

## Partner Success Story: Evergreen Fire & Security



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*– John Burgess, president, Evergreen Fire & Security*

### Top MDI Partner Merges Knowledge, Exceptional Service to Double Revenue Year over Year

In 2001, Evergreen Fire & Security was a small electrical contractor working on the fire alarms at Fort Lewis, Washington when the Army base asked the team to look at its security system. The MDI system, at the time maintained by a major defense contractor, wasn't performing as expected and the base suspected improper installation.

"Fort Lewis was looking for someone who could provide certified, trained technicians and work closely with the manufacturer," said John Burgess, President of Evergreen Fire & Security.

Though new to MDI technology, Evergreen partners quickly attended training, and soon after, had the Fort Lewis system running smoothly. The two-year-old company's rapid response and system knowledge was rewarded with a multi-year contract to maintain all upgrades and expansions for the large installation.

#### Branching Out

From that first pivotal contract, Evergreen has grown into a major integrator for U.S. military installations of MDI under the U.S. Department of Defense's Integrated Commercial Intrusion Detection System-II (ICIDS-II) program. The company has built a reputation for excellence on MDI technology that has opened doors at bases nationwide such as Fort Richardson, Alaska; Pine Bluff Arsenal in Arkansas, and Los Angeles Air Force Base, California. Today, Evergreen maintains MDI systems and trains users at a dozen bases across the country, amounting to millions of dollars worth of annual business for the company.

To support its expanding customer base, Evergreen opened branch offices at Fort Lewis, Fort Richardson, Pine Bluff Arsenal, and in Los Angeles. The company now employs 65 experienced professionals and has doubled revenue every year since it opened. With that success, Evergreen earned the honor of MDI Security Solutions Partner of the Year for 2004, as well as MDI Enterprise Partner of the Year for 2005. More recently, the *Business Examiner* of Tacoma's South Puget Sound recognized Evergreen as the 2005 Fastest Growing Company in the South Sound on the newspaper's prestigious annual list.

#### Featured Partner

Evergreen Fire & Security

#### Location

Tacoma, Washington; with three additional offices nationwide

#### MDI Partner Since

2001

#### MDI Products Represented

SAFEnet<sup>®</sup>, iTrust<sup>™</sup>, Viewpoint<sup>™</sup>, VerifEye<sup>™</sup>, nTEGRITY<sup>™</sup> and Pointguard<sup>™</sup>

#### Measuring Success

- Doubled revenue every year since opening
- Contracts to maintain and train users at a dozen U.S. military installations
- MDI Security Solutions Partner of the Year, 2004
- MDI Enterprise Partner of the Year, 2005
- 2005 Fastest Growing Company in Tacoma's South Sound



So, to what does Evergreen attribute its success? First and foremost, thorough knowledge of the technology. “Anyone who touches MDI equipment has years of experience,” Burgess said. “Our MDI Certified Technicians are knowledgeable and trained at levels that allow us to service the end user’s every security need.”

Additionally, the quality of MDI technology, when properly installed and maintained, helps Evergreen sell the solution and keep installed customers satisfied.

#### **Advanced Sales Support Makes the Difference**

Burgess also credits MDI advanced sales support in helping Evergreen pursue major contracts. Most recently, Evergreen was awarded the ICIDS-II contract at Los Angeles Air Force Base, a deal that Evergreen’s leadership attributes in part to the soundness of MDI technology and advanced sales assistance from MDI representatives.

“We went head-to-head with MDI against other solutions,” Burgess said. “LA Air Force Base chose the MDI system because it is state-of-the art and dependable. We would not have won the deal without the strength of the technology and the partnership of MDI.”

When any advanced technical challenges arise, Evergreen can count on support from the manufacturer – a critical element when military bases require immediate troubleshooting. “You’ve got to be able to respond 24/7,” Burgess said. “MDI is solid, dependable and supportive when any issues arise. Their engineers go on job sites to ID and resolve issues immediately.”

Finally, Evergreen’s exceptional service sets it apart. On a recent customer satisfaction survey, several customers gave the company the highest rating possible, 10, with one indicating it was the best service they had ever experienced. From the company’s perspective, those results are a direct result of the leadership’s commitment to customers and the firm’s solid relationship with MDI.

“Evergreen has benefited greatly from its relationship with MDI,” said Jonn Forslin, Vice President. “MDI has a great interest in promoting its dealers who have shown a commitment to their product line and proven through their past performance that they can successfully install and service MDI equipment.”

“We’re all trying to build something we can be proud of, and with MDI’s partnership, it’s really a team experience in making that happen,” Burgess added.