

Solbrekk Service Support



We are extremely proud of and thankful for our Service Support Team at Solbrekk. Our goal is not just to deliver customer satisfaction, although that is extremely important. Our goal is to exceed expectations and deliver an exceptional customer experience, so that you, our valued customer, will be delighted with the results. We have a team of employees that are passionate about continuous improvement, and passionate about customer loyalty.

When you call us the phone will be answered by an employee over 90% of the time Monday through Friday 8 am to 5 pm, which is unusual in business today. We also offer you options for contacting us for service. You can call the Service Support team at 763-404-4718 or send an email to service@solbrekk.com. You can go to our website and submit your request on a service request form at http://www.solbrekk.com/Customer-Support_form.asp. You can also contact Service Support and request a login and password to the Customer Portal. This will allow you to submit service requests, which will be automatically recorded and attached to your account in our CRM, and it will give you access to information about your invoices, service orders, work orders, hardware, and software.

Steph Hill, Operations Manager and Customer Support Rep, joined Solbrekk in July 2003. Steph is just a natural people person. Steph is a very genuine person, who likes people, and likes solving problems for customers and other employees. She is positive, energetic, and has such a positive impact on others. Steph was recently promoted to Operations Manager. Our customers and our employees are so fortunate to have her as a resource, and as a friend.



Mike Lenzen, Service Support Specialist, joined Solbrekk in August 2005. Mike is more than just a person answering the phone. He provides customer support, some Level I technical support, quickly finds the resource to solve your problem, and just gets the job done. He follows up to make sure customers are satisfied. Mike has over 8 years of customer service experience, and over 6 years of customer service experience in information technology.

Brian Flander, Technical Help Desk Support, joined Solbrekk in March 2009. Although Brian has only been with Solbrekk for a month, he has been supporting desktop level issues, application issues, and user issues for years. Many times Brian will be able to help you resolve Level I technical issues quicker and more cost effectively than waiting for a network engineer to call you. Of course, your Network Engineer will be available to provide Level II support when necessary. Brian loves to play basketball, enjoy the outdoors, and play video games.

