

BEST IN THE BUSINESS SMALL COMPANIES



Special to The News Journal/EMILY VICKERY

Michael Nardo (bottom center), the president and founder, sits among staff members at FuturTech Consulting. The company provides IT services to the New Castle County Police Department, among other businesses.

FuturTech's president aims to stay small – and relevant

By DANIELLE VICKERY
The News Journal

NEW CASTLE — FuturTech Consulting, an IT consulting firm with offices in Delaware and Florida, is seeing profits – even in the economic downturn.

In the last calendar year, FuturTech founder and president Michael Nardo said, the firm had a 15 percent increase in revenue, bringing in \$4.3 million, and its revenue consistently increases 10 percent to 15 percent on average per year.

He is not sure FuturTech will see such an increase this year, but he is positive about his company's success. The company recently opened an office in Rehoboth Beach to enhance downstate performance and increase exposure.

In addition to providing technology maintenance and support, FuturTech also provides outsourcing, program development and computer sales and service to its more than 300 clients, Nardo said.

"Everything's integrated with the idea of applying technology to improve effectiveness," Nardo said.

He credits much of the company's success to a small but responsive and knowledgeable staff. The company earned the third-best ranking among small companies in the annual Best in the Business survey.

FuturTech Consulting LLC

Location: 3 for small companies

What it does: IT consulting

Delaware headquarters: 92 Reads Way, Suite 202, New Castle

Web site: www.futurtech.com

Employees: 40 in Delaware, 42 in U.S.

Nardo hopes the 43-person company continues to grow until it has 60 to 70 employees – but no more, he said.

"After that, you start losing some things. I'm a big proponent of small- and medium-size businesses," Nardo said. "We've got no plans to become some great corporation."

He said keeping the business small allows FuturTech to provide a more personal and effective service to customers. FuturTech seldom loses clients, Nardo said, but employees take it personally when that happens.

FuturTech is a Microsoft Gold Certified Partner and a Dell partner, Nardo said. To get such accreditation, employees had to pass difficult tests that they prepared for on company time and money, he said.

Those distinctions provide employees access to a wider help base from Microsoft and Dell, which in turn allows employees to respond and resolve technical issues more quickly

for their clients.

"For me, the most important thing is a combination of the value that I receive from a supplier and their responsiveness," said David Spisak, executive director for Regional Orthopaedic Associates at Delaware Orthopaedic Center. "Mike and I – over the years – we have a very direct line of communication and a very short line of communication. He's readily available, and whenever there's a service required, he's very quick to get a technician out here."

Spisak said his company has been a client of FuturTech for about five years and it has helped Regional Orthopaedic Associates go through a merger, among other services.

FuturTech also has an office in Florida and serves the area from their two offices in Delaware, but the company is primarily based in Delaware, with about 95 percent of their clients in-state.

Among those clients are education, business and government enterprises, like Smyrna School District, Grotto Pizza and the New Castle County Police Department.

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