



## **PM Telco Achieves Avaya Services Delivery Specialist Certification**

**ALEXANDRIA, VA – April 7, 2009** – PM Telco, LLC, today announced that it has achieved Services Delivery Specialist (SDS) Implementation Professional certification from Avaya, a leading global provider of business communications systems, software, and services. This certification means that PM Telco has demonstrated proficiency in the skills and qualifications needed for expert delivery of the full range of implementation, support, and integration services to Avaya customers.

The Avaya SDS program has four specific categories: Implementation Specialist for authorized Avaya channel partners; Implementation Professional for services-only channel partners; Support Specialist; and Integration Expert for Platinum, Gold, and Silver-certified Avaya channel partners. Participating channel partners have access to Avaya Global Services methodologies and tools to deliver a quality service experience to customers.

PM Telco has been in the telecommunications marketplace since 2001 providing professional implementation and services support to Avaya business partners and clients. The company focuses on implementing Avaya solutions for clients and not on selling hardware, software, or maintenance. PM Telco's services cover all aspects of the implementation process, including program and project management, network integrations, technical support, and training. Its more than 300 associates have an average experience level of 20 years or more in the telecommunications industry. PM Telco professionals are geographically dispersed throughout the country to help clients nationwide. PM Telco is part of Robbins-Gioia, LLC, which has delivered management solutions to government agencies and Fortune 500 companies since 1980. A pioneer in program and project management,

Robbins-Gioia has managed complex implementations and process improvement engagements for some of the largest government and commercial clients in the world.

“Business partners like PM Telco enable customers to be fully confident that they will receive the highest level of service for the care of their communications systems,” said Carol Giles Neslund, vice president, North America Channel Sales, Avaya. “To achieve the SDS designation, PM Telco exhibited a standing record of success in serving customers, which they have taken to the next level through additional training and access to Avaya Global Services tools and methodologies. It gives us great pleasure to see PM Telco carry the Avaya SDS designation and to know they are serving our customers.”

“PM Telco has provided us resources for several years to supplement our staffing needs and when a local presence is needed,” said Steve Adler, Southern Region services director for NACR, Avaya’s only six-time business partner of the year. “PM Telco has always been very responsive to our needs, and we have been very impressed with the quality of the people on its team.”

“We are very proud to achieve this new level of professional recognition from Avaya,” said John Shupe, president, PM Telco. “We believe our value proposition of providing independent support to our clients without bias resonates strongly today, especially given the current economic situation. Our record, free of a single case of channel conflict or competition with clients, reflects PM Telco’s singular focus on client success.”

### **About Avaya**

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service, and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).

## **About PM Telco**

PM Telco, an organization of more than 300 seasoned telecommunications professionals, offers clients expertise across North America in project and program management, site management, software deployment, client relationship management, Avaya and other major telecommunications manufacturers' products and services, and telecommunications portfolio management. We work closely with many direct sales organizations, building mutually beneficial relationships and increasing the value they bring to their clients. PM Telco becomes an extension of your team, providing professional support on a variable cost basis. For more information please visit [www.pmtelco.com](http://www.pmtelco.com).

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