

## Terry Gilbreath

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**From:** Lisa Croteau <accounting@bethkellerman.com>  
**Sent:** Thursday, November 29, 2018 11:23 AM  
**To:** JWhatley@pssi-us.com; 'Terry Gilbreath PSSI'; jjones@maggart.net  
**Subject:** Introduction

Good morning. I wanted to build on an initial contact that I believe has already occurred from Jessica Jones, Bid Coordinator at Maggart & Associates. Jessica is reaching out at my suggestion, and I am rather belatedly emailing both of you my attempts at a three-way introduction. Maggart & Associates is in need of IT Support, and Personal Systems Services, Inc. (PSSI), I feel is just the firm to provide that support.

Terry and John of PSSI have become trusted members of our team at Kellerman & Associates. They take care of all our hardware, software, security and internet/connectivity issues including our VoIP phones. For example, the installation and maintenance of our physical system firewall (which was installed by Beth at Terry's suggestion) prevented a targeted hacking attempt earlier this year. Our plan coverage includes things like:

- weekly updates and patches during the night,
- enterprise-level security,
- facilitation between Comcast and AT&T when there were technical issues,
- upgrade and systems efficiency advice when it came time to purchase new equipment including suggestions on the best place to buy to save money with offers to take care of it and bill if we didn't have the time or inclination.

Terry and John are some of the nicest people you will ever meet, and have always been available for my "problem" calls except the one time Terry was at the dentist. He texted me from the dentist's chair saying he would call me back later.

I have started working with Jessica part-time at Maggart & Associates about 2 months ago. They are a full service Cathodic Protection/Corrosion Control Engineering Company. I am very excited about working with them. I found out lately that they were in need of an IT team when they were dealing with some computer issues. Since PSSI is about real people working one on one with their clients, they have been able to tailor their monthly service package to our custom needs. I believe they could do the same at Maggart & Associates.

I am excited and happy to share this opportunity with Jessica of having an IT Support Team which Maggart & Associates can rely on like Kellerman & Associates does .

Lisa Croteau  
Bookkeeper  
Kellerman & Associates  
Maggart & Associates