



Barrister Announces Record Results For 2018

HAMMOND, LA – December 26, 2018 – Barrister Global Services Network, Inc. (“Barrister”), the leading woman-owned technology services provider, announced record operational results for 2018, achieving these results in all aspects of its service delivery.

Debra D.Bowers, President and CEO, commented, "We have defined Key Performance Indicators (KPIs) for every aspect of our delivery organization. We achieved record results in both first-time fix (FTF) and Service Level Agreement (SLA) achievements. These KPI's are most critical in the overall customer experience. Barrister has invested considerably in its delivery infrastructure. These investments included enhanced robust systems, additional service command center team members, added regional service managers who are in the field inspecting processes to ensure compliance, added an additional 200 full time customer service engineers and service vans in the marketplace and opened multiple offices worldwide to support the demand of our services globally. As we continue our relentless focus on service excellence, these results are indicative of the “new” Barrister. We remain the go-to partner in field services today. We have the breadth and scale to support any client, worldwide.”

Stacey Powell, Barrister COO, added, "Looking ahead, in 2019 we are very well positioned for continued sustainable growth and delivery excellence. We have the systems, people and processes to deliver consistent excellent field services. We will continue to make significant investments in our delivery organization. We fully recognize and appreciate service excellence is the absolute objective.”

ABOUT BARRISTER

About Barrister Global Services Network, Inc.

[Barrister Global Services Network Inc.](#), is a premier provider of nationwide field services, primary IT related. Barrister is one of the oldest and largest woman-owned service companies worldwide. Offering best in-class field service, technical support, service call management, logistics, help desk and customer care services.