

## **V-Tech Solutions, Inc. Receives ISO/IEC 20000–1:2005 Certification**

*International certification verifies that V–Tech’s IT service management system follows recognized IT service management best practices*

**January 3, 2011 Silver Spring, MD** — On January 3, 2011, [V–TechSolutions,Inc.](#) (V–Tech), an Information Technology (IT) and Professional Services company headquartered in Silver Spring, MD, received [ISO/IEC 20000–1:2005](#) certification from the [International Organization of Standardization.](#), ISO / IEC20000–1:2005 is an organizational certification with international recognition. Commonly referred to as ISO 20000–1, this prestigious certification requires auditable proof that V–Tech has developed a set of comprehensive IT service management processes that interface internally and externally for effective service delivery, resulting in customer satisfaction and continual improvement.

Only thirty companies in the United States have achieved ISO 20000–1 certification. Of those organizations, few are small businesses, like V–Tech. ISO 20000–1 is also the only IT service management system that is aligned with the [Information Technology Infrastructure Library \(ITIL\)](#) framework. Since V–Tech’s senior managers are ITIL®v3 certified, the combination of ISO and ITIL certification is a significant quality management discriminator for V–Tech customers.

“ISO 20000–1 certification for V–Tech is a huge accomplishment, particularly since more government and commercial customers are starting to require evidence that companies have a quality IT service management system in place” said Victor P. Holt, President and CEO of V–Tech. “Our ISO 20000–1 competitors are not only other small businesses; they are large integrators. Being able to compete at that level, from an IT service management perspective, is rare for a small business. At V–Tech, we think big and achieve large. We call that ‘acting outside of the box.’”

### **About V–Tech**

As a VA– certified Veteran–owned Small Business (VOSB), V–Tech provides high quality Data Center Services, IT Security, and Service Desk Support to our DoD, Federal, State, and Local clients. We begin by developing a “True Partnership in Excellence” with each engagement using our ISO–based FACE approach: Focus on quality, Accountability through proven service management methods, Commitment to quality, and improving systems and services with strategic Execution to deliver program improvement to our clients. Our certified IT service management system brings together the latest technologies and seasoned industry certified professionals to provide our clients with the expertise and experience needed to minimize client risk and overcome today’s IT challenges.

V–Tech provides experienced, customer–focused professionals to meet the outsourcing, consulting and staffing needs of our clients. We bring proven technical and management expertise, industry certifications, financial strength, and a unique ability to collaborate with our clients. Our company slogan, “Excellence on Display,” exemplifies V–Tech’s commitment to ensuring that our clients meet their program objectives as we improve their agility, cut costs, and reduce risks.

You can visit V–Tech at [www.v-techsolutions.net](http://www.v-techsolutions.net), find us on [Facebook](#), or follow us on Twitter at [VTechBuzz](#).

## **About ISO/IEC 20000–1:2005**

ISO/IEC 20000–1:2005 defines the requirements for a service provider to deliver managed services. It promotes the adoption of an integrated process approach to effectively deliver managed services to meet business and customer requirements. For an organization to function effectively, it has to identify and manage numerous linked activities. Coordinated integration and implementation of the service management process provides the ongoing control, greater efficiency, and opportunities for continual improvement.

ISO/IEC 20000–1:2005 recognizes that services and service management are essential to helping organizations generate revenue and be cost–effective. The ISO/IEC 20000 series enables service providers to understand how to enhance the quality of service delivered to their customers– both internal and external.

The ISO/IEC 20000 series draws a distinction between the best practices of processes, which are independent of organizational form or size and organizational names and structures. The ISO/IEC 20000 series applies to both large and small service providers and the requirements for best practice service management processes are independent of the service provider’s organizational form. These service management processes deliver the best possible service to meet a customer’s business needs within agreed resource levels, i.e. service that is professional, cost–effective, and with risks, which are understood and managed. (Source: [www.iso.org](http://www.iso.org))

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