

Focus on Client Success: JEM Tech Group



JEM Tech Group started in 1979, as JEM Computers, Inc. Its founder, James Edward Miller, bought out the franchise from his partner and focused on selling back-up media and printer ribbons to Fortune 1000 companies. In three years, the company tripled in employees and product lines. As JEM Computers, Inc. grew, they started offering services such as raised floor cleaning and tape degaussing/destruction. Mr. Miller's daughter Jami Moore joined JEM Computers, Inc., in October 2000. Mrs. Moore quickly absorbed all she could about the business and how it worked. In 2008, Mr. Miller retired and Mrs. Moore stepped into the helm. JEM Computers, Inc., decided to rebrand their name in 2012, due to customers believing that JEM Computers, Inc. sold computers rather than specializing in Data Center

Infrastructure products and services. It was important to Mrs. Moore to keep her father's initials in the name; hence JEM Tech Group was born.

Since 2008, JEM Tech Group has tripled in size of employees and annual sales, to include expansion outside of Michigan. But at the heart of JEM Tech Group is the personal customer service that originated from the roots of a family-owned business! With this mindset, JEM Tech Group has been dedicated to helping their customers, for nearly 40 years, by offering end-to-

end solutions with IT products and services to transform data centers and office areas into energy efficient areas. They pride themselves on their consultative approach in understanding their customer's needs and keeping customers informed on the newest technologies in their rapidly changing industry.

JEM Tech Group met with the Macomb Regional PTAC in May of 2008, inquiring about GSA. After meeting with them, we advised them to attend PTAC training and with their assistance set up a bid match so they could start reviewing government solicitations. Over the past 9 years, JEM Tech Group has utilized many of the services that Macomb Regional PTAC has to offer. Macomb Regional PTAC has provided JEM Tech Group assistance and/or information on System for Award Management (SAM) updating and troubleshooting; instruction on size standards; small business set asides questions/inquiries; women owned certifications assistance; SBA's Dynamic Small Business Search review;



training on government market research; developing a capabilities statement; reviewing proposals; and networking opportunities. JEM Tech Group has taken the initiative to attend and network with others at PTAC and Industry events. They have attended 16 Macomb Regional PTAC events in the

last four years. From these experiences they have done the footwork to market their company to the government. Kristen Jenkins said "The classes they provided gave me steps in the right direction on the WHO, WHAT, WHERE to go. I knew they were by my side, which gave me confidence to take my first BIG step into the government space." Within the past 12 months, JEM Tech Group has attended Macomb Regional PTAC sponsored events such as MDEX Government Connect,

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Doing Business with DLA, Dual Use Technology Briefing and Macomb Meet the Buyers. Along with PTAC's aid JEM Tech Group received introductions to TACOM, TARDEC and Selfridge. By taking advantage of these opportunities, JEM Tech Group has gained the ability to know their perspective customers' needs and put together proposals that satisfy their agency's IT/Facilities requirements.

By JEM Tech Group putting in the work, they have been rewarded with prime federal government contracts to the Veteran Administration in Detroit and local agencies such as Macomb Community College and Oakland County Schools. But even after receiving contracts, JEM Tech Group continues to utilize the technical support from PTAC and continue to move forward on their contracting path.

Macomb Regional PTAC is pleased to see that JEM Tech

Group's efforts have blossomed into success as a government contractor. We are rewarded by your success! Congratulations and know that we will continue to support and provide technical assistance to JEM Tech Group in their future contracting endeavors.

"Even when I headed to DC for the first time to attend DISA Industrial days in 2016, PTAC had given me the support and tools of the industry to confidently move forward in the government endeavor. I now travel to DC every quarter for meetings with DISA, events or just to catch up with our prime contractors....I know that the PTAC team is behind me."

~ Kristen Jenkins, Technology Consultant, JEM Tech Group

~ Dorine Vanderzyppe | Senior Project Specialist ~

Celebrating Dr. James Jacobs

On June 8, 2017, the Macomb Community College Board of Trustees held a reception to celebrate Dr. James Jacobs' 50 years of service to Macomb Community College. Macomb Regional PTAC team was there to honor and thank Dr. Jacobs, who retired as the President of Macomb Community College on July 1, 2017. In his role as the president of Macomb Community College, he has consistently and vigorously supported Macomb Regional PTAC's mission.

Which is, "to enhance the national defense and economic development of the State of Michigan, and Macomb County, by helping area businesses secure local, state, and federal contracts." Congratulations Dr. Jacobs. Macomb Regional PTAC wishes you joy in your retirement. Also, a warm welcome to Dr. James Sawyer in his new role as President!



L to R Kathy Stockman, Beth Cryderman Moss, Dr. James Jacobs, Dorine Vanderzyppe, Tony Cook

~ Dorine Vanderzyppe | Senior Project Specialist ~