



JSO Technology LLC WinWire: Everbrite



Innovation, Quality, Value and Service

Everbrite was built on upon these 4 core concepts. JSO Technology LLC also strives to offer its customers with innovative and quality technology solutions, which is combined with value and outstanding customer service. It is for that reason that Everbrite chooses to work with JSO Technology LLC to address its information technology requirements.

Below is a question and answer session between JSO Technology LLC and Everbrite's Data Communications Administrator, Cindi Herzog.

JSO: What do you like most about our services?

Cindi: Every time you come in here, you help us and solve our issues. I appreciate your next day follow-up to make sure the fixes worked, etc. This follow-up shows me great customer service and is very important to me.

JSO: What is one thing we could do to improve our service to Everbrite?

Cindi: I worry that sometimes that in a case of an emergency, since you are a "one-man show" that you may be unavailable, in a wireless, on vacation, etc. I also think you need someone to help you "pretty up" your proposals to make them more appealing to upper management.*

JSO: What could we do to deliver a complete "WOW" experience?

Cindi: You "wow" me today! You have real world technology experience to solve our issues and you give us good advice on future needs and requirements.

JSO: Would you recommend our services to others?

Cindi: Absolutely! I do, now....why? Because of the above!

**JSO Technology LLC listens to its customers. Since our interview with Cindi, JSO Technology LLC has added to its technical staff in order to provide customers with additional personnel on hand to address their technical issues. JSO Technology LLC has also deployed a help desk, available as part of our JSO CompleteCare™ service program. JSO Technology LLC has also added a full time sales and marketing professional with over 25 years of experience in graphics design to provide customers with updated and professional proposals and other collateral material in order to help them make informed information technology purchasing decisions.*

"Every time you come in here, you help us and solve our issues. I appreciate your next day follow-up to make sure the fixes worked, etc."

Cindi Herzog
Data Communications
Administrator
Everbrite

At A Glance

Company: (www.everbrite.com)

For over 80 years, Everbrite has combined innovation with excellence to provide value-added total image solutions to leading companies worldwide. Everbrite is a recognized leader in the visual identification industry.

They provide signage and other visual identification solutions to some of the most recognized names in retail, hospitality and other markets, servicing their customers from 9 domestic and one overseas manufacturing facility.

Everbrite is the second largest woman owned business in Wisconsin according to the Milwaukee Business Journal and has been a certified Women's Business Enterprise since 2002.

Services that JSO Technology LLC Provides Everbrite:

Everbrite has engaged with JSO Technology LLC to provide them with Microsoft consulting, network infrastructure and security including Fortinet Unified Threat Management solutions, systems that enable secure business communications and deliver the best security, performance and total