

Commitment to clients fuels FuturTech's success

By DANIELLE VICKERY
The News Journal

NEW CASTLE — With a confident leader and concrete goals for the present and future, FuturTech Consulting's founder and president Michael Nardo knows why the company was awarded this year's Best in the Business award for "Best Direction" — the employees.

"We're not just an employment company," Nardo said of the business he began in 1998. "People come here with the idea of having a career. Our employees learn new technologies and grow — they're not pigeonholed into doing one thing or another."

FuturTech, an IT consulting company, provides technology maintenance and support to clients, Nardo said. They also provide outsourcing and program development.

When the economy began to sour, FuturTech stayed positive and continued to work hard for their clients,

Nardo said.

They showed a 15 percent revenue increase during the last calendar year, and they recently hired a new employee out of a pool of about 20 applicants, he said.

"We take a lot of time choosing people, and I think that's reflected in the caliber of people we have here," Nardo said.

And FuturTech's turnover rate of employees is nearly nonexistent, Nardo said, which provides continuity for clients. Nardo says he personally visits each new client to find out exactly what their requirements are and aims to apply technology to their day-to-day and overall processes are more effective and efficient.

The ultimate goal is to reduce cost for the client, he added.

He said he hopes his company, which currently employs 42 people, doesn't grow to have more than 90 or 70 employees to maintain FuturTech's small business ap-

proach at tech support.

"When I first joined this group, we had two offices," said David Spisak, executive director for Regional Orthopaedic Associates of Delaware Orthopaedic Center. "Our network had been in place, our software had been in place — everything had been just fine, but our demands were extreme. To be able to rely on Mike's expertise and the talent of his top design people — he and his people were crucial in the installation of our practice management software we brought in."

Spisak has relied on FuturTech to provide IT service to his business for the past five years, he said.

"They're very knowledgeable and in tune with developing technologies," Spisak said. "They brought in a very, very satisfactory level of technology to us to insure that our needs are met."

Contact Danielle Vickery at 334-2000 or d.vickery@delawareonline.com.



Special to The News Journal/EMILY HANSEN

Michael Nardo, the founder and president of FuturTech Consulting, says his knowledge-hungry employees are the reason the business thrives.