

**NORTHWEST NOW**

# Third-party firm takes over management, operational control of Window Select

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After months of customer complaints and lawsuits, Window Select has hired a third-party consulting firm to assist with management of the company.

Cogent Analytics of Greensboro, North Carolina, has assumed complete management and operational control of Window Select. The company's current leadership team, including Justin Kiswardy, sales manager Kristy Russel and former general manager Ray Muldrew will take a step back from the business, according to a letter sent to customers.

The letter blames ongoing media reports of customers being scammed and employees not being paid for many of the problems Window Select is facing.

"The unfortunate ways in which others have chosen to portray Window Select over the last several weeks has been inaccurate, lacking context, one-sided and at times, unfair and damaging," the letter said. "Despite all this, our core business is still strong, and we remain focused and committed to our customers, our people and our partners."

**More:** Customers, former employees and the Green Bay Packers allegedly scammed and owed money by Menomonee Falls-based Window Select

Hundreds of customers have filed complaints against the company, saying they have paid for windows that were never delivered. Some of those customers have now filed a class-action lawsuit against the company. The Brown County Sheriff's Department has been bombarded with calls from angry customers. It is teaming up with the Menomonee Falls Police Department to investigate.

The Wisconsin Department of Agriculture, Trade and Consumer Protection has received 115 customer complaints and is investigating the company.

The Better Business Bureau received 77 complaints about Window Select in the past three years, with 66 of those complaints filed in the last 12 months.

The company has declined to refute allegations against it, but said in its letter that while its "core business is still strong," the company engaged Cogent in January to work directly with management to assist with the operational and financial management of Window Select, including "re-engineering our operations, restructuring our finances, and enhancing our installation process."

This week, Cogent assumed complete control.

"We are committed to servicing and completing installation for all existing customers in the next five to six months, at the latest," the letter stated.

The Milwaukee Journal Sentinel has reached out to Kiswardy multiple times over the last month via email, telephone and in person. He has not agreed to answer questions.

"While the last few weeks have been trying for our company, our sole focus was ensuring our customers were taken care of," the letter said.

A woman at Cogent who did not give her name said the company signed a nondisclosure agreement with Window Select and could not answer specific questions.

She said the business consulting company specializes in helping companies improve financial performance.

"Sometimes the need comes when a company is winding down, sometimes there are struggles because a company grows too fast," she said.

Meanwhile, Window Select posted a new advertisement Thursday on social media.

"Our customers know better than anyone how frustrating product delays are, but we're thankful for all of you who have trusted us to get the job done," the company wrote.

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