



**For Immediate Release  
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### **WHAT ARE YOUR COMPANY'S MICROSOFT CERTIFICATION GOALS?**

#### **Entire Company – from Receptionist to CEO – Earns Microsoft Certification**

**May 28, 2009 – Seattle, WA.**

Not many firms – large or small – can boast about having reached 100% company-wide certification, but Payne Consulting Group certainly can. Each staff member from the receptionist to the CEO is now Microsoft certified in one or more areas of Microsoft products. As an added bonus, Payne Consulting Group has become a certified Certiport testing center for Microsoft certification exams making it more convenient for those in the downtown Seattle-area to earn their own certification.

Having your entire staff achieve some form of Microsoft certification should be the norm among companies. Such an achievement comes with many benefits:

- **Morale** - offering a Microsoft certification opportunity to every level of your valued staff can be a big morale booster. Make it part of your continuing education plan with a tangible goal of becoming certified in one or more areas of Microsoft products.
- **Retention** – once staff realize that their employer is willing to make an investment in them and their education by providing Microsoft certification, their loyalty increases and they stay with their employer for the long term.
- **Efficiency** – Microsoft certified staff members with their proficiency in specific products work smarter not just harder.
- **Credibility** – clients are looking for service providers not just with a proven track record, but it's even better if they can prove they have specialized knowledge of specific Microsoft products.



- **Customer service** – Says Donna Payne, CEO of Payne Consulting Group, “Ideally anyone picking up the phone or answering e-mail at our company should be able to support clients or potential customers. Having 100% of your staff Microsoft certified helps to reduce customer bouncing when the customer has to be transferred or put on hold two or three times before getting an answer. That certainly doesn’t happen here due in part to certifications attained.”

The staff at Payne Consulting Group can proudly claim various Microsoft certifications including Microsoft Office Specialist, Microsoft Certified Application Specialist, Microsoft Certified Trainer, Microsoft Certified Application Developer, and Microsoft Certified Systems Engineer.

Contact Payne Consulting Group at 1-888-GOPAYNE (1-888-467-2963) for more information on Certiport Microsoft certification exams or any of Payne’s many desktop solution products.

### **About Certiport**

Certiport prepares individuals with current and relevant digital skills and credentials for the competitive global workforce. These solutions are delivered by more than 12,000 Certiport Centers worldwide and include Certiport Internet and Computing Core Certification (IC<sup>3</sup>®), the official Microsoft® Office certification programs and the Adobe® Certified Associate certification program. For more information, visit <http://www.certiport.com>.

### **About Payne Consulting Group**

Payne Consulting Group is a software training and development company headquartered in Seattle, WA. Payne Consulting Group has authored twelve books on Microsoft products including: *Word 2003 for Law Firms*, and *Excel for Law Firms*. The company specializes in developing "Assistants" software including Metadata Assistant, Numbering, Outlook Send, Forms and Pleading Assistants. Payne also offers training, courseware, project management and custom development.

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