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Dan Beckner, Tina Beckner, Anthony Beckner, Eric Beckner

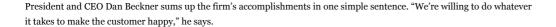
Paradise Exteriors, Boynton Beach, FL

Years in Business: 12 2018 Volume: \$37.3 million

Staff: 80 **Website Link**



community leaders and the 2018 Governor's Ambassador award for rapid company and job growth while maintain an outstanding reputation.



On a logistical level, that means that communication is handled in a professional, timely manner, aided by a number of technological systems. "We're always looking for ways to innovate and utilize new technology," Beckner says.

For example, Leap digital contracting software allows the company to be completely paperless while providing fast, accurate estimates that salespeople can show customers on their iPads. A back end CRM system tracks everything from marketing, sales, lead time, installation, and service.

An aggressive pay structure combined with bonuses and continuing education helps the company combat the tight labor market through internal promotions. But Beckner says it's the company's team-oriented, customer-focused culture that's the real secret sauce. After a sale, every customer receives a restaurant gift card and a thank-you note. A welcome email includes a video that explains what to expect as the project moves forward. After installation, a quality-control manager follows up to ensure customer satisfaction. And a monthly newsletter keeps the company top of mind.

"We make it a priority to over deliver on their expectations," Beckner says. "That's why we have a great reputation online and in the communities we serve."

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