

FOR IMMEDIATE RELEASE
August 27, 2009



B/E Aerospace Partners with Dynamic Quest for Helpdesk Services

Greensboro, N.C. - August 27, 2009 – B/E Aerospace partners with Dynamic Quest (www.dynamicquest.com), a Business Solutions Provider, for its “Global Support Center” needs.

Dynamic Quest serves as a single point of contact for IT support needs across many of the B/E Aerospace locations around the world. Dynamic Quest provides 24x7x365 helpdesk coverage with short resolution time, web-based incident reporting, tracking software for a complete ticket tracking and reporting, escalated call routing, monthly trending / reporting, and a certified team to handle over 3,000 tickets monthly. In addition, Dynamic Quest’s team will ensure industry standard applications support and SLAs (Service Level Agreement) delivery.

“B/E Aerospace was in a need of a flexible team, solid helpdesk solution, and a fast implementation. Our Helpdesk Team is 100% local, knowledgeable, and ready to work side-by-side with our clients, enabling us to meet B/E Aerospace aggressive project timeline and make this a very successful project”, said Javier Gomez, CEO of Dynamic Quest.

“The 24/7 Helpdesk Support allows B/E Aerospace to ensure that no matter what time a problem arises, the call or email will be answered by an available resource”, said Lisa Dulong, Director of Operations at B/E Aerospace. “As a result of this partnership, B/E Aerospace will have one centralized support center, single point of contact for end users, and a dedicated specialized group”, said Sam Atluri, Program Manager at B/E Aerospace.

Dynamic Quest, founded and based in Greensboro, is one company providing multiple solutions in the areas of Data Center Services, IT services, Helpdesk Services, Custom Software Development, and Marketing Services. Dynamic Quest helpdesk covers everything from troubleshooting to level 1, 2, and 3 support and provides standard as well as customized solutions. For more information, please visit: www.dynamicquest.com

Contact:

Dynamic Quest
4821 Koger Blvd.
Greensboro, NC 27407
Phone: 336-370-0555
Fax: 336-370-0594
Email: info@dynamicquest.com
Web site: www.dynamicquest.com