

WU Universal
Understanding, LLC
A Cisco Technologies Company



**WOUNDED WARRIOR
PROJECT**

The greatest casualty is being forgotten.

The mission of the Wounded Warrior Project is to raise awareness and enlist the public's support for the needs of severely injured service members. We help severely injured service members and their families, and provide unique and direct programs and services to meet their needs.



John
Metzger

CEO

Universal Understanding, LLC



Faces of success

John Metzger, CEO

Strong family values and the American ideals of life, liberty and the pursuit of happiness are the solid foundation of John Metzger's company. As President and founder of Universal Understanding, LLC, Metzger is passionate about sharing today's top

technical solutions, training and support with other veteran-owned companies and also with dozens of non-profit organizations across.



America. "We are a Cisco Advanced Unified Communication Specialty family-owned business," said Metzger, a service disabled veteran whose sacrifices in the name of freedom during the Vietnam conflict over thirty years ago were the catalyst for a lifetime of successful business enterprises. Metzger's business acumen, experience, and tenacity have combined to produce phenomenal growth of more than 100% for


Universal Understanding LLC during each of the past seven years.

"Even in the face of today's economic challenges, Universal Understanding LLC has triumphed," said Jackie Perry, proudly pointing to the fact that the company has headquartered at Beaver Street Enterprise Center during the past two years. As Executive Director of the Center, Florida's only core-city business incubator, Perry was privileged last year to award Metzger's company a membership in Beaver Street's Millionaire's Club, and this year, to announce the graduation of Universal Understanding LLC into larger facilities on Jacksonville's Southside. "It's been our privilege to be associated with Beaver Street Enterprise Center," said Metzger. "Our continued success has often been directly related to help received from Jackie Perry and Beaver Street's enterprise zone."

In addition to being selected to participate in the e200 Program by the Small Business Administration, working with NASA, and being chosen to rollout Cisco Technology in over 200 major U.S. Airports for the Department of Homeland Security/

Results

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|-----------|-------|
| Formed: | 2003 |
| Jobs: | 38 |
| Revenues: | 2.7 M |
| Payroll: | 1.2M |



Transportation Security Administration, Universal Understanding LLC is working with the Cisco Foundation to provide services for Teach for America in more than 40 locations and New Lead^r for New Schools in more than 20 locations. "We're focused on hiring veterans and providing pro-bono IT services to as many non-profit organizations across the country as possible," said Metzger, who credits Beaver Street with helping him to establish a strong local presence for his company.

"We're honored to recognize both the commercial and philanthropic success of our 2009 Graduate, Universal Understanding LLC," said Perry. "John Metzger and his company are a beacon of light in these often dark economic times. Universal Understanding LLC embodies the kind of dedication and caring spirit that makes America great."



Universal Understanding, LLC

