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Brite Managed IT Services Team Celebrates 1 million Tickets Closed

ROCHESTER, N.Y., Wednesday, July 31, 2024 – Brite is pleased to announce that its managed information technology (IT) services team recently reached a major milestone: 1 million tickets closed.

This achievement comes 18 years after the company officially created and launched its managed IT services platform known today as BriteStar. Headquartered in Rochester, this full-service 24/7 platform protects and manages IT infrastructure for companies across the East Coast.

Speaking about the milestone of 1 million tickets closed, Jessica Thompson, Service Delivery Manager at Brite, said, “That’s 1 million problems we were trusted to solve. I am proud of every individual who contributed to this milestone over the years. It’s an achievement that highlights our commitment to providing excellent customer service and support. We have an amazing team who ‘shows up’ daily to support our customers.”

BriteStar, which launched in 2006, provides fully US-based support that includes help desk, proactive support, advanced cyber defense, and strategic communications. In addition to its managed IT services, Brite also keeps organizations and communities safe by providing industry-leading technology and solutions in the areas of cybersecurity and public safety technology.

For more information on Brite, visit www.brite.com.



Caption: The team of information technology professionals who compose Brite's 24/7 managed IT service known as "BriteStar" recently celebrated the closing of its 1 millionth ticket.

About Brite

People and technology are at the core of everything we do. The Brite team is committed to proactively protecting communities and organizations through innovative technology solutions delivered by our talented team. We recommend thoroughly evaluated industry-leading technologies and pair them with proven processes to assist our clients with achieving their goals and objectives. At Brite, good enough is never enough.

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