



## IBEX Incorporated counts on ViewSonic monitors to satisfy customer demands and boost business productivity

### Challenge

- Meet the demanding computer technology needs of customers throughout the greater San Diego area
- Boost productivity and increase hardware dependability for internal IBEX employees

### Solution

- ViewSonic standard and widescreen computer monitors

### Benefits

- Ultra-true colors and extra-wide viewing angles

## CUSTOMER TESTIMONIAL



Support

### CUSTOMER PROFILE

IBEX Incorporated is a regional technology reseller with more than 22 years of experience meeting the computer networking needs of customers in the greater San Diego, CA area. A major part of the company's business is building custom computer systems that meet the specific needs of small to midsize businesses (SMBs) in the healthcare, legal, real estate, construction and computer-aided design (CAD) industries.

### The Challenge

Over the past two decades, hundreds of SMBs have trusted IBEX Incorporated to outfit their workplaces with just the right technology solutions—while keeping the necessary expenditures within budget. When recommending the best solutions, IBEX Chief Executive Officer Frank Tulak narrows his search to only those components offering the **highest performance, dependability and value**. Computer solutions that withstand hard work while delivering exceptional performance are a must.

### The ViewSonic Solution

To meet his customers' high expectations, Tulak consistently turns to ViewSonic monitors.

"ViewSonic monitors are responsive, easy-to-use and have very few problems with drivers, interfaces and video cards," he said. "There are other good monitors available today, but I've found that ViewSonic has a better price-performance—the best bang for the buck. I like everything about ViewSonic—and our customers do, too. People who have worked with other monitors in the past love ViewSonic once they tried them."

IBEX's top-selling ViewSonic solutions are the 22-inch monitors, which are excellent for general business and accounting purposes, and the wide-screen monitors, which are ideal for people using spreadsheets or wanting high-definition entertainment systems.

"We've been in business long enough to know what works and what doesn't," said Tulak. **"And we put our trust in ViewSonic."**

### The Results

When selling ViewSonic products, Tulak focuses on the business value—and the company's reputation for excellent support.

"If something goes wrong with a ViewSonic monitor under the first year of warranty, the company will send out an advanced replacement the next day, which is excellent. That level of customer service is priceless."

"If we need any type of support, we just make a quick call and we're on the phone with ViewSonic within minutes. They're located in California, so their response time is extremely fast. Over the years, I've seen a lot of different situations and ViewSonic has always been more than gracious with customer service. I have zero complaints—that's why I stick with ViewSonic."

In fact, Tulak is so happy with ViewSonic monitors, he uses them exclusively throughout IBEX's own business offices.

"As far as we're concerned, **ViewSonic is the monitor to have**. The products are really dependable and our customers just love them. We believe in ViewSonic and we're thankful to be able to support products we believe in."

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—Frank Tulak, CEO, IBEX Incorporated

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22" WIDESCREEN LCD

