



Success Story

Damar Natural Stone Receives Rock Solid Service and Support For All Its Technology Needs



Damar Natural Stone sells marble, granite, ceramic tile, and porcelain tile in its Northbrook showroom. Builders, architects, interior designers,

fabricators, and contractors rely on Damar Natural Stone to have an extensive selection of the finest materials.

In 1998, a tile setter suggested that Damar use **The Internet Factory** to provide its web hosting, connectivity to the Internet, and technology consulting services. They have been an extremely satisfied customer ever since.



"We use e-mail extensively in our business," stated Marta Gambaccini, owner of Damar Natural Stone. "Our suppliers are all overseas and we place orders and communicate exclusively via e-mail."

We have customers all over the country who found us through our web site. Frequently, our customers contact us and we e-mail them pictures of specific slabs they are interested in."

Damar uses **The Internet Factory** for all its technology needs, using consulting services to maintain its Internet services, hardware and software.

"We trust **The Internet Factory** completely," said Marta Gambaccini. "We use their services for anything that has to do with a computer. If we have any problems, they are fixed immediately. When our payroll service had a glitch, it was fixed in minutes. Last week, our old printer broke down and we had a replacement the next day."

Since its competitors have access to the same slabs, Damar provides outstanding customer



service to maintain its competitive edge. Whether they are ordering from suppliers, helping a customer find the right slab, or invoicing customers, the staff depends on technology provided by **The Internet Factory** to serve its customers.

The Challenge: Use technology to communicate with nationwide customers and overseas suppliers, maintain smooth office operations, and facilitate outstanding customer service.

The Solution: Rely on connectivity, web hosting, and consulting services from **The Internet Factory**.

For more information about the proven performance and personal service provided by The Internet Factory, visit their website at www.tifnet.net or call (847) 564-7777.

To learn more about Damar Natural Stone, visit their website at www.damarstone.com or call (800) 432-6270.

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