

Life@ZOTEC



Mat Greener
Director Product Support

At Zotec, we know our employees are extraordinary and they prove it every day - to each other, to our Clients and to the Community. They've got stories to tell, and we're here to hold the mic for them. Go grab a cup of coffee (we'll wait) and settle in to read our first 'Life @ Zotec' installment, one of many that we will be sharing throughout 2021 (and beyond).

Hi Mat! Can you share your title and share a brief overview of what you do?

I'm the Director of Product Support for Zotec, leading our great Product Support team and the formation of a Service Desk Practice at Zotec! I've been with Zotec for six months now, having been privileged to join the team in March 2021.

Can you tell us a little bit about a current project you're working on that you're really excited about?

Our ServiceNow implementation is a key initiative that I am helping to drive at Zotec! While ServiceNow is a highly regarded Customer Relationship Management platform with many internal and external customer experience-focused capabilities and tools, the greatest value from advancing in the platform will come from bringing our People, Process, and Technology experiences together.

How will ServiceNow change things for our team members, and ultimately, our Clients?

First, we all know change is challenging and there will undoubtedly be near-term discomfort. Pushing ourselves out of our current comfort zone provides us with a tremendous opportunity to reimagine the experience for Zotec team members ... which allows us to directly and/or indirectly reimagine the experience for colleagues, Clients, and Patients.

When and how will we learn more about ServiceNow?

We are starting to share more information about ServiceNow – and what Zotec team members can expect – beginning this week! Over the course of the next few weeks and months we'll share information via email, Connect, training sessions, and Open Houses where people can see the platform in action and ask questions of our team directly. We're really looking forward to people engaging, asking questions, and ultimately helping us deliver Phase 1 of ServiceNow and beyond!

We use the words Innovator, Collaborator & Doer when describing our employees. How does that translate into the work you do?

Living up to the high ideals of Innovator, Collaborator & Doer feels very challenging, and I sincerely hope that others at Zotec see that I strive to live up to such expectations! I believe that my innovation manifests itself in helping to solve problems. Of course, the most challenging problems require great collaboration with other ... our doers! Many thanks to everyone that have been so welcoming to me as I have joined our Zotec family!

What do you love most about your team, and how do you plan to share the great work they're doing with the rest of the company?

I love the tenacity with which everyone at Zotec approaches challenges! More specific to my team, I am grateful for my team members' ability to understand our business priorities and attack issues as necessary. We certainly share qualitative information regarding our great work and look forward to the visibility and insights that ServiceNow will provide us with in the future... helping to tell a more comprehensive story!





What's one thing you would tell a prospective candidate looking to join the Zotec family?

This is not a hypothetical exercise for me, as I tell all of our current and future candidates that the PEOPLE are the reason that Zotec Partners is one of the greatest places to work!!



Inspired to become a part of Team Zotec?
Check out [our current openings!](#)