

Going Above and Beyond NSI Technician Receives Customer Kudos

A recent customer crisis demonstrated the expertise and work ethic that all NSI Service Technicians bring to their jobs.

A printer used to print paychecks broke down at the Central CT Coast YMCA on a payroll week. Approximately 750 paychecks were at risk unless something could be done. Although replacement parts were ordered immediately technician

Paul Ruccio did not wait, rushing to the YMCA's New Haven headquarters with a loaner printer. "Even though he put all his effort into this task we were unable to override our system," said Pat Almeida, HR Associate for CCC YMCA. "Paul made several suggestions as to how to deal with the problem and said he would be back in the morning."

The replacement parts arrived the next morning (Friday, payday) and Ruccio quickly fixed the broken printer in time to print the checks for delivery late that afternoon. "He stayed calm and focused amidst the stress around him," Almeida said. "I cannot imagine anyone else making such an effort to help us."

NSI takes pride in doing what it takes to satisfy its customers. "Paul's work in this situation is representative of the values and abilities of all our service technicians," said NSI VP of Service Ed Garcia. "Simply put, we are committed to serving the needs of our customers."

The logo for Central Connecticut Coast YMCA is displayed in white text on a black rectangular background. The text is arranged in two lines: "Central Connecticut Coast" on the top line and "YMCA" on the bottom line, centered horizontally.