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## **A TL9000 Success Story**

In February 2005, DYNIS, a 50 person EF&I company, head-quartered in Columbia, MD, purchased the assets of the mid-Atlantic division of a national EF&I company. The purchase included contracts, personal property, inventory, approximately 100 employees, and facilities in locations in MD, PA, and WV. Now, faced with the important task of integrating two different cultures, operations, and EF&I processes, Dynis made the decision to simultaneously commence its pursuit of TL9000 registration and use its structured quality management system to help with the corporate integration process. A request was made to BIZPHYX, Inc. for assistance in providing guidance to initiate and lead the integration and certification process.

During the next 12 months, Dynis' management team and BIZPHYX personnel worked diligently to merge two different processes together – one automated but less detailed and the other more manual yet extensive - as a leading system for defining quality, on-time EF&I service. The Dynis/BIZPHYX team developed new processes and procedures across the lines of business. This resulted in the creation of the new Dynis Quality Management System which has become the backbone of our company and the way we conduct business. TL9000 helped Dynis achieve cost reduction by removing duplicate expenditures and overhead redundancies which alternatively helped Dynis receive return on investment sooner than expected.

The new Dynis exceeded its integration objectives and received its TL9000 registration and certification on July 18, 2006. Our major client, Verizon, was impressed with the overall integration. This fact is further reflected in that the work that was completed during this period received continued positive results on the quarterly quality report cards.

Today, Dynis has established itself as one of the leading Network Infrastructure Services companies specializing in EF&I services to Telecommunications Service Providers. Verizon Communications, AT&T Wireless, CISCO and others have entrusted Dynis with critical deployments of optical, video, data, and power solutions from a number of equipment manufacturers. We believe that, without the TL9000 certification and its adherence to the Quality Management Process, and the assistance of BIZPHYX, DYNIS would not have the success that we enjoy today.