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## Press Release

### FOR IMMEDIATE RELEASE

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### **Owen Brown, Manager, Customer Care at Marlin Nominated for the 2019 Incite Customer Service Leader of the Year Award**

Incite Group has announced Owen Brown, Manager, Customer Care at Marlin as a Finalist for the Incite Customer Service Leader of the Year Awards. Celebrating innovation, exemplary performance, and leadership in the customer service space, the Awards shine a spotlight on those who are leading the way in truly exceeding customer expectations.

Marlin, a workplace digital signage company, provides a visual communication channel that helps companies communicate with their employees. Marlin specializes in reaching deskless workers such as shift workers in industrial, warehouse and transportation industries.

Owen Brown manages Marlin's Customer Care team. With over 25 years in customer service and technical support, he personifies what it means to be a leader. He sets a very high standard for the quality of care that Marlin provides to its customers. Owen is known for his leadership, training and mentoring skills. Prior to joining Marlin, Owen worked for the Information Technology Teams at Comcast and National Physicians' Services.

Owen is responsible for ensuring that customers have the easiest possible time using Marlin's Electronic Communication Station within their environment. He and his team assist in installing, debugging and training a diverse group of customers with a wide range of technical abilities.

"My customer service philosophy is that I treat every customer, internal & external, the way that I would like to be treated" said Owen. "In other words, I listen and respect the feedback provided and use each opportunity to create an extraordinary customer experience."

Marlin CEO, Frank Kenna III, said, "Our goal is to make it easy for customers to engage and inform their employees. Our product is sold by subscription, so we have a long-term relationship with our customers. Marlin's digital signage is known for its ease of use. While customers can easily figure out how the software works, they really appreciate that we offer personalized customer care. Whether it's a technical question or one about features, they know that our team will respond quickly with a resolution. Owen has done an excellent job of delivering on that goal."

The winner will be announced on June 3rd at the Awards Ceremony hosted by the Incite Group at the leading industry conference, the Customer Service Summit West (June 3-4, Hilton San Diego Resort & Spa, San Diego).

### **About Marlin**

Marlin, a global leader in workplace digital signage, helps managers reach employees using the latest SaaS-based technology solutions to deliver visual communication. Designed specifically for the workplace, Marlin's patented digital signage products are known for their ease of use, robust content options and flexibility. For 105 years, Marlin has developed and delivered visual communication programs that engage, inform and motivate employees. Learn more about Marlin's digital signage products and services at <http://www.themarlincompany.com>.