



Sean Hogan  
President

## **Hogan Technology Invited to Attend 22nd Annual Technology Assurance Group (TAG) Convention in Charleston, South Carolina**

*Leading MTSP Invited to Conference with Thought Leaders on Exceeding Customer Expectations*

EASTHAMPTON, MA – February 24, 2023 - Hogan Technology, a leading managed technology services provider (MTSP) was invited to attend and share their expertise with top industry organizations at the 22nd Annual Technology Assurance Group (TAG) Convention in Charleston, South Carolina. The private event will take place at the Marriott Charleston on March 26-28, 2023 and will feature many of the best minds in the United States and Canada who specialize in IT, cybersecurity, VoIP, video surveillance and copier solutions. Hogan Technology was selected because of its reputation as a thought leader in the marketplace, its unparalleled ability to deliver exceptional customer experience and its propensity to contribute to the technology industry.

The focus of the convention is “Exceeding Customer Expectations” and all of the speakers will distil how they’re delivering the proverbial “above and beyond” experience to their customers. In a world where most businesses provide a lackluster customer experience at best,

Hogan Technology is attending this event because it is brimming with innovative ideas to share. “It’s important to us to remain on the leading edge when it comes to exceeding our customers’ expectations,” stated Sean Hogan, President of Hogan Technology. “Many companies boast about delivering a fantastic customer experience; however, only a small portion of those companies actually measure their customer experience with data and only a fraction of those companies invest the time, energy and expenses into attending events like this. Just as we consider it our duty to remain current on the latest business technology solutions and how they can enhance organizational productivity, we find it equally important to make sure we’re constantly finding new methods to improve our customer satisfaction levels.”

Speakers will discuss best practices related to improving company culture, fostering camaraderie, improving customer relationships over the long-term and how to elevate customer experience so that they earn more trust. Hogan also said, “When we spend time rigorously researching how to improve customer experience, we always see the results in our interaction with our

customers. We're not just looking for new information for ourselves, but we're looking for innovative tactics and strategies that we can deploy in our clients' businesses, as well. Every industry is unique and as much as we're intending to make sure we optimize our own business with world-class service, we're also looking for new ideas that would give our clients a strategic advantage in their industry,” commented Hogan.

### **ABOUT HOGAN TECHNOLOGY**

Hogan Technology is a business technology company that specializes in increasing customer profitability and efficiency through the use of technology. Hogan Technology is operated out of Easthampton, MA and employs staff, engineers and technicians throughout the region. Hogan is a locally owned company led by Andrew Hogan, RCDD and Sean Hogan. The company has been in operation for over 25 years. For more information, please call 800.929.5201 or visit [www.TeamHogan.com](http://www.TeamHogan.com).