, “The Maestro system fuses our internal processes with elements of Project Management and Manufacturing Process Management best practice to provide a model that virtually guarantees that the job is done right first time - every time” continues Mazaris, “It’s time that rollout companies stopped blaming poor installation performance on the Field Technicians and instead ask themselves ‘what are we doing to put frontline Field Technicians in a position to deliver a great installation experience?’.”

“Our performance is the result of a relentless focus on eliminating the variances that cause installation errors and reduce consistency. Even though our rate is only 3 in 1,000 we’re not satisfied with that: our goal remains an error rate of zero.”, said Andrew Crone, Concert Technologies’ Vice President of Operations, “We achieve this level of performance because our Project Managers are expert practitioners in the technologies we deploy. They also take the time to ensure that all requirements are completely understood and all logistics are synchronized before the Field Tech leaves for the site.”

“Going forward, Concert will publish performance data on a quarterly basis.” states Mazaris, “I challenge the industry as a whole to provide the same level of transparency to our collective customers. It’s long past time for customers to be able to make informed purchasing decisions based on real data, not marketing promises.” Concert Technologies deployment performance statistics [can be viewed here](#).

### About Concert Technologies

Concert Technologies is a privately-held technology rollout company based in Dulles, VA. Through the application of the industry’s only system of project management methodologies, Concert customers receive consistently high-quality technology rollouts, delivered on time, within budget, and at massive scale. With more than 330,000 deployments successfully delivered, Concert is the rollout partner of choice for 93% of US federal government agencies and 66% of the Fortune 100. To learn more, visit Concert Technologies at: [www.concerttech.com](http://www.concerttech.com)

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