**Excellence at Work**

V-TECH ENTERS FINAL PHASE OF ISO 20000-1 CERTIFICATION

In December 2008, V-Tech Solutions embarked on an ambitious journey to become one of only a handful of small businesses in the world to achieve ISO 20000-1 certification. Victor P. Holt, President & CEO, recognized that not only would ISO certification set V-Tech apart from its competitors in providing outstanding service delivery to customers, the company would also benefit from implementing ISO standards to our day-to-day business operations. ISO 20000-1 is the first worldwide standard specifically aimed at IT service management. It is an integrated set of management processes for the effective and efficient delivery of services for a business and its customers.

ISO 20000-1 has several requirements to ensure service delivery at an acceptable quality for the business and its customers. The scope of services include:

♦ Requirements for a management system ♦ Planning and implementing service management ♦ Planning or implementing new or changed services ♦ Service delivery processes ♦ Relationship processes ♦ Resolution processes ♦ Control processes ♦ Release processes

With the professional guidance of the Morehouse College Entrepreneurial Center to plan and design V-Tech's ISO 20000-1 service management system, V-Tech released its ISO Service Management System in January 2010. Our ISO service management system is V-Tech's commitment to our customers to implement the best practice standards for service delivery recognized throughout the world. One of the core standards of ISO is continual service improvement. By challenging ourselves to achieve this highest level of IT service management certification, V-Tech will continue to demonstrate our core value of "Excellence at Work."
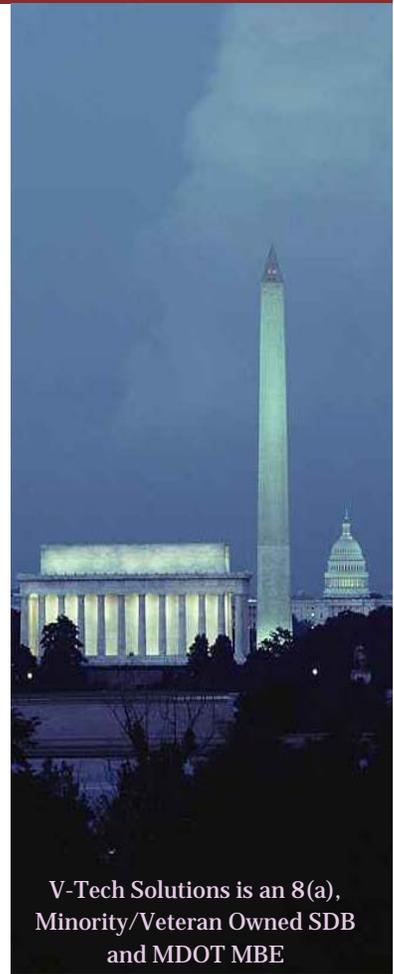
V-Tech Solutions is an 8(a), Minority/Veteran Owned SDB and MDOT MBE

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International Organization for Standardization

MOREHOUSE COLLEGE

V-TECH SCORES TWO MAJOR WINS AT THE FOOD & DRUG ADMINISTRATION

1. Operations & Maintenance for In-house Systems Support (O&M). Our O&M services include supporting FDA's primary applications, Center Views (CV) and MARCS (Mission Accomplishment and Regulatory Compliance Services) Interface (MI), which are integrated portals that enable centralized, single sign-on, read-only access by product import reviewers in the field to center-specific databases maintained by the following five FDA centers:

- Center for Biologics Evaluation and Research (CBER)
- Center for Food Safety and Applied Nutrition (CFSAN)
- Center for Device and Radiological Health (CDRH)
- Center for Drug Evaluation and Research (CDER)
- Center for Veterinary Medicine (CVM)

Additionally, these applications provide user access to the FDA Import Alert Retrieval System (FIARS) and there is a corresponding administration component (MARCS/AMI) to control granting access to the portals and the center-specific databases. The intent of the application integration is to make it more efficient for product import reviewers in the field to use one central point of access to previously disparate databases.

2. **Enterprise and Legacy Systems Software Testing (Testing).** The V-Tech Testing Team provides the FDA Office of Information Management with full testing lifecycle support as stated under the Enterprise Performance Life Cycle (EPLC) Framework. Testing responsibilities support each applicable test phase within the EPLC framework where activities, responsibilities, reviews, and deliverables are defined. Our team is responsible for test support activities for three specific types of FDA applications: Enterprise, Large, and Legacy Applications.

V-Tech supports Independent Validation & Verification (IV&V) of software development of deliverables, performance testing, and post implementation testing activities. V-Tech utilizes FDA/Industry best practice methodologies to support testing activities. Testing activities include the use of FDA-approved automated test management, functional and performance testing tools. In addition, all testing outcomes are supported with documented artifacts as stated in the EPLC.

The Food & Drug Administration is an agency of the Department of Health and Human Services. Both the O&M and Testing awards from FDA are long-term engagements. V-Tech has immediate opportunity for a highly qualified Oracle Forms Developer. Please contact the HR Department at 301.495.2693 for more information.

"Being better tomorrow than we were yesterday."

V-TECH SUPPORTS CENSUS 2010

V-Tech was selected as a member of the Gunnison Team to support the upcoming Census 2010 initiative. V-Tech will provide Data Capture Analysts to review census forms for data accuracy and error corrections. V-Tech's own, Laureen Parker, is the Site Manager for this contract. Please contact the HR Department at 301.495.2693 for more information about Data Capture Analyst job opportunities.

We also want to take this opportunity to encourage you, your family members and friends to complete and return your Census 2010 forms. Census data is used to set congressional districts and to determine federal funding for road construction and improvements, as well as other major projects like schools, hospitals, emergency services, bridges and community facilities. V-Tech is proud to support Census 2010. For more information about Census 2010, please visit www.2010.census.gov.

V-Tech Contract News

HUD DHAP-IKE CONTRACT COMES TO A CLOSE

V-Tech's DHAP-Ike program management contract with the Department of Housing and Urban Development came to a completion in January 2010. V-Tech managed the day-to-day activities of the DHAP-Ike grant program for HUD. Our dedicated team of 20 professionals, led by Project Manager Jean D. Fleming, were instrumental in locating more than 50,000 families displaced from their homes by Hurricane Ike who were eligible to receive relocation grants from FEMA. Our Field Agents located in Louisiana and Texas worked with hundreds of Public Housing Authorities (PHAs) that were awarded grants from FEMA to provide rental assistance and case management services families concentrated in Texas and Louisiana. Our analyst staff at HUD headquarters in Washington, DC used the data uploaded by the PHAs into the Disaster Information System (DIS) to prepare a wide range of reports that went to the highest levels of government including HUD, FEMA, congressional offices and the White House.

V-Tech managed the DHAP-Ike tenant information database and worked directly with HUD to support databases such as PIC, TRACS, and DIS (Disaster Information System) to track and process grantees. We helped upload new grant program participants into DIS, tested for applications functionality and data accuracy and conducted data exchanges with FEMA. We collated and prepared all reports, as requested, and provided other ad-hoc reports as needed. These reports varied from database generated reports and spreadsheets to narratives. V-Tech was directly responsible for all DHAP-Ike correspondence and email boxes to include developing and answering programmatic questions and issues, which were reported back to HUD on a bi-weekly basis.

V-Tech was also responsible for managing the Disaster Information System (DIS). DIS is the system of record for the HUD Disaster Housing Program for processing FEMA grantees into, through and out of the FEMA grant program. It is a front-end, web based application that PHAs utilized to update tenant personal and leasing information. FEMA forwarded eligible family (grantee) data to HUD on a weekly basis. The data was uploaded via ORACLE and copied to ACCESS. V-Tech "scrubbed" the FEMA data to prepare reports on the number of families processed into and out of DIS.

V-Tech extends our sincere thanks to the DHAP-Ike team for their excellent contract support efforts that was recognized for high quality of services by the HUD program and contract offices.

"Excellence at Work""

V-TECH AWARDED PREFERRED VENDOR CONTRACT WITH HP ENTERPRISE SERVICES

V-Tech's recent Global Supply Chain Services (GSCS) preferred vendor contract re-award from HP Enterprise Services (formerly EDS) is a major acquisition for V-Tech to supply contract labor and outside services to the federal government. The GSCS Smart Labor application resource gives V-Tech the opportunity to place and track qualified staff at HP's government contract sites located worldwide. Historically, HP's annual spend for GSCS has been more than $200 million. V-Tech currently has professional staff under GSCS at Alcohol, Tobacco & Firearms (ATF), US Marshall's Service (USMS), the Department of Housing & Urban Development (HUD) and the US Army.

V-TECH DONATES HOLIDAY SHOEBOX GIFTS TO SO OTHERS MIGHT EAT (S.O.M.E.)

V-Tech donated 27 shoeboxes wrapped in festive holiday paper to So Others Might Eat (S.O.M.E.) The gift boxes contained useful products for men, women and children including hats, gloves, socks, toiletries and grooming products. Celebrating its 40th year of serving the Washington, DC homeless community, SOME has helped thousands of people to get off of the streets, transform their lives, and learn to live independent and productive lives.

V-TECH SUPPORTS THE EARTHQUAKE RECOVERY EFFORTS IN HAITI

As we all are aware, on January 12, 2010 a magnitude 7.0 earthquake struck Haiti just outside the capital city of Port-au-Prince. The devastation in lives lost, property destroyed, and families displaced was immense. A call went out all over the world to help the Haitian people reclaim their country and rebuild their lives with an immediate priority to save the lives of those most affected. The critical needs in Haiti are great, but they are also simple: food, water, shelter, and first-aid supplies.

V-Tech, as a concerned Corporate Citizen, donated $5,000.00 to assist in the Haiti earthquake recovery efforts. The funds will go directly to supplying Haiti with critical materials and supplies as they rebuild their cities, neighborhoods and families.

"The Pursuit of Excellence"

V-TECH'S CUSTOMER SERVICE REPS BECOME CERTIFIED

V-Tech Customer Service Representatives at the US Patent & Trademark Office Call Center (UCC) and at the Environmental Protection Agency (EPA) Building Service Desk (BSD) have received certification in Customer Service from the International Customer Management Institute (ICMI). ICMI is the premier global provider of comprehensive resources for customer service management professionals—from front line agents to executives—who wish to improve customer experience and increase efficiencies at every level of contact center service and management. V-Tech partnered with ICMI to create a customized certification program tailored to meet our core capability of Call Center Management for government entities. By achieving certification, V-Tech's team of dedicated call center agents exemplify our commitment to our customers to provide "*Excellence at Work.*" As ICMI certified Customer Service Representatives our agents represent a select group of contact center professionals who have taken the extra training and testing to enhance their customer service skills and expand their call center knowledge in order to make customer contact a pleasant, rewarding and efficient experience.

Our US Patent & Trademark Office Call Center (UCC) Agents

Ashley Aldrich	Byron Mitchell
Makia Baldwin	Blanca Orellena
Sabrina Batts-Hobson, *Team Lead*	Jaime Ponce-Moralles
Jaihaira Diaz, Supervisor	John Remy
Carolyn Fallis	Melissa Reyes
Camilla Hall, *Team Lead*	Jycelis Torres
Kesha McDaniel	Shamayne Taylor

Our Environmental Protection Agency Building Service Desk (BSD) Agents

Kesha Brown	Kelley T. Wood-King

V-TECH SENIOR MANAGERS ACHIEVE ITIL®v3 FOUNDATION CERTIFICATION

V-Tech is pleased to announce that three members of our senior management team achieved ITIL®v3 Foundation certification in February 2010: Beverly Burgess, Project Manager at USPTO; Charlene Deaver-Vazquez, Project Manager at Naval Research Lab; and Sandra A. Yates, Client Service Manager. ITIL®, which stands for Information Technology Infrastructure Library, is an international framework for IT service delivery. ITIL® is the most widely accepted approach to IT service management in the world. The core ITIL® services include Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. ITIL® provides a cohesive set of best practices drawn internationally from both the public, private and academic sectors. Beverly, Charlene and Sandra joins Fred Hammond, V-Tech's Corporate Quality Manager and Project Manager at EPA Building Service Desk, who became ITIL® certified in May 2009. V-Tech looks forward to expanding the implementation of the ITIL® framework to our internal and external management functions and providing top-of-the-line service management to our customers.

Current Job Opportunities

If you have an interest in a job opening at V-Tech or a referral please contact the HR Department at 301.495.2694 for more information.

Customer Service Representative
US Patent & Trademark Office, Shirlington, VA
Primary function is to answer and track customer phone calls, emails, voice mail, faxes, postal mail and walk-ins. Provide general information and referrals appropriately. Primarily responsible for providing effective customer service for all internal and external customers by utilizing excellent, in-depth knowledge of available services and resources as well as team members within the Call Center. High school diploma required and 1 yr. of previous call center experience.

Oracle Forms Developer
Food & Drug Administration, Silver Spring MD
6 - 8 yrs. of proven application systems analysis and application support experience.
At least six years' proven experience with system development life cycle (SDCL) including business analysis, defining requirements, designing and developing systems and testing and implementing systems.

Data Capture Analyst
US Census Bureau, Greenbelt MD
This position will be responsible for comparing data with source documents. Will be responsible for reentry of data in the detection of errors; report any data or system issues to supervisors; work with supervisors to resolve any data issues and maintain logs of activities and completed work for the 2010 Census. HS diploma required but Bachelor's preferred.

Proposal Manager
V-Tech HQ, Silver Spring MD
Responsible for managing proposal process to develop proposals for written, oral, and demonstration formats. Ensures that proposal submissions are compliant with the applicable RFP instructions. Bachelor's degree in business administration or related field preferred. 12+ yrs. of business development or sales experience.

Proposal Writer
V-Tech HQ, Silver Spring MD
Writing experience in proposal writing, marketing writing, business writing, or technical writing preferred. Analyze RFPs for requirements. Develop persuasive and accurate initial drafts for each proposal with compliant response to each requirement. Edit proposal graphics and create a visually appealing proposal.

WELCOME NEW EMPLOYEES!

Laureen D. Parker	US Census Bureau	11/02/2009
Christofer J. Batluck	Food & Drug Administration	11/04/2009
Monique E. Sarkides	HQ, Technical Recruiter	11/13/2009
John C. Remy, Jr.	US Patent & Trademark Office	12/02/2009
Sreenivasa R. Avula	F00d & Drug Administration	01/04/2010
Makia A. Baldwin	US Patent & Trademark Office	01/04/2010
Blanca E. Orellana	US Patent & Trademark Office	01/04/2010

FEBRUARY MILESTONES

Happy Birthday!

Michael Baumgart, USPTO – 02/08

Kelley T. Wood King, EPA – 02/11

Happy Corporate Anniversary!

Kelley T. Wood King, EPA – 02/23

CEO's Corner

WHY EXCELLENCE COUNTS AT V-TECH!

The pursuit of excellence is not only politically correct, it is also highly rewarding. At V-Tech, excellence is a major part of our commitment to our clients, a commitment that helps us to achieve our inherent value and potential.

V-Tech employees have a very important, implied responsibility that is not listed in their job description. That responsibility is excellence and its importance, usefulness and necessity in ensuring V-Tech client satisfaction.

We understand as V-Tech continues to become the organization it is meant to be, we must service our clients with the unshakeable belief and understanding that excellence counts. We must live and prosper in the spirit of quality and excellence by always doing our best – "Being better tomorrow than we were yesterday."

I've often heard that website bookmarks are today's version of the infamous "little black book." The highest compliment you can give a website is to bookmark it on your browser. At V-Tech, we strive to earn a position of excellence, a bookmark in the minds of the clients we serve.

They say mediocrity is a choice-not always made consciously-but still a choice. At V-Tech, we choose excellence as our default so that mediocrity never comes in to play. We understand that there is no inherent value in mediocrity, no reason for our clients to stop and pay attention, nothing worth bragging about. You will never hear anyone say, "Hey, look at V-Tech! There mediocre and proud of it!"

Being "world-class" has nothing to do with size or revenue; it has everything to do with V-Tech's decision-making, commitment, action, and persistence. ***Excellence is our focus and destination***. We understand that our clients appreciate and respect our demonstrated hard work and good judgment!

Our demonstrated pattern of excellence equates to our own personal "USDA seal of approval." It facilitates our clients' confidence and enhances their organizational objectives. It functions as our corporate insurance policy against mediocrity and ensures V-Tech's continuous success.

At V-Tech we understand what is considered excellent today will become the minimum cost of admission tomorrow. We are only as good as our last performance. The bar is constantly being raised. If we don't produce excellent results consistently, someone else will.

Clients have no grace period for mediocrity, and we must have a zero tolerance for it. Our clients expect the best. That's why we never relax the rules of excellence or compromise quality. Because when it comes to excellence, everything counts! That's why at V-Tech we pursue ***"Excellence at Work"*** everyday.

"Excellence at Work equates to being better tomorrow than we were yesterday."

ABOUT V-TECH

At V-Tech Solutions, Inc. , "*Excellence at Work*" is the state or quality of excelling. It is at the core of all we do. This equates to delivering our best everyday to our clients-being better tomorrow than we were yesterday. "*Excellence at Work*" matches our practices with our potential.

V-Tech is an emerging Information Technology and Professional Services company. We focus on Call Centers, Information Assurance and IT Security, and Technical and Management Services. Our clients include Federal Civilian & Defense Agencies, State and Local governments and commercial businesses. Our business service management is devoted to customer service and innovation. We focus on new trends, markets and technologies. V-Tech has cultivated this spirit by creating an organization comprised of dedicated professionals who believe that their success and the success of V-Tech and of our clients is a team effort.