



Jeffrey Weiss
President

HTI Consultants Invests in Top Talent to Improve Customer Experience

Leading Technology Provider Adds Jaxon Gruber to the Team to Support Dentists

NEW JERSEY — March 2020 – HTI Consultants (HTI), a leading managed technology services provider (MTSP), announced today that they have hired Jaxon Gruber to serve as Customer Advocate. HTI's strong focus on customer service has produced dramatic success over the years and HTI has expanded to not only serve their core customers but they are now regularly approached for larger, enterprise-level opportunities on the national level. While their strong reputation has yielded significant success to date, the leadership at HTI has elected to hire Gruber to demonstrate their commitment to customer advocacy and to prove that every customer, regardless of size is a high-priority to HTI.

Gruber's role is to help clients find better ways to solve their day-to-day problems by deploying and easing the implementation of advanced technology into their practices. One of his key responsibilities is to generate customer satisfaction, by ensuring that installations go smoothly, to uncover opportunities to offer more support and to confirm that all customers are not just satisfied, but thrilled with their interaction with HTI. He also possesses

a strong dental background himself. "My family is full of dentists. My father has a large dental practice, my sister is a dentist and so is her husband," states Gruber. "I've also spent years working in our family practice which has given me an in-depth knowledge of the types of problems that every dental office faces, because I lived them, *firsthand*. My sole goal is to spend time with our customers to really understand their problems and then to innovate new ways of solving them. If our clients are happy, then I'm happy." He later added, "Nothing is more satisfying for me than solving problems and freeing others from their stresses."

While Customer Advocacy is a relatively distinct position to see in an organization, Jeff Weiss, President of HTI, elaborates on how this role fits into HTI's larger vision, "Ever since our inception, we'd spend time visiting customers in-person, and in those meetings we'd learn so much about the operational challenges they were facing. We'd solve those problems, their productivity and profitability would rise and everyone would win. It's the epitome of win-win. Just because we're having more success, it's very important that we don't lose track of what got us here. In a single word, 'service.' We're thrilled to have Jaxon on board because he has the

same passion and acumen required to help our clients' practices succeed."



Jaxon Gruber – Customer Advocate

ABOUT HTI

HTI Consultants has been providing cutting edge technology to hundreds of dental and healthcare practices in the northeast region since 1997. The company has been working to increase the productivity and profitability of its clients by offering them a range of technical products and services in the field of communications (VoIP), managed IT services, structured cabling, networking, surveillance, network security, digital imaging and backup and disaster recovery. Their certified and experienced technicians and engineers provide technical support and maintenance to keep various businesses running smoothly and compliantly. Call HTI @ (973)889-0030 or visit, www.hticonsultants.com for more information.