



JSO Technology LLC WinWire: Forrer Business Interiors

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Tracy Dzbinski
IT Manager
Forrer Business Interiors

At A Glance

Company: (www.forrersbi.com)

Forrer is a leading provider of strategic solutions and services devoted to today's ever-changing workspace environment. It offers proprietary programs tailored to suit their customer's needs, and delivered by their dedicated teams of expert consultants.

Forrer Business Interiors got its start in 1948, when the late Edwin Forrer pioneered the total approach to furnishing business interiors.

What began with six employees and first-year sales of \$270,000 has grown into an organization with nearly 100 employees and \$38 million in sales of products and services annually.

Services that JSO Technology LLC Provide Forrer Business Interiors:

Forrer Business Interiors has engaged with JSO Technology LLC to provide them with security and email archiving solutions such as Fortinet Unified Threat Management, Email Archiving solutions from GFI. JSO Technology LLC also provides ongoing technology consulting services.



A Highly Productive Business Network: The Leader in Office Interior Design Partners with JSO Technology LLC

Forrer Business Interiors is a leader in creating inspirational, highly productive business office environments. JSO Technology LLC is Forrer's technology partner of choice, charged with providing them with a highly productive and secure computing environment.

Below is a question and answer session between JSO Technology LLC and Forrer Business Interiors' Tracy Dzbinski.

JSO: What do you like most about our services?

Tracy: JSO handles major projects without difficulty and quickly resolves even the most complex issues with ease. I am confident in JSO's aptitude and trust their evaluations and recommendations. Most of all, JSO provides quality products and services in a swift and professional manner while remaining friendly and easy to work with. They are always my first choice in technical consulting services.

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

Tracy: Sometime's it is difficult to get someone on the phone for minor issues.* However, more critical calls are always handled quickly and efficiently. Providing written docs on major services would be helpful.

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

Tracy: As far as I am concerned, we already have a "WOW" experience every time we work with JSO. I am continually impressed with the quality of service from JSO Technology LLC.

JSO: Would you recommend our services to others?

Tracy: I would absolutely recommend JSO Technology LLC to anyone needing technical services. They are very easy to work with and always get the job done right. It is a pleasure working with JSO and I look forward to continuing our relationship in the future.

**JSO Technology LLC listens to its customers. Since our interview with Tracy, JSO Technology LLC has added to its technical staff in order to provide customers with available 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 • 10437 Innovation Drive • Suite 320 • Wauwatosa, WI 53226
Tel 414-455-0726 • Fax 262-436-2111 • www.jsotechnology.com**