



SIGNAL OFFICE SUPPLY, INC.

Capability Statement

Signal Office Supply, Inc. is a full service office products resource dealer that is a **Service Disabled Veteran Owned Small Business (SDVOSB)**. We offer office furniture – including design and installation, office supplies, janitorial supplies, custom-built computer systems, network integration, managed services and computer service.

Our computer division, SOS2000 is a full service IT organization that can handle any size network project. Our goal is to keep productive in your work. We use MCP, MCSE and CNE professionals on our staff .

Our Services

- Office Supplies
- Janitorial Supplies
- Office Furniture, design and installation
- Network Integration
- Managed Services
- Computer Maintenance and Repair
- Network Backup and Disaster Recovery
- Custom-Built PCs and Servers
- RM-COBOL Development
- HTML Development
- SQL Development
- IIS and Apache Development
- PHP Development

Key Personnel:

Gilbert Thiergartner, Chairman, is the owner and is a Disabled Veteran. Gil has a unique understanding of good business practices and how to maintain clients. He has passed this wisdom on to his sons.

Chris Thiergartner, President, is a talented web site developer, programmer, computer technician and sales resource. Chris has over 35 years of computer and office supply experience.

Matt Thiergartner, Senior VP of Contract Sales, is a highly experienced sales professional of over 30 years who personally oversees our contract sales. Matt’s vast office product and office furniture knowledge and his attention to detail make him a valuable asset.

Fred Thiergartner, VP Sales, is efficient in handling sales, marketing and promotion of both the computer division and office supplies. He is also a fine computer technician. Fred has over 20 years of experience.

Designations:

Cage Code: IUV65
DUNS: 017682493
ORCA Registration: Complete

Certifications:

Service Disabled Veteran Owned Small Business

NAICS Codes:

453210 – Office Supplies and Janitorial Supplies
442110 – Office Furniture, design and installation
334111 – Custom-Built PCs and servers
443120 – Computers, networking, managed services
541511 – Web Site Development, café web services
541519 – Network Backup and Disaster recovery
432210 – Office Furniture
423410 – LCD Projectors, Digital Cameras
423420 – Fire King safes, Indiana Cash Drawer
423430 – HP line, Samsung monitors, Acer
423450 – Acme, Kimberly Clark, Uvex, AoSafety
423490 – Safco Drafting Tables
423690 – Fellowes, Verbatim, Imation, Multitech
423840 – Sealed Air, 3M, Quality Park, Universal
423850 – Kimberly Clark, Johnson-Diversey, Clorox
424120 – Universal, HP, Hammermill, Southworth
425110 – Office Equipment

Brands

- | | |
|------------------|-------------|
| • Alera | • Asus |
| • Fire King | • MSI |
| • Kimberly Clark | • AMD |
| • Universal | • NVidia |
| • HON | • PNY |
| • Inwood | • MXLogic |
| • 3M | • CA |
| • Intel | • Toshiba |
| • NetGear | • Lenovo |
| • 3COM | • HP |
| • Cisco | • IBM |
| • Linksys | • Samsung |
| • D-Link | • Viewsonic |
| | • Acer |

Contact Information:

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Here is what our clients are saying about us:

“The past couple of years I have been ordering all of our office supplies from SOS and I must say that I could not be more satisfied... I can call your office and speak to someone when I have a question regarding your product. Our driver will deliver my supplies the next day at a time that fits my work schedule and he always presents himself in a professional and pleasant manner. Please give a big Thank You to your employees. Job well done! **Matt, Turner Construction (Large construction firm that buys supplies and furniture)**

“I have been a client of SOS for the past 15 years. Signal office Supply has consistently given us great prices, fast delivery and a very high level of customer service that I just do not get from my other vendors. My rep Joe is always showing me new products that can help us do our job better or save us money. If I have to return an item, I simply make a call and it is handled immediately with no questions asked. I regularly recommend SOS to my friends and business associates. Thanks to the all the folks at Signal Office Supply - Keep up the great work!” **Nora, Empower Media Marketing (Office Supplies and furniture)**

“I have to give KUDOS to Joe Dillon and the Signal Office Supply Team. I had Joe's cell phone # from a couple of months ago... when I couldn't reach them Tuesday morning [during the recent city-wide power blackout] I called him and I received my order the very next morning...Perfect Service even in a crisis!” **Sheila, Cincinnati Enquirer (Office supplies, janitorial supplies and furniture)**

“Just wanted to take a moment and tell everyone at Signal Office Supply how great you are. We have worked with SOS for a little over 3 years and we have complete satisfaction. ...our representative is very personable and friendly and has a complete knowledge of the industry. Tracey is my go to person when my rep is not in the office and she is helpful above and beyond. Your delivery driver is the sweetest and he is very helpful - always, and he is extremely courteous. Thanks for all you do and keep up the GREAT work!” **Connie, Schaeffer's Investment (office supplies and furniture)**

“You guys seem to under-promise but over-deliver consistently... Your company has more than met my expectations. Everyone here has a good rapport you and your company. You are one of the very best vendors we have”.
Joe, Glasstech Inc. (ISO 9000 Company that Purchases Custom-Built PCs for resale)

“I find that your service is fast and that any and all issues are addressed in a timely manner. The response time for problems is very, very outstanding. I was having a problem with my desktop computer. I made a phone call to you...in less than 10 minutes you guys had the issue resolved.” **Sherry, Hauck Company (Commercial Real Estate Company small business network)**

“You are very responsive. You get back with me, you talk to us, you listen to us. I appreciate the accessibility to a computer technician... As soon as we got involved with you my fears were eliminated. We were looking to increase our security. You immediately understood exactly what we were trying to accomplish... Charlie is very good at prioritizing our service needs. He helps define the urgency of our service request and reacts appropriately. That relationship is huge!” **Bob, Plastigraphics (Custom signs, promotional item company small business network)**

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