



**FOR IMMEDIATE RELEASE**

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## **LOCAL IT FIRM ANNOUNCES HELP DESK TEAM LEAD PROMOTION THAT WILL INCREASE RESPONSE AND RESOLUTION TIME**

**Robertsdale, AL (July 28, 2020)** – Business Information Solutions, Inc. (BIS), the leading technology and cybersecurity firm on the Gulf Coast, is excited to announce the promotion of Garrett Brooks from Senior Help Desk Technician to Help Desk Team Lead. He will be responsible for leading a team of in-house IT engineers as well as serving as the primary escalation technician for the help desk.

Brooks joined the company in May 2017 and has since worked his way up through the ranks thanks to his technical ability, exemplary customer service skills and leadership spirit.

“Garrett has been instrumental in improving our help desk operations,” said Phillip Long. “It’s been exciting to see him grow as a leader and technician. I have high hopes for him in his career here at BIS. In this new role, I’m confident he’ll lead our help desk in meeting and surpassing their metrics while continuing to exceed client expectations.”

With this new promotion, BIS customers can expect to see quicker response times, faster time to resolution on submitted tickets, decrease in recurring issues and customer service improvements.

The video announcement can be viewed at  
<https://www.facebook.com/ASKBIS/videos/294939124956055/>.

### **About Business Information Solutions**

Business Information Solutions, a division of BIS Technology Group, is a full-service IT support company founded in 2001 that specializes in comprehensive IT solutions to businesses on the Gulf Coast. Learn more by calling 251.410.7601 or visiting [askbis.com](http://askbis.com). BIS is based in Robertsdale, AL.

### **About BIS Technology Group**

BIS Technology Group is the technology leader on the Gulf Coast and is comprised of four divisions: information technology, web design & digital marketing, office equipment and business consulting. These divisions help local businesses exceed expectations and allow them to grow to their full potential while minimizing risks. BIS is located in Robertsdale, AL. To learn more about BIS Technology Group, visit [bistechnologygroup.com](http://bistechnologygroup.com).

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