

## CELEBRATING CONTRACTORS' COMMITMENT TO CUSTOMER SERVICE, INTEGRITY, AND MASTERY

*Meet the inaugural winners of the***CI&M 50****CONGRATULATIONS**

The first set of contractors selected for the CI&M 50 exemplify the characteristics customers seek and appreciate from service providers.

BY PATRICK McLAUGHLIN

AFTER ROUNDS OF NOMINATIONS AND SELECTION, in this article we provide information on the first installment of information and communications technology (ICT) contractors that have been chosen for inclusion in our CI&M 50 program. This first installment includes 25 contractors; as the CI&M 50 name suggests, we'll add another 25, for a total of 50 contractors, later this year.

We started the program to recognize excellence in three vital areas of the profession:

- Customer service
- Integrity
- Mastery of the skills of the trade

The nomination process has been, and remains, an open one. Any organization or individual can nominate a contractor for inclusion in the CI&M 50, including self-nominations. We ask nominators to provide details and examples of the contractors' excellence in the three areas of consideration: customer service, integrity, mastery of the trade's skills.

The CI&M 50 program is sponsored by STL; that sponsorship does not include evaluating nominees. We are grateful to STL for their sponsorship of this program.

The cabling and ICT contracting business is competitive. It takes dedication and commitment to achieve and maintain professional performance at a high level. Providing excellent customer service is essential, as it is in most businesses, but it is just the beginning. In such a competitive industry, maintaining integrity with clients, partners, suppliers, and even competitors can set an organization apart. And being able to deliver a valuable finished project to the client, that will satisfy their technology needs today and into the future, requires a mastery of the trade as well as a vision for the future. With that in mind, we are pleased to present the initial 25 members of the CI&M 50. Following are descriptions of each company, including in many cases the testimonials offered by their nominators.

■ **GigaSpan Solutions**, [gigaspan.com](http://gigaspan.com)  
GigaSpan Solutions, based in Centennial, CO, provides business technology infrastructure solutions throughout Colorado. The company's mission statement is to "promote enthusiasm and dedication in providing clients, employees, vendors and business partners alike the very best in quality of services with integrity, honesty and ethical business practices."

The woman-owned business maintains RCDDs on staff, as well as other BICSI-certified and manufacturer-certified personnel. The company also attributes its success to its "focus on how to best serve our clients' broad range of project types, sizes and complexities. We consistently assemble our project teams with the best-suited talent, assessing each project requirement carefully."

Chad Burnham, IT project manager at the University of Denver, is a GigaSpan client. "GigaSpan Solutions recently completed two capital projects for the University of Denver—the Dimond Family Residential Village and the Community Commons," Burnham explains. "GigaSpan also currently performs ongoing MAC work for the university."

"From the top executive to the project manager to the lead installer and team installers, the GigaSpan team has

constantly demonstrated excellent customer service," he praises. "Exceeding turnaround times, installation schedules, and field communications have contributed to the high level of customer-service delivery. The attention to detail that each team member has shown on these projects is truly commendable. The thousands of points of data and detail can be mind-blowing and a challenge to keep up with on projects of this size. The team's self-dedication in getting things right is a true reflection of how good the GigaSpan team really is. Each team member has set their own goals of excellence."

Burnham further reflects that the complete body of work by all GigaSpan team members contributes to the final product that the university receives, and he has observed the company's commitment to lifelong learning and skills building, from top management to field personnel.

to the winners in  
our first installment  
of the CI&M 50 for  
excellence in:

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**I**ntegrity

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Skills of the Trade