

Doing Business with IBS

Engagement information to optimize your investment with IBS

Thank you for doing business with IBS! The following can serve as your guide to our support staff, but any of our team members would be happy to address your questions or point you to the proper resource to help you!



Traci Hennessey (x304)

Traci is our Client Relationship Manager and she may occasionally touch base to see how we're doing. She can also be of assistance if you have any questions on the types of products and services we offer, answer questions regarding the benefits of a our various types of service agreements, or if you have ideas for special events you'd be interested in seeing us offer. A simple email to sales@for-ibs.com will automatically flow to Traci's Sales Board and will trigger a reply to your request.



Seth Fleischmann (x303)

Seth is our Customer Service Representative and is responsible for most inside sales activities, so he is the primary contact should you have a question regarding pricing or availability of a product. A simple email to quotes@for-ibs.com will automatically flow to Seth's Quote Board and will trigger a reply to your request.



Eric Kerkhoff (x321)

Eric is our Operations Analyst and is responsible for coordinating and planning schedules and projects and defining our operational processes, so he will be your primary contact should you have a service request. A simple email to service@for-ibs.com will automatically flow to Eric's Service Board and will trigger a reply to your request.



Shaun Mullaly (x305)

Shaun is our Operations Coordinator and is responsible for accounts receivable, vendor management, procurement, and inventory control, so he will be your primary contact should you have a question regarding an invoice, delivery, or Return Material Authorization (RMA) request. A simple email to orders@for-ibs.com will automatically flow to Shaun's Orders Board and will trigger a reply to your request.

Alternately, an email to operations@for-ibs.com will be received by the team and the appropriate person will respond, however please note it will not automatically trigger a ticket in our ticketing system.

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