

## ***E. Thomas Brett Business Machines*** ***A Company Founded On Customer Support***

Gene Brett Sr. founder of E. THOMAS BRETT BUSINESS MACHINES INC. began his career in the graphic arts industry in technical service; repairing offset printing presses and bindery equipment. His ability to troubleshoot and find solutions for mechanical as well as process problems soon gained him respect as a knowledgeable consultant to the customers he served. Many customers relied on his expertise, trusting his recommendation in selecting new equipment. Although Gene was not their sales representative his good word on a particular piece of equipment weighed heavily in their decision to purchase. They knew they could count on Gene's support after the equipment was delivered.

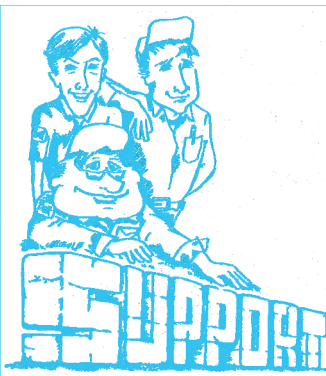
When Gene made the transition from technical service to sales he carried with him more than a technical background but a high appreciation for customer support. When new equipment was introduced, Gene was the first to turn it on and put it to the test...checking for ease of setup, performance and accuracy...if he was satisfied he knew his customers would be satisfied. Having empathy for customers expectations allowed Gene to soon become a top sales performer for his company. After many dedicated years of service to his growing customer base, the international company Gene was employed by, recognized his success and offered him his own dealership.

Established in 1969 as E. THOMAS BRETT BUSINESS MACHINES, INC., this new company began on a strong foundation of customer support carved in stone by Gene Brett Sr. Today you will see the corporate logo caricatures of three of Gene Brett Sr.'s sons standing firmly behind the rock solid support established by their father more than a quarter century ago.

This symbol serves as a constant reminder that supporting the **customer first** is the only way to maintain and grow our business into the next century.



**The Brett Brothers**  
 Left to right: Fran Brett,  
 Gene Brett, Jr.,  
 Gary Brett



**“Rock Solid Support”**



**Brett Founders**  
 Gene Brett, Sr.  
 Dorothy Brett  
 (pictured with Fran, Gene, Jr. & Gary)