



## **BY LIGHT ACHIEVES ISO 20000-1:2011 CERTIFICATION**

### **By Light's IT Service Management System Obtains Certification**

October 24, 2016, ARLINGTON, V.A.—By Light Professional IT Services is pleased to announce that it has achieved ISO 20000-1:2011 certification, an international IT service management standard published by the International Standards Organization (ISO). “Achievement of this ISO certification reaffirms By Light’s continued commitment to provide high quality services,” said Bob Donahue, By Light’s President and CEO. “This certification demonstrates to our customers, partners and employees that we employ service management processes that provide high availability, continuity and responsive support that meets requirements and results in high customer satisfaction.”

A recent audit conducted by ISO registrar NQA confirmed that By Light meets the standard for ISO 20000-1:2011 certification. As part of its ISO implementation plan, By Light contracted with NQA, via Platinum Registration, as its Registrar and with Radian Compliance for consulting services. ISO 20000 is an internationally recognized IT service management standard implemented by organizations as a proven framework to continuously improve services with increased quality and productivity.

“ISO/IEC 20000 is one of the most difficult ISO certifications to achieve. Because the IT industry is constantly advancing and ISO/IEC 20000 is an international standard, there is no ‘fast lane’ in terms of achieving certification,” explained Kerri Williams, President of Platinum Registration. “This certification is rigorous and requires an integrated process approach when the service provider plans, establishes, implements, operates, monitors, reviews, maintains and improves a service management system (SMS). By Light has proven once again that they were prepared and committed to putting robust systems in place to prove conformance to the standard. It was a pleasure for Platinum and NQA to assess By Light’s management system and see them realize their goals.”

“ISO 20000 provides us the framework to establish robust, reliable IT services that benefit both the organization and our partners and customers,” said Mike Bowser, By Light’s Senior Vice President. “Our ISO certification clearly demonstrates to the industry and to our customers our commitment to high quality systems and services.”

By Light, a Service-Disabled Veteran-Owned (SDVO) Business based in Arlington, VA, provides a broad range of hardware and software engineering and IT integration services. The company is a well established government contractor that was founded in November of 2002 by a group of industry and DOD professionals with extensive knowledge and experience in both the commercial and federal sectors. [www.bylight.com](http://www.bylight.com)

#### **For More Information Contact:**

Katie Accame

703-224-1000 x 611

[katie.accame@bylight.com](mailto:katie.accame@bylight.com)