

## **Big, Exciting News!!**

Effective **August 1, 2025**, Johnstone Supply – *The Petit Group* will launch a new Technical Support System. The goal is to streamline and improve the overall support of the Dealers' field technicians, allowing them to complete more calls with fewer callbacks. It will be powered by the Johnstone Ticket Management System and will ensure better collaboration with more accuracy, accountability, and data.

We intend to use the data to improve overall support, build better training options, and work with the Dealer Owners to improve overall results. Part of this effort will include an enhanced and structured program for after-hours support. Over the next few weeks, dealers will receive full details and training on the new JPG Technical Support System.

Respectfully,

***Brian Doyle***

Director of Sales