

Precision-Paragon [P2] expands its Service Hub team
Two new positions created in Southern California and Wisconsin

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Yorba Linda, Calif. August 2, 2011 — In an effort to bring Precision-Paragon [P2]’s industry-leading customer support approach to more clients, the company is adding two positions to its Service Hub.

In recent years, Precision-Paragon [P2] has been building and expanding its Service Hub. The company’s Service Hub, commonly known as The HUB, is the central nervous system for [P2]. HUB employees routinely answer customer questions directly or bring in additional talent from other departments to deliver answers fast.

“If someone calls in with a question, the Service Hub is there to provide ‘real world’ answers that are supported by years of field experience,” said Mark Bryan, national director of HUB services. “Ninety percent of the time when a customer calls in, we answer their question during that same phone call.”

HUB employees provide advice on custom energy-efficient lighting retrofit solutions, designing and specifying relighting projects and providing advanced photometric layouts. They help customers navigate their options and calculate their potential energy and cost savings.

[P2] HUB team members have the authority to resolve major issues and track down whomever they need to answer a client’s question – even if that means pulling an engineer away from a drafting table, or an executive out of a meeting.

Over the last four years, the HUB model has proven an excellent way of responding to customers.

“It gives clients a more immediate connection to the information they are trying to find, be it tech support, sales or warranty information,” said Lou Preston, national marketing director. “There is no delay in figuring out who to talk to and connecting clients to the right people.”

Each of the 13 HUB employees has, on average, six years experience in the relighting industry. That background allows them to understand and develop meaningful solutions that fit customer needs.

“In many other companies, customer service departments can be a dead end, but not at [P2],” explains Preston. “Our HUB is a track for advancement on a career path that leads to upper-level management.”

This model is designed to put customers directly in contact with some of the company’s brightest and most dedicated employees.

“This is a team of lighting professionals with a variety of backgrounds and broad experience,” Preston said.

“They have gained the extensive lighting knowledge that is needed to provide the best customer support possible.”

The two new positions will be in Southern California and Hudson, Wisconsin. The expanded HUB will aim to bring more of the quality customer support [P2] offers to its expanding customer base.

About Precision-Paragon [P2]: For nearly 20 years, [P2] has made high-quality, indoor-and-outdoor light fixtures for just about any setting—including retail, commercial and industrial spaces. [P2]’s energy-efficient lighting drastically cuts energy consumption, creating big cost savings and significant environmental benefits. Over the last two decades, [P2] has earned a reputation for going the extra distance in customer support by producing high quality, American-made products. [P2] products are manufactured in Gainesville, Fla., Hudson, Wis., and at the company’s headquarters in Yorba Linda, Calif.

Web site: www.p-2.com

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