



Mario Cipriano

Toni Bradley

T&M TECHNOLOGY

T&M TECHNOLOGY SOLUTIONS TELLS ITS SMALL BUSINESS CLIENTS, "IT'S JUST LIKE WE'RE DOWN THE HALL."

"We are your IT department," says Mario Cipriano, who partnered with Toni Bradley in January 2006 after both spent years in *Fortune* 500 IT departments.

Now, T&M focuses on bringing big tech to small business.

T&M doesn't narrow its client base by servicing certain industries, nor does it sell and support a single product line. While T&M is a Microsoft partner and Dell dealer, its vast network of vendor relationships mean Cipriano and Bradley concentrate on the clients' needs before connecting them with products, rather than vice-versa.

"We are an advocate for the company, so when we come in to the picture, it's just like our clients hired us as employees," Cipriano says.

T&M's services range from selling hardware and software to complete office setup of phone systems and Internet connectivity—even technology moving services. None of this is a cake walk. The two tough realities T&M faces in the IT business: technology is just frustrating to some customers, and not all vendors are perfect. Customer service is the best defense. "If clients call us at 2 p.m. on a Sunday, we're there to solve their problem."

T&M is based at the Great Lakes Innovation and Development Enterprise (GLIDE), where the partners brought on an intern. T&M grew revenues 54 percent from 2006 to 2007, but to continue this streak, the partners are working on giving their business as much attention as they give clients. "It's essential to taking the next step," Cipriano says.

Mario—440.328.7420, Toni—440.590.1761,
tmtechllc.com

COSE
Join your cause.