



JSO Technology LLC WinWire: PBBS Equipment Corp.

"WE HAVE BEEN WORKING WITH YOU FOR YEARS AND HAVE BEEN VERY HAPPY WITH THE SERVICES, KNOWLEDGE & SUPPORT THAT YOU PROVIDE!"

Jennifer Splaine
PBBS Equipment Corporation

At A Glance

Company: (<http://www.pbbs.com>)

PBBS (Package Boiler Burner Service) Equipment Corp. is a leader in providing boiler cleaning and repair. In 1955, Victor Carberry, founder of PBBS exclaimed, "An unsatisfied customer is unacceptable!" Over 50 years later, PBBS is still operating under this very lofty standard. They assure customer satisfaction through an ongoing commitment to their customers, and to the business that their family started all those years ago.

Services that JSO Technology LLC Provides PBBS Equipment Corporation:

PBBS Equipment Corporation has engaged with JSO Technology LLC for the implementation of data security tools from Fortinet. PBBS has over 6 FortiGate appliances providing security for 6 remote PBBS offices. Other security tools that JSO Technology LLC has implemented for PBBS include Symantec Anti-Virus and Barracuda Spam Firewalls. JSO Technology LLC also provides PBBS Equipment Corporation services relating to Citrix solutions, and also rebuilds file servers and provides Microsoft Exchange expertise. JSO Technology LLC has been working with Jennifer and PBBS Equipment Corporation for 10 years.



PBBS Equipment Corporation and JSO Technology, LLC: A Decade of Partnership



PBBS Equipment Corporation is a Milwaukee, WI based boiler repair and cleaning business with six locations throughout Wisconsin, Michigan UP, Minnesota, North and South Dakota staffed with highly experienced Engineers, Sales, Service, and Support personnel. JSO Technology LLC has been privileged to provide PBBS with computer network and security expertise for ten years.

Below is a question and answer session between JSO Technology LLC and PBBS Equipment Corporation's Jennifer Splaine.

JSO: What do you like most about our services?

Jennifer: The variety of knowledge and prompt attention to matters that happen when we have urgent issues. JSO was available to help us out! JSO is the "GO TO" company for all of our system needs!

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

Jennifer: Communication-Letting me know a situation was taken care of or an issue is still waiting to be resolved.*

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

Jennifer: You did with our VOIP issues we had by being available when our systems or equipment were down.

JSO: What other products or services would you like to see us offer?

Jennifer: More in-depth Citrix support.*

JSO: Would you recommend our services to others?

Jennifer: Yes! We have been working with you for years and have been very happy with the service, knowledge and support that you provide.

**JSO Technology LLC listens to its customers. JSO Technology LLC has added to its technical staff in order to provide customers with additional personnel on hand to address their technical issues, including an engineer with in-depth Citrix expertise.*

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