

## **What is your business and what makes it successful?**

Technology Visionaries is an IT Solution Provider partnering with small-to-mid-sized businesses. We provide outsourced IT support and VoIP Telephone systems and act as an extension of the organization or company we support.

We tend to work with businesses that struggle to work efficiently because:

- Their network is not reliable, and they experience frequent downtime
- Their staff can't get work done because of slow computers
- Their existing IT support is slow to respond to problems, or they break just as much as they fix

## **What inspired you to join the EO NJ community?**

A colleague and friend, George Costello, who I share office space with made me aware of EO. I attended a learning day and liked what I saw and joined. I believe the high importance of learning and accountability within EO will help my business grow. I find many peer groups to be more like social clubs and I need to focus my efforts on the ones that will help accelerate my business which is EO.

## **What's your biggest lesson learned as an entrepreneur so far?**

Create a list of things you hate or drain your energy and hire someone that loves doing those things or outsource those tasks. There are many tasks in the business that I'm not good at and as a result that just kills my energy and productivity. I learned only recently that giving those away not only improves my focus but allows me to be much more productive.

## **What are your core values as an entrepreneur?**

**Excellence** - Always improving and growth never stops. Providing exceptional service to our clients and ensuring that all their needs are met in a timely matter are our goals.

**Knowledge** - We are life-long learners continuously educating ourselves and seeking out new and effective ways to better serve our clients and improve our client's business productivity.

**Empathy** - We understand the frustrations of computer networking not working the way it should. We understand the impact to a business when technology doesn't work right.

**Integrity** - We do what is right and admit our mistakes. We recommend solutions that are the best solution for our clients – not whether they would be profitable for us.

**Cooperation** - We work as a team to best utilize each members' strengths. Our clients are our co-workers.

**Friendship** - We believe that personal relationships with our team members, our clients, and our vendors are key to success for all parties. Without personal relationships, you have no common ground that you can help one another achieve goals.

**Are there unexpected rewards you get from entrepreneurship?**

I think being an entrepreneur has made me a significantly better person. I think I have made great relationships and friendships from clients, peers, colleagues, and even local competitors. As a result, I've evolved, learned a ton, and accomplished much more than I would have been able to without their advice, collaboration, and support. I owe a portion of my success to everyone that has helped me along the way with no benefit to themselves. They just wanted to help and because of those experiences over the years – If you need advice or help, day or night, I'm there.

**What is an accomplishment you are most proud of?**

I feel I am most proud of the business has not only survived during the "Great Recession" when unemployment was at 10%, but it also flourished. It allowed me to build a family and buy a home and employ people as well.

**Why did you start your company?**

I'm not sure of the catalyst that caused me to start the business except for the fact that I was tired of working for large corporations always wondering when I would get laid off when they were not doing well. I had consulted for AT&T and was employed with Lucent, Philips, Computer Sciences and Motorola which are all enormous companies. I wanted to use my skills and knowledge I had acquired to help small businesses and help myself. I think there is a common misconception of job security in working for big business and as time went on throughout my career, I think I learned that is not true and there are more safety and security in small business.

**Is there anything of a personal nature you would like to share to help other EO NJ members get to know you better?**

I'm curious by nature which is why I seem to have a never-ending list of hobbies and interests. I think this is why the field of Information Technology has kept my interest for over two decades. I consider myself a lifelong learner and try to install that virtue in my children as well.