

Why Grudi Better Service



The Grudi Team

The Benefit Of Experience

Grudi Associates' award-winning team sets the standard in telecom service, commitment and professionalism. Our staff has the experience and knowledge to help you optimize your telecommunications and boost your bottom line.

Personal Service



Peter C. Buch
Vice President,
Wireless Services

Pete's specialty is helping new and existing Grudi Associates clients select and implement the best wireless voice & data

services for their individual business needs. For over half a decade, Pete has been instrumental in securing several of Central PA's largest Nextel accounts and maintaining strong, ongoing working relationships with these diverse clients. His achievements have been recognized through being awarded the Nextel Top Indirect Sales Representative for Central PA in both 2001 and 2002. Pete holds these certifications: Cisco Certified Network Associate - CCNA; BlackBerry® Certification; Nextel Data Certification; Verizon Wireless Data Certification; Qwest Data Certification and Cable & Wireless Data Certification.



Walter D. Grudi
President

Walt founded Grudi Associates in 1992 to address clients' needs for a single source of comprehensive telecommunications

services. Over the past fifteen years, he has stayed on the cutting edge of the telecom field, with a broad background and extensive consulting experience in Wide Area Networking, local and long distance service, cellular/wireless service, telecom billing disputes and resolution, and telecom contract negotiation. A key innovation is the creation of Grudi Associates' Managed SolutionsSM, a special program that optimizes clients' telecommunications. Walt holds several certifications: Cisco Certified Network Associate - CCNA; BlackBerry® Certification; Nextel Data Certification; Verizon Wireless Data Certification; Qwest Data Certification and Cable & Wireless Data Certification.



Steven D. Kelly
Vice President,
Voice & Data Services

Steve is responsible for the sales, development and implementation of Grudi Associates' Voice & Data Services. He works

with current and potential customers in determining the best combination of voice & data solutions for their individual needs and then ensures proper implementation. Steve brings a decade of wide-ranging telecommunications experience with such industry leaders as ChoiceOne Communications, BTI Telecom, AT&T and others.



Walter A. Grudi
Partner

Mr. Walter A. Grudi is also a founding partner of Grudi Associates. He offers Walt and his team advice and counsel based on over forty years of independent

business ownership and management. Through his career with Jostens Scholastic Division, Mr. Grudi was consistently recognized as one of Jostens Top Independent Sales Representatives nationwide.



Jennifer Campbell
Director,
Wireless Services

Jennifer works closely with clients to ensure that they receive the maximum function and benefits from their wireless telecommunications services. For over half a decade, she has been providing extraordinary customer care, which earned her Nextel's inaugural Excellence in Customer Service Award Winner for Central PA in 2001 and contributed to Grudi Associates receiving Nextel's Service Center of the Year in Central PA in 2003. Jennifer holds Nextel Data Certification and Verizon Wireless Data Certification.



Mike Swalm
Director, Voice & Data
Provisioning

Mike is Grudi Associates' customers and carrier liaison for ordering, delivering and implementing voice & data services. He ensures the timely procurement and seamless implementation of a broad range of local, long distance, data and Internet services, from simple connections to comprehensive, multi-location installations. With over a decade of telecom experience and extensive voice & data expertise, Mike utilizes his industry knowledge and savvy to deliver effective solutions for Grudi Associates' customers.



Amy Bomberger
Supervisor,
Wireless Customer Care

Amy plays an important role at Grudi Associates in coordinating various aspects of wireless customer service, including Nextel Authorized Service Center activities. She also assists with the processing of Managed SolutionsSM data for Grudi Associates' clients. Amy's dedication to excellent customer care was instrumental in helping Grudi Associates earn Nextel's Service Center of the Year in Central PA for 2003.



Michael Law
Director of Operations

Michael's role at Grudi Associates is to create and continuously improve service delivery systems that provide customers with the quality and value they expect from the Grudi Team. His impressive production control and process planning experience ensure that every solution is effectively delivered, from provisioning through follow-up service. Michael has a broad range of experience, including positions with leading telecom firms and a major airline.



Steve Harelson
Regional Manager,
Wireless Services

Steve draws on his broad telecom background to recruit and assist wireless/cellular, voice & data clients for Grudi Associates. He is highly skilled in needs identification, telecom package development and system implementation. Over several years, Steve has developed a strong and loyal customer base in Central PA for Grudi Associates. Prior to entering the telecom field, Steve's drive, skill and determination led to his being drafted by the St. Louis Cardinals baseball team. He holds BlackBerry[®] Certification; Nextel Data Certification and Verizon Wireless Data Certification.



Shawn Grimes
Supervisor,
Voice & Data
Managed Solutions

Since joining Grudi Associates in 2004, Shawn has assumed responsibility for handling the provisioning of voice & data orders, helping resolve customer questions, assisting with Managed SolutionsSM implementation and providing other administrative support. Her background in education and training have proven invaluable in providing efficient, high-quality service to Grudi Associates' customers.



Jillian Shirey
Director,
Wireless Managed
Solutions and
Voice & Data Services

Since joining Grudi Associates in 2000, Jillian has been helping Grudi Associates' clients get the optimal results from voice & data services and tracking and managing their wireless usage. She has set the highest standards for customer care, earning her the Excellence in Customer Service Award Winner for Central PA in 2002 and contributed to Grudi Associates receiving Nextel's Service Center of the Year in Central PA in 2003. Jillian holds BlackBerry[®] Certification; Nextel Data Certification and Verizon Wireless Data Certification.



Neil Weber
Regional Manager,
Voice & Data Services

Neil brings exceptional telecom experience to Grudi Associates, enabling him to offer innovative, highly effective solutions for diverse telecommunications needs. He takes a consultative approach to assisting clients, developing flexible options that focus on key priorities and capabilities. In addition to having an excellent background with major telecom companies, Neil was a professional baseball player with the Montreal Expos and Arizona Diamondbacks, where he acquired a strong team orientation and winning spirit.



Denise Criste
Accounts Receivable

Denise plays a vital role on the Grudi Associates team by efficiently managing accounts receivable for wireless, voice & data and Managed SolutionsSM customers. Among her responsibilities are processing invoices, tracking payments, facilitating collections and assisting customers with their accounts. Building positive client relationships and maintaining excellent communications are key priorities. Prior to joining Grudi Associates in 2004, Denise handled accounts receivable for a major auto dealership in Pittsburgh.

Ten Reasons To Choose Grudi Associates

Many companies offer telecommunications services, but at Grudi Associates you get much more. We have the experience, knowledge, resources and staff to provide levels of quality, service and value that you just can't find anywhere else.

A Single Source For All Your Telecommunications

We offer a complete range of telecommunications services, from local, long distance and wireless to data, high-speed Internet and Managed SolutionsSM. Instead of dealing with many reps from different providers, you work with one, highly knowledgeable Grudi Associates telecommunications specialist who can cut through the clutter and alleviate confusion. That means you get the best solution while saving time, money and hassle.

All The Right Connections

At Grudi Associates, we've formed strategic partnerships with Verizon Wireless and leading voice & data providers—national and regional—so we can connect you with the right choices for your specific needs.

Managed SolutionsSM

To help you address the complexity and sophistication of today's telecom environment, Grudi Associates offers its powerful Managed SolutionsSM—a comprehensive, outsourced approach to optimizing your telecommunications. We provide services custom designed to handle anything from invoice review and management to the complete design, acquisition and implementation of your telecommunications solutions.

The Expertise You Need

Staying on top of the many opportunities, challenges and pitfalls in the rapidly changing telecommunications industry is a full-time job. Our staff of seasoned professionals has the knowledge and experience to develop the right solution for you. They also stay ahead of the curve to make sure you continue to optimize your telecommunications far into the future.

The Right Choices

Through our years of experience and extensive industry knowledge, Grudi Associates has chosen to form strategic partnerships with leading national and local providers. We have chosen Verizon Wireless for our mobile voice & data partner because of the range of capabilities, quality and value they provide. For landline voice, data and other services, we partner with an array of highly respected providers. This gives us the ability to offer the best comprehensive telecommunications solution for your business.

Take It From Our Customers

We're always happy to provide references who will share their experiences with Grudi Associates and the benefits we provide to their organizations.

Longevity You Can Rely On

Grudi Associates has been in the telecommunications business for well over a decade. That's important because you need a company with the experience to develop the right solution and a proven track record of success. It also means that we'll be here for years to come, which is especially meaningful in an industry where the average rep only lasts a year or less.

The Grudi Approach

Customer care at Grudi Associates means much more than making the sale. Our commitment to optimizing your telecommunications starts with our first contact and extends through pre-sale analysis and consultation, delivery and implementation, and after-sale support and assistance. We view it as the difference between a supplier and a partner.

Long-Term Relationships

When you choose Grudi Associates, you're getting a partner who's in it for the long haul. That's why we make recommendations with the greatest long-term benefits for your organization, rather than quick fixes and short-term solutions. We know that our success is dependent on yours, today and tomorrow.

Award-Winning Staff

We're very proud of the industry awards earned by our customer service staff and account executives. They honor and showcase the exceptional commitment and performance of our people. The most important testimonials, however, come from our customers, who know firsthand the benefits and value our staff provides.

Your Single Source