

Lockheed Martin Achieves HDI Certification For Air Force Call Center

Company Recognized for Service and Support Excellence

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Lockheed Martin has achieved HDI Support Center Certification for the Air Force National Capital Region (AFNCR) Information Technology Support Call Center, supporting the U.S. Air Force's 844th Communication Group. The AFNCR is the first Air Force call center to achieve the prestigious certification.

The HDI Support Center Certification program is the only open industry standards program for the certification of support center quality. Lockheed Martin successfully underwent a thorough onsite audit of the AFNCR Call Center at Bolling AFB, D.C., to verify its compliance to the HDI standard.

"We are excited to receive the HDI certification," commented Ron Stefano, Vice President of Enterprise IT at Lockheed Martin Information Systems & Global Services-Defense. "This achievement represents our dedication and commitment to serve our customers with the best possible solutions and services, establishing their mission as our first priority."

Lockheed Martin's 844th Communications Group contract provides the full range of IT services for 18,000 Air Force customers serving within the National Capital Region at three primary locations: Andrews and Bolling Air Force Bases, and the Pentagon. In addition to call center operations, the contract includes enterprise IT management, classified systems support, program management and engineering, and information assurance.

"The Lockheed Martin AFNCR Call Center clearly exemplifies excellence in all of the core areas on which the HDI Support Center Certification program focuses -- leadership, policy and strategy, people management, resources, process and procedure, people satisfaction, customer satisfaction, and performance results," stated Rick Joslin, Executive Director of Training and Certification for HDI.

HDI, a Think Services company, is the world's largest IT service and support membership association and the industry's premier certification and training body. Guided by an international panel of industry experts and practitioners, HDI is the leading resource for help desk/support center emerging trends and best practices. HDI provides members with a vast repository of resources, networking opportunities and the largest industry event -- the HDI Annual Conference and Expo. Headquartered in Colorado Springs, Colo., HDI offers training in multiple languages and countries.

Headquartered in Bethesda, Md., Lockheed Martin is a global security company that employs about 146,000 people worldwide and is principally engaged in the research, design, development, manufacture, integration and sustainment of advanced technology systems, products and services. The corporation reported 2008 sales of \$42.7 billion.

For additional information, visit our website: <http://www.lockheedmartin.com/>

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