



Managed IT and Print Services

January 5, 2023

Over the past 20 years, I have had the pleasure to work alongside Gabe Tessaro as I grew TBXI. TBXI started in 2006 with minimal market share, convoluted process and systems, supply chain issues, and minimal margins. Working alongside Gabe, TBXI now proudly boasts the largest market share in NW Ontario, minimal supply chain disturbances, sustained profit and extremely high customer retention and satisfaction. Gabe's experience from fortune 500 service organizations such as Xerox paved the way to streamline systems, implement ongoing training for employees, and helped to create the world class service organization TBXI is today.

Recently Gabe retired from Xerox and I immediately asked him to consult with TBXI and continue to mentor and coach our service manager and team.

From the book "Good to Great" **Get the right people on the bus**: *People assume that new business leaders immediately begin by announcing where they're going—by setting a new direction or by articulating a fresh corporate vision. In fact, the leaders of companies that went from good to great started not with "where" but with "who." Start by getting the right people on the bus, the wrong people off the bus, and the right people in the right seats. Then review the core values and establish a vision. This is what Gabe does!*

Gabe supported TBXI and provided his expertise in field service team/business management by working with our service manager and service team to look for opportunities to improve processes and workflow. He served as a mentor and coach for our service manager first remotely to understand the business and what might be required to support the team and develop our service manager into a successful leader.

He spent a week traveling and sharing knowledge with our service team and manager to understand their individual strengths, opportunities for improvement and provided feedback and action plan to improve processes.

Gabe's impact on the entire team has been noticeable and is a huge asset to TBXI.

Regards,

A handwritten signature in blue ink, appearing to read 'Dave Grady'.

Dave Grady

Managing Partner - TBXI