

FUTURTECH COUNTERS TRENDS BY FOCUSING ON SERVICE

By JEFF MONTGOMERY
The News Journal

Now in its 30th year of business, FuturTech Consulting has not a steadily widening swath through the fierce competition that confronts information systems and technology companies.

Despite economic downturns, sluggish spending on IT needs and pressure from larger players, FuturTech founder and president Michael Nardo can look back on six straight years of profit and growth.

The Wilmington-based company has seen its revenues increase more than 700 percent since 2006. The 30-employee company also expects to more than triple its staff, to 100, by 2008. Much of that growth, the company says, will occur in Delaware.

"We believe strongly that the potential for new clients still remains within the state of Delaware, where 'word of mouth' continues to serve as our best marketing strategy," Nardo said.

Nardo, a former administrator of operations with the Delaware Attorney General's Office, founded the company, whose employees work for a range of private and public clients, including New Castle County agencies. Services range from computer sales and network development to direct system design and maintenance, operator training, and assistance and software enhancements.

"We're very happy with them," said Tim Westbrock, information systems manager for New Castle County government. "Mike and I discuss what our needs are, he goes out and finds people and hires them. Sometimes for



FuturTech CEO Michael Nardo (right) and his staff (from left) Dennis Mayles, Kevin Mendez, Pierre Lacoste, Steve Jones, Mike Pantano, Ed Proterodano, Jim Curcio, Vishal Bajoria and Brad Lee.

one reason or another it's better to do it that way than to hire staff. We're getting experience that we just don't have."

FuturTech opened an office last year in Georgetown, improving its capabilities for customers with statewide needs. The company reports that it is exploring the need for other satellite centers in New Castle County and remains a presence both in southern New Jersey and Chester County, Pa.

"We're planning to put an office in Dover probably within the next six months," Nardo said, "so that we'll be able to address our clients' needs quickly. We're very well-known for response time. That's very important to our clients. I believe it's one of their things they like about FuturTech."

The company also has reported growing success in developing Web-enabled applications that allow use of the Internet to share and maintain information. Some schools across the state rely on FuturTech's services to help teachers track and record student test performance and classroom progress.

About 30 percent of FuturTech's staff advises government agencies and companies on planning for and using technology and software. Demand from professional firms, non-profits and businesses for similar services is increasing, the company says.

The company's customers, in addition to New Castle County (include Red Clay Consolidated School District), the state Department of Labor and the Delaware Association of Professional Engineers.

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FUTURTECH CONSULTING

ADDRESS: 50 Trolley Square, Wilmington

WEB SITE: www.futurtech.com

FULL-TIME DELAWARE EMPLOYEES: 30

WHAT IT DOES: Full-service information technology company offering system design, maintenance, planning, outsourcing and other services.

ANNUAL REVENUES: \$3 million

ROSE PANEL MEMBERS SAID: FuturTech's revenue growth is impressive in an industry that is constantly changing.