



Contact:

Christy Wylie

512.921.5065

cw@mantramarketingservices.com

FOR IMMEDIATE RELEASE

SIGNET Named “Customer Service Integrator of Year” by *Commercial Integrator*

Norwell, MA – (December 20, 2011) – In the December 2011 issue of *Commercial Integrator*, SIGNET is proud to be named “Customer Service Integrator of the Year.”

Commercial Integrator’s annual naming of “Integrator of the Year” which comes at the conclusion of each year provides a look at some of the most successful integrators in the industry. According to *Commercial Integrator’s* editor, Tom LeBlanc, the determination of the 2011 subcategories of “Integrator of the Year” was based on conversations had with these companies throughout the year. It is based on “their stories, their successes, their mistakes, and a need for those to be conveyed to other integrators,” rather than on hard data. ““Integrator of the Year” is a reflection of how impressed we are with the companies’ operations,” LeBlanc says.

While customer service has been a staple of SIGNET’s business model since its inception in 1974, *CI’s* article focuses on the company’s more recent goal to increase under-contract service revenue from 15 to 33 percent. Pointing out that it is very challenging, but necessary in this economy, for integrators to embrace a serve-based revenue model, Caron says in the article, “Not only do service agreements provide a source of dependable consistent revenue, but it allows us to plan and better support our clients.” Benefits for the clients, as he points out, are the certainty provided in regard to what their service expectations can be and enabling them to accurately predict their service costs.

In order to build their service-contract model, SIGNET has hired full-time service sales reps and become strategic about hiring technicians so that they can deliver on guaranteed response times. Accomplishing their goal is no small feat, although SIGNET has had tremendous success moving in that direction.

To view the complete article in the December 2011 edition, visit

http://www.commercialintegrator.com/article/customer_service_integrator_of_year_signet_electronic_systems.

###

About SIGNET Electronic Systems, Inc.

SIGNET Electronic Systems, Inc. (www.signetgroup.net) is the largest privately held system integrator in New England and was named by *Systems Contractor News* as one of the “Top 50 Systems Integrators” in the nation in 2010. A family-owned business founded in 1974, SIGNET provides clients with the products and solutions required for the integration of mission-critical building system technologies including communications, integrated security, life safety, and healthcare communications. Clients include corporations, educational and medical facilities, and government and judicial institutions. SIGNET represents more than 300 innovative product lines and manufacturers, has annual revenues of \$28 million, employs 140 people and is headquartered in Norwell, Massachusetts, with offices in Scarborough, Maine and in East Providence, Rhode Island.