



Imagine Technology Group Invited to Attend 22nd Annual Technology Assurance Group (TAG) Convention in Charleston, South Carolina

*Leading MTSP Invited to Conference
with Thought Leaders on
Exceeding Customer Expectations*

CHANDLER, AZ – February 28, 2023 - Imagine Technology Group, a leading managed technology services provider (MTSP) was invited to attend and share their expertise with top industry organizations at the 22nd Annual Technology Assurance Group (TAG) Convention in Charleston, South Carolina. The private event will take place at the Marriott Charleston on March 26-28, 2023 and will feature many of the best minds in the United States and Canada who specialize in IT, cybersecurity, VoIP, video surveillance and copier solutions. Imagine Technology Group was selected because of its reputation as a thought leader in the marketplace, its unparalleled ability to deliver exceptional customer experience and its propensity to contribute to the technology industry.

The focus of the convention is “Exceeding Customer Expectations” and all of the speakers will distill how they’re delivering the proverbial “above and beyond” experience to their customers. In a world where most businesses provide a lackluster customer experience at best, Imagine Technology Group is attending this event because it is brimming with innovative ideas to

share. “It’s important to us to remain on the leading edge when it comes to exceeding our customers’ expectations,” stated Mark Lasinis, CIO/VP of Technology of Imagine Technology Group. “Many companies boast about delivering a fantastic customer experience; however, only a small portion of those companies actually measure their customer experience with data and only a fraction of those companies invest the time, energy and expenses into attending events like this. Just as we consider it our duty to remain current on the latest business technology solutions and how they can enhance organizational productivity, we find it equally important to make sure we’re constantly finding new methods to improve our customer satisfaction levels.”

Speakers will discuss best practices related to improving company culture, fostering camaraderie, improving customer relationships over the long-term and how to elevate customer experience so that they earn more trust. Lasinis also said, “When we spend time rigorously researching how to improve customer experience, we always see the results in our interaction with our customers. We’re not just looking for new information for ourselves, but we’re looking for innovative tactics and strategies that we can

deploy in our clients’ businesses, as well. Every industry is unique and as much as we’re intending to make sure we optimize our own business with world-class service, we’re also looking for new ideas that would give our clients a strategic advantage in their industry,” commented Lasinis.

ABOUT IMAGINE TECHNOLOGY GROUP

Imagine Technology Group (ITG), an Arizona owned and operated company offering our customers a single point of contact for all their office technology needs. ITG provides a wide variety of document management solutions, workflow improvements, Multi-function devices, VoIP phone systems, digital signage, managed network services and IT Solutions. With our manufactures’ National Programs, we can provide service and support anywhere in the world. Our goal is to be our customer’s “ONE SOURCE” for any office technology solution they might need. Through top-notch customer service, provided by well-trained employees, ITG manages your technology so you do not have to. To learn more about our products, services and support please contact ITG at 602-454-0720 or visit www.itgarizona.com.