



JSO Technology LLC WinWire: Server Products

"The workshops that JSO offers to clients are very informative."

John Kiekhaefer
IT Network Administrator
Server Products

At A Glance:

www.server-products.com



Server Products Inc. saw its beginnings in the basement of an old flour mill in Menomonee Falls back in 1949. At that time Server saw that movie theater operators needed an easy and efficient way to melt and serve butter for their freshly popped popcorn. Server responded by designing the industry's first automatic butter warmer and dispenser. It succeeded in making hot buttered popcorn fast, easy, and profitable. Over the years Server has developed many innovative products for serving, dispensing, and merchandising a wide variety of food items. The revolutionary Server Express™ System opened a new era in the dispensing of condiments, sauces, and salad dressings. They also design, engineer, and fabricate hot topping dispensers, food and soup warmers, condiment dispensers, nacho cheese servers, butter warmers and more.

Services that JSO provides Server Products:

JSO works with Server Products on most of aspects of their computer network. Recent projects include the migration of a domain controller to new Microsoft Servers.



Quality, Innovation and Value: The Leader in Food Service Dispensing Products Partners with JSO Technology LLC

Server Products is a Richfield, Wisconsin based commercial food serving equipment manufacturer for the foodservice industry. Their company mission statement says that their goal is to provide the foodservice industry with products that provide the highest quality, innovation and value. JSO Technology strives to offer the same innovation, quality and value to their own clients

Below is a question and answer session between JSO Technology LLC and Server Product's John Kiekhaefer.

JSO: What do you like most about our services?

John: Prior to my position as the IT Network Administrator, JSO provided services to setting up our servers and providing assistance with service calls. JSO is very knowledgeable and offers alternative solutions to our needs. JSO is in the process of migrating our domain controllers to new servers and upgrading our operating system. The reliability of solutions that JSO offers is excellent. The workshops that JSO offers to clients are very informational. JSO tends to stay with current technologies available, which helps us and other businesses that also utilize JSO's services.

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

John: Come in to our business and perform an analysis on what we do and how we do it and suggest ways to improve our IT department.*

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

John: I think JSO offers a complete package. Their monthly newsletters are very informative and offer ideas to customers like me. As I mentioned earlier, perhaps periodic visits to customers to review what they are currently doing and to offer suggestions.

JSO: Would you recommend our services to others?

John: Yes, I feel that the JSO staff is very knowledgeable and very eager to assist with our needs.

**JSO listens to its clients. Our goal in 2010 is to provide a semiannual visit to each of our over 80+ active customers to assist in identifying business processes that could benefit from improved information technology solutions.*

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