

# EVOLVING AS THEY GROW

## Securely Adding a Consumer-Facing Division

As a sales and sourcing group with very different divisions, The Galway Company understands how important it is to serve two sets of distinct client needs well. That is one of the reasons they entrust their technology support to JH3 Technology Solutions, and have since JH3 President Jay Harrill first started his company.

“In the beginning we used Jay for tech support,” explains Sales and Product Development Director Lorrie Glosson. “If we had an issue with a computer, we would take it in, or if we purchased a new computer, Jay would get it set up. As our company grew, he moved systems over and added new servers. Last year, when we moved to Mooresville, Jay was instrumental in getting the new office set up.” By adding dedicated fiber and internet-based phone systems, JH3 made certain that the technology for growth was in place.

That was essential since the company has two distinct divisions – the Galway Company, which is a major vendor supplying decorative flags, bird feeders, bird houses and bird baths to Lowe's Home Improvement; and Flagology.com, which allows consumers to customize their own garden and house flags.

Launching the consumer-facing division required an added level of complexity. “Especially as we went direct to consumers, it required a different type of security that we had to make sure we were prepared for. JH3 had to make certain everything we were doing was secure,” she notes.

Glosson notes. JH3 not only stays on top of security issues, they provide ongoing online training for staff that is essential to keep The Galway Company's growing team up to date and aware of cyber security risks that could impact them and clients.

“I feel like our businesses have grown together,” she notes. “I feel like Jay is always there when we need him, the follow up and follow through that he does is just exceptional.”

The Galway Company is a sales and sourcing group focused on big box sales. The woman-owned company offers expert support in sales, logistics, marketing, sourcing and product development for National Accounts.

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Divisions - The Galway Company and Flagology.com

15

Number of employees

100+

Number of artists and agencies whose art is licensed by the firm, including Disney and Thomas Kinkade