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## **Employers' Association Bulletin**

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Member spotlight: Integrity Technology Solutions

Questions answered by Mary Bennett Henrichs, President

### ***Explain the origins of Integrity Technology Solutions and what services you provide today.***

Integrity Technology Solutions started in 1993 as Bloomington Computer Service Company by Harlan Geiser and Ken Pierson. In 2000, Mr. Geiser purchased Mr. Pierson's interest in the company and is now the sole owner of the company. What began with a team of 6 has developed into a team of 30 talented employees who are dedicated to helping our clients.

Integrity Technology Solutions provides outsourced IT services and consulting services to clients in Illinois. For clients without an IT department, we are their IT department. For clients with an IT department, we can fill the gaps where they might not have the time or expertise. We also provide Business Intelligence solutions—the retrieval of critical data and information—which assist business owners and executives in making business decisions.

By outsourcing IT, our clients are able to focus on their own business and business results, rather than focusing on technology. We take a proactive approach to keeping our clients systems available and protected—this keeps technology from being a distraction to a business. Our Business Intelligence service offering blends technology consulting and business consulting. The result is that our clients have critical information and data at their fingertips in real-time, allowing them to make important business decisions quickly and with accurate information.

### ***What is the most rewarding aspect of your job as the President of Integrity Technology Solutions? The most challenging?***

Making Integrity a great place to work for and with is both rewarding and challenging. Every day, I am impressed by our employee's innovative approach to meeting client business needs and to improving our own business. We are very proud of the tenure of our staff and we know we must continually focus on staying competitive as an employer.

We are also proud of the relationships we establish with our clients and it is important that we continue to deliver a valuable service to them. We do know that our clients have a choice when it comes to IT support and IT investments so now more than ever, it is important that we focus on delivering services and solutions efficiently and with measureable value to our clients.

***What have been some of the major changes that you have seen in your industry?***

Three things come to mind: the changing security needs, a proactive approach to supporting networks and data, and the alignment of technology to business needs. Security needs are much more advanced today than they were in 1993. Keeping critical data safe is of concern to any business owner. In addition, many new tools are available now that weren't available even a few years ago that making network monitoring affordable for all businesses. Taking a proactive approach to network maintenance keeps systems up and running and employees productive and working in an efficient manner. Finally, we've seen businesses begin to align technology with their business goals. Rather than focusing on technology plans and assessments, many businesses are focusing on business plans and assessments and utilizing technology to further those business objectives.

***Is there a particular niche that Integrity Technology Solutions is trying to serve?***

Our focus is on companies with up to 100 users located in Central Illinois (or within about a 60 mile radius of Bloomington). Our clients recognize the role technology plays in moving their business forward and are committed to investing in technology that helps them make money, save money, protect their data, or gain a competitive advantage.

***What sets your organization apart from the competition?***

Our employees are our best asset. We have an extremely talented staff with an average tenure of 7 years. Our employees have developed long term relationship with our clients and have truly become a trusted partner in their businesses.

We have also reinvested in our company over the years by evaluating tools, fine tuning our processes and training our employees to provide superior services to our clients. We focus on a proactive approach to servicing our clients to ensure that their systems are up and running and that they are productive.

Our company also has a strong commitment to the community and encourages our employees to be involved in local not-for-profit organizations and boards. It is important to all of us that we not only help organizations through financial donations but also by volunteering our time. You'll find our employees supporting organizations like the Salvation Army, marcfirst, the American Cancer Society, the American Red Cross, and Big Brother Big Sisters.

***As you plan for the future, what "HR/people" issues do you wrestle with?***

Finding and retaining top talent is critical. It is important that we offer a competitive benefit package so keeping health care costs affordable to our employees.

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***Why have you chosen to be a member of EA?***

The Employers' Association has proven to be a great resource for us. The availability of sample documents and policies as well as the staff at the Employers' Association has been extremely helpful to our Human Resource department.

***What would you like our members to know that has not been asked?***

I am really excited to be implementing a business improvement system of open book management in 2009. We are partnering with The Great Game of Business to open our books to our employees, teach them how our business makes money and work with them to track, forecast and improve the key financial and operational numbers that determine our success. The goal is get each of our employees to think and act like an owner of our business and improve it. By providing them a stake in the outcome, we improve our business and our employee's lives.