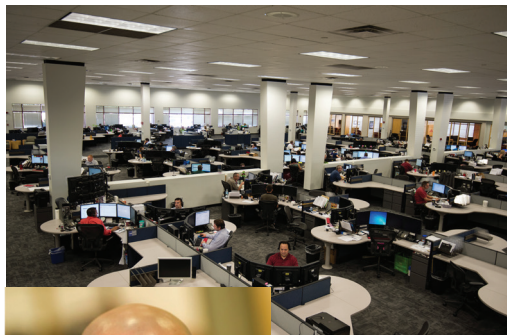




## The IT Solution Experts



Just last month, MicroAge was named to the CRN® 2017 Solution Provider 500 list. The Solution Provider 500 is an annual ranking of the largest technology

integrators, solution providers and IT consultants in North America by revenue. MicroAge placed #169 on the 2017 list.

The company is extremely diversified in the industries it serves, including manufacturing, health care, financial services, legal, education, construction, and state and local governments, to name a few. Its IT consultants, with an average of over 13 years in the industry, are some of the most experienced and tech-savvy consultants you will meet. Rob Zack, MicroAge's CFO, says, "Our clients range from small businesses to Fortune 500 companies, with the majority fitting into the 'midmarket' size."

Senior Account Executive Barrett Lamothe (a 14-year MicroAge associate) manages a team who services the aerospace and defense industry. Barrett (pictured above) currently holds over 150 sales and technical certifications, and his knowledge of IT and business solutions has enabled him to grow MicroAge's business in this complex industry. Barrett's clients value the expertise they receive when they contract with MicroAge. In addition to Barrett's team's expertise, MicroAge's two technical support groups: Solutions Engineering and Practice Management provide advanced technical knowledge and guidance.

Barrett says, "Nearly all of my clients are certified to ISO 9001 and AS9100. Though we were consistently garnering their business and their trust, I knew it was a matter of time before they were to require ISO 9001 certification from MicroAge."

Barrett brought his request for ISO certification to Rob Zack and the executive team late last year. The team gave Rob and MicroAge Instructional Designer Tammra Luttermoser the task of finding a good consultant to help them achieve certification.

"Key in our decision making process was to select a local consultant," notes Rob. The team searched online and found Arizona-based Great Western Registrar, which provided a list of several local ISO consultants.

"We contacted all of the consultants on the list, says Tammra. "A couple of companies didn't return our calls, but we interviewed those that did, and

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## Certifies To ISO 9001:2015 With The Help Of BMSC

selected Bretta Kelly, owner of BMSC."

Rob adds, "We felt that BMSC's philosophy and business approach were the best match for us."

Bretta was given a requirement to help the company certify by June 30th of this year.

Bretta and her colleague Debbie Hart worked with the MicroAge team over the course of the next months, with Rob and Tammra being their primary contacts. Bretta says, "The MicroAge team was amazing – they are so forward thinking They embraced every aspect of ISO 9001:2015 (This is the newest ISO standard)." She continued, "We customize our tools to each customer, but MicroAge went above and beyond in further customizing to their needs. Where they were required to do an audit on a specific process, they didn't stop at one audit – Tammra often did three or more extra audits."

Tammra says, "Bretta and Debbie trained the entire team, and going forward we will have two internal auditors who will help ensure that we continue to meet or exceed our objectives with ISO 9001: 2015." She continued, "One of our associates even had fun establishing a 'coffee process' for the company."

"BMSC's support was outstanding," Rob notes. "They are extremely knowledgeable about the ISO process. He continued, "We have long been proponents of continuous improvement, and allowed our sales associates some latitude in finding the best way to perform their tasks. With ISO 9001: 2015, we've tightened some of the processes while not negatively impacting our corporate culture."

Tammra adds, "While we had processes in place prior to the ISO certification, I think this process has given us a better understanding of some of our performance measurements."

Barrett says, "My clients value the fact that we are now certified to ISO 9001: 2015. In the short time we have been certified, we've seen additional business from current clients as well as opportunities for new business."

To find out more about how MicroAge can help you with your IT and business solutions needs, contact them at 800-544-8877 or email them at solutions@microage.com.

To find out how Bretta Kelly, owner of BMSC, can assist you in certifying to ISO/AS9100, as she has with more than 100 clients, call 602-445-9400 or visit businessmsc.com.

