



CRESCENDO CONNECT

ISO 9001:2008 Certification

Crescendo Achieves ISO 9001
Quality Management System Certification



FS 616680

PRESS RELEASE

November 13, 2014 – Laval, Quebec, Canada – Crescendo Systems Corporation, leading developer of electronic documentation and workflow solutions for the healthcare, legal and insurance industries, today announced that it has achieved ISO 9001 Quality Management Certification. The headquarters' Quality Management System was assessed by an accredited third party auditing organization, ensuring the consistent delivery of a service that meets customers' needs and expectations.

Achieving the ISO 9001 certification is a milestone for Crescendo. "This certification is an example of the dedication of our team and their continuous efforts to improve processes and procedures in order to enrich the customer experience," commented Costa Mandilaras, President at Crescendo Systems. "With a Quality Management System already in place for a number of years, it was only natural to take the step towards certification, demonstrating the company's commitment to delivering the highest quality standards to our customers."

On the cusp of celebrating 25 years in business, the certification is the latest step in a renewed pledge of quality to customers. Several main components of the ISO 9001:2008 certification include establishing processes for continuous improvement, a distinction the company does not take lightly. "The Crescendo culture is deeply rooted in improving workflow for our customers, they should know we are constantly striving for to do the same," added Mr. Mandilaras.

WHAT THIS MEANS FOR OUR CUSTOMERS

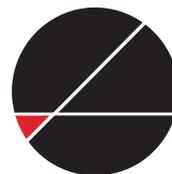
ISO 9001 Certification was granted based on an audit of the Crescendo internal Quality Management System performed by BSI Group, an accredited auditing company at our corporate headquarters in November 2014.

ISO standards are a highly respected set of requirements encompassing many components of the company's quality management system. Some of the factors that are verified include:

- > Strong customer focus
- > Continual improvement of processes
- > Documentation of critical processes
- > Effective implementation of processes
- > Firm commitment of management

In short, ISO certification means that Crescendo customers can expect the efficient delivery of a quality product.

For more information about ISO certification and what it means to your organization, please contact your Crescendo representative at 1-800-724-2930.



CRESCENDO
SYSTEMS

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