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COMPUTER HARDWARE MAINTENANCE COMPANY BRINGS THEIR BRAND OF SERVICE TO PITTSBURGH

Grand Rapids, MI: Service Express, Inc. (SEI) a leader in delivering customized service solutions for mission critical computer systems is bringing their brand of service, termed “The SEI Way” to Pennsylvania. The company which is currently searching for office space and recruiting for sales and service positions has averaged 20% growth over the past ten years.

“People often ask me how we can sustain this type of growth during this soft economy and the answer is pretty simple, our business model,” states SEI President Ron Alvesteffer. “We have always partnered with our customers to help them find affordable solutions to their service needs. The ability to save customers sometimes as much as 40% over what they are currently paying for hardware maintenance and providing exceptional customer service has led us to a 98% customer retention rate,” he adds.

“Bringing our level of service to a new market is always very exciting. People are just not use to having a service company that is so totally focused on them. We have live dispatch 24 hours a day, customers never have to play the “number game” on the phone to place a service call and our service engineers get back to them within 30 minutes after a call has been placed.”

Headquartered in Grand Rapids, Michigan, SEI is expanding their warehouse and training facility there as well as expanding office space in Detroit and Columbus, Ohio. Other locations include Flint, Michigan; Chicago and Lombard, Illinois; South Bend and Indianapolis, Indian; Cleveland and Cincinnati, Ohio; Milwaukee and Appleton, Wisconsin; Louisville, Kentucky and Nashville, Tennessee.

“Our goal is to provide our customers with the best service experience possible and keep them up and running without costly downtime. To do that we have one of the lowest engineer to customer ratios in the business and stock parts locally in each of our offices.”

SEI has been named to the Inc. 5000 List Of The Fastest Growing Private Companies In America for the past three years, selected as one of the 101 Best and Brightest Companies To Work For six years in a row as well as being named a 2009 Winner by Corp Magazine as one of Michigan’s Economic Bright Spots.

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