





### Celebrating 33 Years of Growth & Innovation

- 10 | Top Three Ranked Company Spotlights
- 20 | 2019 Rochester Chamber Top 100 Rankings

A Greater Rochester Chamber of Commerce and KPMG LLP Program



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Special thanks to Rochester Chamber's publication printing partner - **Selby Marketing, LLC** 

## Congratulations on your outstanding performance.

We extend a special thank you to the Greater Rochester Chamber of Commerce for teaming with KPMG for the past 33 years.

We look forward to honoring area companies that make significant contributions to the Rochester community for many years to come.

kpmg.com





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Greater Rochester Chamber of Commerce is pleased to bring the 33rd annual Rochester Chamber Top 100 Awards Program to our region. We gratefully acknowledge the generosity of the Rochester Chamber Top 100 Awards Program Sponsors:

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## Supporting Innovation and Growth: Our Major Sponsors



Rochester Chamber Top 100 major sponsors like ESL Federal Credit Union, M&T Bank, and Paychex know the formula for business success. Thats why they support this program recognizing our region's entrepreneurial spirit.

### **Presenting Sponsor**



"There has never been a more exciting time than now to launch, manage, and grow a business in Greater Rochester. I believe you could say that every year and it would be true. The assets we possess in this community—our colleges, our technologies, our quality of life, and most importantly, our people—are truly world class. The entrepreneurial spirit is strong throughout our region, and the support we provide to one another in the community is what strengthens that spirit year after year. To the Rochester Chamber Top 100, thank you for everything you do in your daily work to build a stronger, more resilient business community in Greater Rochester. Congratulations on tonight's honor and celebration. You have certainly earned it!"

Faheem Masood, President and CEO, ESL Federal Credit Union

### **General Reception Sponsor**

"The Rochester Chamber Top 100 brings our business community together to celebrate the companies that are driving our region's growth. Beyond a recognition of business success, the event also serves as a source of inspiration for us all to keep working toward a stronger, more vibrant Rochester. We have been a longtime sponsor of the Top 100 because it builds momentum for greater innovation, deeper collaboration, and ongoing economic growth in the year ahead."



Dan Burns, President, M&T Bank Rochester Division

### **Top 100 Executives VIP Reception Sponsor**



"The Rochester Chamber Top 100 gives all of us a chance to honor the entrepreneurs whose contributions are such a critical driver of Rochester's economy. Paychex is proud to be a lead sponsor of this important event, which celebrates our community's fastest-growing, privately held businesses. On behalf of Paychex's 16,000 employees, congratulations to this year's Top 100. Your success shows what's possible with hard work and an unwavering commitment to growing your business."

Martin Mucci, President and CEO, Paychex

## Manning Squires Hennig Leads 2019 Rochester Chamber Top 100

33rd Annual List of Fastest-Growing Privately Owned Businesses



Rochester Chamber President and CEO Bob Duffy said, "The Rochester Chamber Top 100 program serves as the perfect illustration that Rochester has indeed moved from a company town of a few major employers to a town of companies so diversified across the board.

companies large and small to compete

on a level playing field.

It is wonderful to see well-established companies competing with startups for a coveted spot on the list. The 2019 Rochester Chamber Top 100 companies employed close to 67,000 people and reported total revenue of nearly \$14 billion in the most recent fiscal year. That money comes right back to our community's economy."

To be eligible for the Rochester Chamber Top 100, businesses must be independent, privately held, headquartered in the nine-county Finger Lakes region, and have revenue of at least \$1 million in each of the three most recent fiscal years.

The program recognizes Rochester's reputation as a region of innovation spurred by a strong entrepreneurial spirit.





Bob Duffy President and CEO Greater Rochester Chamber of Commerce

he Rochester Chamber Top 100 has evolved into our region's biggest business celebration of the year. It recognizes success and the entrepreneurial spirit of innovation for which Rochester is well-known. A few years ago, we changed the Rochester Chamber Top 100 awards from a luncheon to a dinner, which took the event to an entirely new level. The evening celebration now allows business owners, employees, and their families to celebrate their success in a party-like atmosphere without the pressure of rushing back to work in the afternoon. While the energy of the New Year's Eve-type celebration is palpable, the most important thing is that these are all companies that are growing, creating jobs, and adding to the fabric of our local economy. Our Top 100 companies employed close to 67,000 people and reported total revenue of nearly \$14 billion in the most recent fiscal year. That money comes right back to our community's economy, not only to these companies, but to their vendors and ancillary businesses through spending by employees for living expenses, transportation, entertainment, and much more.



The Rochester Chamber Top 100 celebration serves as the perfect illustration that Rochester has indeed moved from a company town of a few major employers to a town of companies so diversified across the board. It is wonderful to see well-established companies competing with startups for a coveted spot on the list. Reading the stories of the Top 100 companies every year and how they have overcome challenges and persevered on their way to success serves as an inspiration. Their elevated standing within their industries as well as their loyalty to their employees and customers is outstanding.

These companies have made the Rochester and Finger Lakes region their home base and reinvest their success right here. If anyone ever questions whether the glass is half full or half empty here, come to a Rochester Chamber Top 100 celebration and you will see that the glass is overflowing.

The construction industry led the way with 26 companies landing on this year's Rochester Chamber Top 100 list. This is heartwarming to see. The growth of construction company revenues illustrates that our region's overall economy is growing. There is nothing more beautiful for me to see while traveling around the region than active construction sites. This serves as a great bellwether for success, investment, and growth in Rochester and should be encouraging to all of us. Following construction, the list features 19 service companies, 18 technology firms, 16 manufacturing businesses, 11 wholesale and

distribution companies, six retail businesses, and four financial

services companies.

Behind every successful program is a leader or a team that does not always get recognition. I want to commend Greater Rochester Chamber of Commerce Events Director Susan George for her nearly two decades of leadership in organizing the Rochester Chamber Top 100 awards program. Susan and her team do a tremendous job handling a process that runs nearly year-round with flawless planning and execution. I also share my gratitude to the Floreano Convention Center for its role as host venue of Rochester Chamber's signature event. Convention Center Executive Director Jim Brown and his staff do an amazing job. A nod also goes to Eric Smith at CMIAV for providing the audio and video services that make the celebration a spectacle to behold. I would be remiss if I did not recognize the major sponsors that make the Rochester Chamber Top 100 program possible. These include ESL Federal Credit Union, Paychex, Wegmans, Samson Fuel and Trucking, RIT's Saunders College of Business, Constellation Brands, Waste Harmonics, Delta Air Lines, Selby Marketing, 92.5 WBEE, and 13 WHAM ABC, Fox Rochester, and CW Rochester.

As you can see, the Rochester Chamber Top 100 awards go beyond just recognition of a ranking. The program truly is a community-wide celebration.







Five of the Top six companies in the 2019 Top 100 are construction companies. I don't recall a previous year where one industry dominated the upper tier of the rankings as we've seen in 2019. It's a compelling data point when looking forward. And while most companies recognize there are always potential "head winds" that they need to monitor, there seems to be a fairly optimistic view of the economy for our local companies.

Also, one of the best Top 100 metrics we look at each year to gauge how companies in the Greater Rochester area feel about their success is "total nominations received". In each of the past two years, we've received 200 or more nominations. The last time we had consecutive years of 200 or more nominations was the 2007 and 2008 programs (pre-financial crisis). I can tell you that the "bar keeps rising" each year to make the list based on the revenue results of our local companies. The Rochester community should be very proud.







### RAISING VALUE IN OUR COMMUNITY

Built on a foundation of quality and service.

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anning Squires Hennig is a full-service general contractor servicing western New York. The company employs more than 150 incredibly talented tradespeople who allow it to take on the region's most challenging concrete, masonry, and carpentry projects.

### History

Manning Squires was formed in 1958 by two highly skilled masons, Duane Squires and Richard Manning. Richard Hennig joined the company in 1962 forming Manning Squires Hennig (MSH). The partners saw an opportunity to become general contractors with the K-12 public schools building boom that occurred in the late '50s and early '60s. The success of those projects led to additional general contract work with private commercial and industrial clients predominantly in the Genesee County area.

Richard Manning died in 1963 and in 1972 Duane Squires bought out Richard Hennig. Duane's son Gary joined the firm in 1972 and began doing masonry work with Kodak. For the next 25 years Kodak was at least 50% of the company's sales volume. The company learned and grew alongside local industry leading to the development of a strong culture based on safety and quality.

As industry declined in Rochester, MSH was faced with the challenge of replacing its largest and most loyal customers. The transition from negotiated work with 30-year repeat customers to the hard-bid market was not without its challenges. Gary's leadership, MSH's great reputation, and fantastic team of tradespeople helped carry the company while learning the commercial, institutional, and educational marketplace that it operates in today.



### **Third Generation**

In 2015 Gary Squires began talking about retirement. As he took on the Chairman role, his son Matt was a natural choice to lead the company as CEO. Fortunately, they were able to hire Brian Kelly as COO and Samantha Nickerson as CFO to round out the new leadership team.

Brian is responsible for overseeing all operations — from project kick-off to close-out ensuring safety, quality control, scheduling, and customer satisfaction. Since he began his career in 1995 Brian has worked hard to establish a reputation within the industry as a committed, trustworthy, capable professional who's known for taking on tough assignments and delivering. Since starting with MSH he has helped create organizational systems that have allowed the company to continually grow revenues while increasing profits.

Samantha is responsible for all aspects of financial and administrative operations. Construction has long been a maledominated field and Sam's position on the leadership team has helped MSH transition into a more inclusive organization. Sam is known for cutting to the chase and talking about finances in plain English so that non-finance people understand what is important.

A new level of excitement and opportunity comes with this team as they position the company for its continued long-term success.

### The Heart of MSH

Since 1958 the company has been driven by the talents of its union tradespeople. MSH employs the most talented carpenters, masons, and laborers in Western New York. The new leadership team set a goal to match that field talent in the office and has been successful in assembling an outstanding project management team. The project managers, assistant project manager, project administrators, shop staff, estimators, and accounting team are all focused on one common goal: helping the field staff deliver for MSH customers.

Matt Squires said, "As a growing company, we're constantly looking to recruit and retain the most talented people. To that

end, we go to great lengths to make people happy to come to work each day." MSH provides the tools that its field employees need to work safely and efficiently. The company's recently renovated offices include highly functional and fun gathering spaces. MSH holds an annual holiday party and this summer took employees and their families to a Rochester Red Wings baseball game. Manning Squires Hennig leaders believe that happy employees do the best work.

### The Future

The future is bright for MSH. The company has experienced steady growth and leaders expect that to continue. In 2018 MSH acquired Scrufari Construction Company in Niagara Falls. Scrufari has been providing general construction services in the Niagara Falls and Buffalo markets since 1913. Like MSH, Scrufari has a reputation for quality, and again, that is due largely to the very talented men and women on site every day. A new team has been assembled, the offices have been renovated and systems are updated – however, one thing remains unchanged; commitment to building with quality, acting with integrity, and treating people well.

### Thank You

Upstate New York is a special place with an amazing group of local architects, engineers, subcontractors, and tradespeople. MSH considers it an honor to work with such talented, hardworking people.

The company also enjoys touching so many different businesses across the region. Construction projects can be a scary endeavor if you don't do them every day. MSH takes joy in guiding an owner through that process from groundbreaking to ribbon cutting and is thankful for the many people who help it achieve that success every day.

585.343.5365 · www.mshco.com



ne would have to appreciate the irony of Steve General Contractor landing the number two spot on the Rochester Chamber Top 100 fastest-growing companies as an organization entering its 47th year in business. The news came with great pride and exhilaration to the company but not as a total surprise. After previously reaching the Top 100 three times, the last time at number 15, the company knew it accomplished something special over the past year and that hard work and patience were paying off.

Sales over the past three years exceeded the volume performed in the company's first 30 years in business combined. Annual sales nearly tripled from 2017 to 2018. The major contributing factor to this increase was the five separate prime contracts totaling nearly \$30 million that Steve General Contractor competitively bid and was awarded at the Greater Rochester International Airport. This included all of the interior renovations, the field observation window wall addition, bar and restaurant installations, as well as the demolition of the existing exterior canopy and steel foundation support for the new canopy structure.

At the same time that work at the airport was booming, the company was steadfastly continuing its normal volume of contract work. These projects included additions and renovations at School #6 on Hudson Avenue, an addition and renovations at the administration building at Van Lare Sewage Treatment Plant, multiple contracts for the Rochester City School District, SUNY Brockport, Attica, Albion, and Groveland prisons and other public works.

The company was not an overnight success.

The business was started in the late 1960s by the late Stephen Vasciannie Sr., a Jamaican immigrant who got into the construction industry as a union mason, thus the name Steve General Contractor. Steve Sr. set out on his own building basements and fireplaces and performing maintenance work for local businesses. The family business was incorporated in 1973 and has been the sole employment for his five sons; Steve Jr., Richard, William, Charles, and David. A company built on nepotism, the business has expanded to include in-laws, nephews, and friends. Family and friends at times represented more than a third of those employed at the company.

David Vasciannie, the youngest of the sons, is the current president and CEO of Steve General Contractor. This position was bestowed on him by Steve Sr. a few years after David graduated from Clarkson College in 1983. As Steve Sr. preferred to work at jobsites, he became comfortable that this son was capable of turning the family occupation into a business. That is what David set out to do, but it wasn't easy. David said, "I remember having to convince my father to buy our first personal computer, argue with him that a business could not grow on a cash basis, and that borrowing wasn't necessarily an evil."

The company has maintained its niche in public works and prefers to avoid residential. David said, "We like the level playing field in public bidding and the work expectations are well-defined in the documents and contracts."



Effectively estimating and putting competitive bids together has been the key to Steve General Contractor's success and growth which is still handled primarily by David with major support from senior assistant Tracy McVicker. Upon successfully obtaining contracts, the company's well-experienced office staff and project managers add their contributions to make the projects successful.

One may ask, 'why have I never heard of this company?' The answer is that Steve General Contractor seldom advertises, and you don't see the name on vehicles and equipment, which has been a humble tradition over the years. You may not know the company name or the people behind it, but it is safe to say that you know their work. Here are some of the projects you may have seen or visited:

- All of the large exterior directional ground and overhead signage at the airport
- The new stadium at East High School, the first synthetic track at Franklin High, and renovated auditoriums at the four major Rochester City High schools
- The ice-skating rink at Manhattan Square Park
- The original opening of Batavia Downs and the current renovations and additions
- Addition and renovation to the Genesee County buildings including the DMV
- SUNY Geneseo Starbucks, SUNY Brockport –SUBWAY, MCC- science wing, RIT – main entrance sign structure
- Projects at almost every school district in the surrounding counties.

Steve General Contractor is proud to be one of New York State's oldest and largest minority-owned contractors. To be clear, the growth of this company was not because of the influence of affirmative action. In fact, satisfying MBE participation represents less than ten percent of the company's sales. Steve General Contractor's motto is "we are a qualified contractor who happens to be minority".

It is David's hope that many of the small companies that he mentors, and others view this Rochester Chamber Top 100 recognition as proof of what can be accomplished if you are patient and continue to learn from your failures along with your successes.



585.226.2784 • www.stevegeneralcontractor.com



### **3** Avani Technology Solutions, an Indotronix Avani Group Company

vani Technology Solutions, an Indotronix Avani Group Company, builds awesome software and finds great talent for customers. Since its inception in 2008, the company has enabled IT solutions for its clients around the world, offering technology consulting services and digital product design and development. However, that's only a part of what Avani does. The company is also adept at providing skilled IT professionals in the fields of mobility, web applications, and enterprise computing. Avani landed at number three on the 2019 Rochester Chamber Top 100 after grabbing the top spot in 2018. Greater Rochester Chamber of Commerce President and CEO Bob Duffy talked with Avani Technology Solutions President and CEO Sameer Penakalapati about the growing company.

Sameer Penakalapati, Chief Executive Officer Avani Technology Solutions, An Indotronix Avani Group Company





What does it mean for Avani to make the Rochester Chamber Top 100?

### Sameer

It's great. Making the list again further affirms the investments that we have made here on talent in a startup environment and reinforces that our strategy is working as we continue to grow.



### To what do you attribute this great growth and success?

### Sameer

It's about the people, really. Many don't realize that Rochester has great talent. The Rochester economy was once dependent upon the three largest employers but has now become a diverse entrepreneurial talent hub. When you have an environment where organizations like Rochester Chamber and other not-for-profits help startups grow, it's terrific. That has contributed a great deal to our growth. We're also not just a local company. We are global, with offices in the U.S., India, Canada, and expanding to the United Kingdom. But we owe all of that success to our start with the great people in Rochester.



How would you describe the economic climate in the Rochester and Finger Lakes region?

### Sameer

It's excellent but there are two sides to it. I'll mention again the people. The talent that we get in Rochester is probably some of the best in the country. Great schools and a diverse community are a big thing. The government is also doing its best to promote and recognize the talent here and provide incentive programs and those are positive things for Rochester. On the other hand, I do believe the government can do better. I know taxes are important, but I think there are policies that can be reviewed to foster a more positive business climate.





What is your advice as a successful businessperson to those aspiring to reach the Rochester Chamber Top 100?

### Sameer

Invest in people. Foster relationships with local and global banks that are willing to support you. Be realistic when you are trying to solve a problem and creating a business out of that. And finally, just be super-focused. I have seen people with great ideas and great skills, but they get distracted by different things. So, invest in people, stay focused, and build relationships - these are the most important things needed to build growth in my experience.

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## 2019 Rochester Chamber Top 100 Industry Analysis

Total Overall Revenues of Most Recent Fiscal Year

\$13,837,236,**501** 



**Largest Number of Employees** 

**Employees Within Rochester Area** 

Wegmans 13,078

Wegmans **36,124** 

**Employees Outside Rochester Area** 

**Oldest Company** 

**Youngest Company** 

O'Connell Electric Company, Inc. • 1911

TES Staffing • 2016

### **Industry Breakdown**

Construction	<b>26</b> Companies	<b>\$1,997,079,584</b> Total Revenue	2,867 Employees Within Rochester Area  1,833 Employees Outside Rochester Area
Service	19	<sup>\$</sup> 598,273,844	3,480
Technology	18	\$347,101,273	1,903 256
Manufacturing	16	<sup>\$</sup> 628,663,140	1,832 229
Wholesale/Distribution	11	\$579,809,22 <b>5</b>	623 777
Retail	6	\$9,629,277,321	13,655 36,155
Financial Services	4	\$ <b>57,032,114</b>	175 21
Total	100	<sup>\$</sup> 13,837,236,501	24,535 42,381





### **ALL-AMERICAN HOME CARE**

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742 South Clinton Avenue Rochester, NY 14620 585.454.1776

reception@all-americanhomecare.com



## Spotlight: All-American Home Care

Il-American Home Care was founded in 2015 to serve people on Medicaid and those wishing to enroll in it. The company provides skillful compassion with personal attention by helping with chores like bathing, personal hygiene, laundry, cooking, cleaning, and light housework. All-American Home Care participates in New York State's Consumer Directed Personal Assistance Program – a model that puts the consumer or family in charge of their own care. All-American Home Care is headquartered in Rochester and serves hundreds of clients across dozens of upstate counties. It is one of the 75 largest employers in a six-county area. Greater Rochester Chamber of Commerce President and CEO Bob Duffy talked with All-American Home Care CEO Marco Altieri about the company's success.



Chief Executive Officer, All-American Home Care



What does it mean for All-American Home Care to land on the 2019 Rochester Chamber Top 100?

### Marco

This has been an amazing experience. We are quite proud of the fact that our short-lived organization is among the fastest-growing companies in the region. It shows that this is a great place to do businesses which has some great leaders who have fostered an environment that has allowed us to do that.



To what do you attribute your company's sustained growth and success in that short period of time?

### Marco

Our industry is a very fast-growing industry. People need care. They want to move away from a traditional model of being in a facility and have more control for a better quality of life. We have seen that people are starting to take that control over their care in the sense that they want to age in place as opposed to being institutionalized. Also, the population is growing. As Baby Boomers are getting older, services are becoming much more accessible to people as opposed to before when people didn't realize these services are available to them.



How would you describe the economic and business climate in the Rochester and Finger Lakes region?

### Marco

It's been wonderful. I'm seeing now that there is much more collaboration in recent years. People are working together. Whether it's working with technology firms to make products better or working with organizations like Rochester Chamber to pull the community together, it's quite a culture change here. For us, it allows us to build better businesses to work together in finding ways to support the community as a whole even though this is just our small part of it.



Your success is a great story. What is your advice for those companies aspiring to grow and someday reach the Rochester Chamber Top 100?

### Marco

Work hard, make a plan, and stick to it. Do what you say you're going to do and serve people. We are a service-based organization. When the phone rings, we pick it up. When people need help, we help them. We don't leave them to figure things out on their own.



### Manning Squires Hennig Co., Inc.

Founded: 1958 Local Employees: 125 Total Employees: 210

Batavia, New York 14021 585-343-5365







Matt Squires Brian Kelly Samantha Nickerson Chief Executive Officer Chief Operating Officer Chief Financial Officer



### Steve General Contractor, Inc.

Industry: Construction Founded: 1973 Local Employees: 81 Total Employees: 81

3774 Telephone Road Caledonia, New York 14423 585-226-2784 www.stevegeneralcontractor.com





### Avani Technology Solutions, an Indotronix Avani Group Company

Industry: Technology Founded: 2008 Local Employees: 728 Total Employees: 783

585-584-1313





### DiPasquale Construction, Inc.

Industry: Construction Founded: 2013 Local Employees: 31 Total Employees: 31

5138 West Ridge Road Spencerport, New York 14559 585-352-4410 www.dci-team.com



Christopher DiPasquale President



### Christa Construction, LLC

Founded: 1982 Local Employees: 41 Total Employees: 47

64 Commercial Street, Suite 401 585-924-3050 www.christa.com



David Christa Chief Executive Officer, President



### **Hamilton Stern Construction, LLC**

Industry: Construction Founded: 2010 Local Employees: 40 Total Employees: 40

3850 Monroe Avenue Pittsford, New York 14534 585-586-8101 www.hamiltonstern.com



Christopher Stern



Justin Hamilton



### LaBella Associates

Founded: 1978 Local Employees: 420 Total Employees: 770

300 State Street Rochester, New York 14614 585-454-6110 www.labellapc.com



Sergio Esteban Chief Executive Officer



Robert B. Pepe Chief Financial Officer





### NYMAT Machine Tool Corp.

Industry: Manufacturing Founded: 1981 Local Employees: 18 Total Employees: 53

2650 Baird Road Fairport, New York 14450 585-248-8200 www.nymat.com





### cheribundi, Inc.

Industry: Manufacturing Founded: 2006 Local Employees: 60 Total Employees: 70

1 Montmorency Way 315-787-0475



John "Mike" Hagan Bill Brophy Chief Executive Officer Chief Financial Officer





### CloudCheckr

Industry: Technology Founded: 2011 Local Employees: 135 Total Employees: 162

342 N. Goodman Street Rochester, New York 14607 585-413-0869 www.cloudcheckr.com





### MediSked, LLC

Industry: Technology Founded: 2003 Local Employees: 86 Total Employees: 106 866-633-4653





Douglas Golub Executive Vice President, President & Co-Founder Co-Founder & Compliance Officer



### Turner Underground Installations Inc.

Industry: Construction Founded: 1995 Local Employees: 24 Total Employees: 31

1233 Lehigh Station Road Henrietta, New York 14467 585-359-2531 www.turnerunderground.com



Robert Turner President



Rhett Turner



### AeroSafe Global

Founded: 2001 Local Employees: 100 Total Employees: 103

460 Buffalo Road, Suite 200 585-328-2140



Jay McHarg Michael Williams Chief Executive Officer Chief Financial Officer





### **Career Start**

Industry: Service Founded: 2007 Local Employees: 32 Total Employees: 33

252 S. Plymouth Avenue Rochester, New York 14608 585-360-2620 www.careerstartny.com



Lindsay McCutchen President



### **Nichols Construction Team**

Founded: 1983 Local Employees: 36 Total Employees: 36

75 Highpower Road 585-427-9480





Ric Carley President Jim Burm
Chief Operating Officer



### **Cambridge Street Asset Management LLC** (Manager for Royal Oak Realty Trust)

Industry: Financial Services Founded: 2013

Local Employees: 12 Total Employees: 12

600 East Avenue, Suite 200 Rochester, New York 14607 585-471-5821

www.royaloakrealtytrust.com



Daniel J. Goldstein, CPA Chief Executive Officer & President



### **TalentBridge**

Founded: 1985 Local Employees: 427 Total Employees: 2,627 585-381-0810

www.lantekcom.com



Thomas C. loele Chief Executive Officer



### **Lantek Companies**

Industry: Telecommunications Founded: 2004

Local Employees: 85 Total Employees: 85

580 Fishers Station Drive, Suite A Victor, New York 14564 585-924-6980



Lance R. Papke President



### OptiPro Systems, LLC

Industry: Manufacturing/Technology Founded: 1982 Local Employees: 102 Total Employees: 102

6368 Dean Parkway 585-265-0160



Mike Bechtold President



Conifer Realty, LLC

Industry: Real Estate Founded: 1975 Local Employees: 200 Total Employees: 550

1000 University Avenue, Suite 500 Rochester, New York 14607 585-324-0500 www.coniferllc.com



Timothy D. Fournier **Executive Officer** 

Joan F. Hoover



President



### EagleDream Technologies

Industry: Technology Founded: 2013 Local Employees: 68 Total Employees: 68

300 WillowBrook Office Park, Suite 300 Fairport, New York 14450 585-347-2880 www.eagledream.com



Robert D. Moore, Jr. Chief Executive Officer



### **Greenlight Networks**

Industry: Technology Founded: 2011 Local Employees: 53 Total Employees: 53

1255 University Avenue, Suite 204 Rochester, New York 14607 585-351-6600

www.greenlightnetworks.com



President & Chief Executive Officer



Phil Jones Chief Financial Officer



Michele Sadwick Vice President of Marketing



### Keller Williams Realty Greater Rochester

Industry: Service Founded: 2008 Local Employees: 480 Total Employees: 480

585-362-8900

www.kwroc.com





Operating Principal







### **Workplace Interiors**

Industry: Retail Founded: 2015 Local Employees: 17 Total Employees: 17

400 Packetts Landing Fairport, New York 14450 585-425-7420 www.workplaceint.com



Scott MacCaull President



### FM Office Express, Inc.

Industry: Wholesale/Distribution 106 Despatch Drive, Suite 2 Founded: 1995 East Rochester, New York 14445

Local Employees: 80 585-673-2719

Total Employees: 110





### **Oaks Construction**

Industry: Construction Founded: 2003 Local Employees: 30

Total Employees: 35

8 Amity Street Spencerport, New York 14559 585-247-6257

www.oaks-construction.com



Kristopher M. Oaks President



### **RP Fedder Corporation**

Industry: Manufacturing/Distribution 740 Driving Park Avenue

Local Employees: 38 Total Employees: 44

Rochester, New York 14613 585-288-1600



Stephen Quinn President





### Leonard's Express, Inc.

Industry: Transportation/Warehouse Services

Founded: 2001 Local Employees: 215 Total Employees: 520 6070 Collett Road Farmington, New York 14425 585-924-8140 www.leonardsexpress.com



Kenneth Johnson Chief Executive Officer



Kevin Johnson Chief Operating



Kyle Johnson Chief Financial Officer



### O'Connell Electric Company

Founded: 1911 Local Employees: 450 Total Employees: 800

830 Phillips Road Victor, New York 14564 585-869-4523



Victor E. Salerno Thomas Parkes Chief Executive Officer Chief Operating Officer







### All-American Home Care

Industry: Service Founded: 2015 Local Employees: 1,000 Total Employees: 1,004

742 S. Clinton Avenue Rochester, New York 14620 585-454-1776 www.all-americanhomecare.com



Marco C. Altieri Chief Executive Officer



Thomas A. Hanna, Jr. Chief Financial Officer



### Klein Steel Service, Inc.

Founded: 1971 Local Employees: 167 Total Employees: 180

105 Vanguard Parkway 585-328-4000



Mike Young
President & Chief Executive Officer



### Surmotech LLC

Industry: Manufacturing Founded: 2013 Local Employees: 66 Total Employees: 66

7676 Netlink Drive Victor, New York 14564 585-742-1220 www.surmotech.com



Susan Horne President



Jeff Thaler Chief Financial Officer



### Regional Distributors, Inc.

Industry: Wholesale/Distribution 1281 Mount Read Boulevard Founded: 1994 Local Employees: 60 Total Employees: 67

585-458-3300





Executive Vice President



### **ENALAS LLC**

Industry: Retail Founded: 2012 Local Employees: 30 Total Employees: 30

Victor, New York 14564 585-494-1930

788 Old Dutch Road

www.enalasconsulting.com



Ben Pearson Founder & Chief Executive Officer



### Tri Tower Telecom Corporation

Founded: 2009 Local Employees: 21 Total Employees: 21 70 Vantage Point Drive, Suite 2 585-617-5060







### LeChase Construction Services, LLC

Industry: Construction Founded: 1944 Local Employees: 475 Total Employees: 790

205 Indigo Creek Drive Rochester, New York 14626 585-254-3510 www.lechase.com



William H. Goodrich Chief Executive Officer & Managing Partner



William L. Mack President



R. Wayne LeChase Chairman



### Northern Air Systems, Inc.

Industry: Manufacturing Founded: 1998 Local Employees: 89 Total Employees: 99

3605 Buffalo Road 585-594-5050







### The DDS Companies

Industry: Construction Founded: 2001 Local Employees: 203 Total Employees: 433

45 Hendrix Road West Henrietta, New York 14586 585-359-7540 www.ddscompanies.com



Sean G. Donohoe, P.E., President



### **AEY Enterprises, Inc.**

Founded: 1989 Local Employees: 48 Total Employees: 48

315-597-2188



Michael Young President



### CloudSmartz

Industry: Technology Founded: 2012 Local Employees: 6 Total Employees: 7

28 E. Main Street. Suite 1525 Rochester, New York 14614 585-627-1984 www.cloudsmartz.com



Dan Wagner Chief Executive Of & Co-Founder e Officer



Manieet Dhariwal Chief Technology O & Co-Founder



### **Waste Harmonics**

Founded: 2001 Local Employees: 43 Total Employees: 49 7620 Omnitech Place, Suite 1 585-820-0631



Michael Hess President & Chief Executive Officer



T&T Materials, Inc.

Industry: Wholesale/Distribution 224 West Main Street Founded: 2006 Local Employees: 4

Rochester, New York 14614 585-328-9941 Total Employees: 4 www.tandt-materials.com



President & Chief Executive Officer



James F. Mossgraber & General Manager



TES Staffing

Industry: Service Local Employees: 14 Total Employees: 14

1150 University Avenue, Suite 20 585-232-4880 www.tesstaffing.com







### C.P. Kelly and Associates, LLC

Industry: Construction Founded: 2005 Local Employees: 7 Total Employees: 7

1201 Ridge Road Ontario, New York 14519 585-310-1501 www.cpkelly.com



Charles P. Kelly Managing Member



### RocNet Supply, Inc.

Industry: Wholesale/Distribution 1319 Research Forest Founded: 2014 Local Employees: 16 Total Employees: 16

585-738-1654



Mike Baker Chief Executive Officer





### MRB Group Engineering, Architecture & Surveying, D.P.C. (formerly MRB Group, PC)

Industry: Service Founded: 1927 Local Employees: 63

Total Employees: 84

145 Culver Road, Suite 160 Rochester, New York 14620

585-381-9250 www.mrbgroup.com



Ryan T. Colvin, P.E.



### Optimax Systems, Inc.

Industry: Manufacturing Founded: 1991 Local Employees: 350 Total Employees: 350

6367 Dean Parkway Ontario, New York 14519 585-265-1020



Richard Plympton Chief Executive Officer





### Colonial Fire Protection Systems, Inc.

Industry: Construction Founded: 1983 Local Employees: 35 Total Employees: 48

860 Linden Avenue, Suite B Rochester, New York 14625 585-381-7362 www.colonialfire.com



Daniel Merkle President



Trisha Merkle Vice President



### Precision Grinding & Manufacturing Corp.

Industry: Manufacturing Founded: 1967 Local Employees: 153 Total Employees: 154

1305 Emerson Street Rochester, New York 14606 585-458-4300



Michael Hockenberger, Ph.D. President & Chief Executive Officer



Todd Hockenberger Vice President



### SimuTech Group, Inc.

Industry: Technology Founded: 2000 Local Employees: 25 Total Employees: 108 1800 Brighton-Henrietta Town Line Road Rochester, New York 14623 585-424-2010 www.simutechgroup.com



Katherine T. Lally



John Iliievski Chief Finan Officer



Rick James



### Liberty Pumps, Inc.

Industry: Manufacturing Founded: 1965 Local Employees: 227 Total Employees: 234

7000 Apple Tree Avenue Bergen, New York 14416





Charlie Cook Chief Executive Officer



### **H&C Tool Supply Corp.**

Industry: Wholesale/Distribution 235 Mt. Read Blvd. Founded: 1955

Local Employees: 35 Total Employees: 45

Rochester, New York 14611 585-235-5700 www.hctoolsupply.com



Don Waltzer President & Chief Executive Officer



### Gorbel, Inc.

Industry: Manufacturing Founded: 1977 Local Employees: 295 Total Employees: 400

600 Fishers Run 585-924-6159



Brian Reh Chief Executive Officer



### 3G Packaging, Inc.

Industry: Wholesale/Distribution 622 Hollenbeck Street Founded: 2005

Local Employees: 19 Total Employees: 30

Rochester, New York 14621 585-342-6060 www.3gpkg.com



Vincent Stango President



John Siciliano Vice President



### Poseidon Systems, LLC

Industry: Technology Founded: 2011 Local Employees: 19 Total Employees: 20

200 Canal View Blvd., Suite 300 585-239-6025



Mark Redding President & Founder





### **RDG+Partners CPAs, PLLC**

Industry: Financial Services 69B Monroe Avenue Founded: 2005

Local Employees: 35 Total Employees: 35

Pittsford, New York 14534 585-662-5046

www.rdgandpartners.com



John Rizzo Brian DiGiacco Chris Gamble Co-Managing Partner Co-Founding Partner Co-Managing Partner







### CPL (Clark Patterson Lee)

Founded: 1975 Local Employees: 143 Total Employees: 435 205 Saint Paul Street Rochester, New York 14604 585-454-4570



Todd M. Liebert, AIA, NCARB Chief Executive Officer



Dan Duprey, P.E President & Chief Operating Officer





iV4

Industry: Technology Founded: 1996 Local Employees: 34 Total Employees: 58

1387 Fairport Road, Suite 730 Fairport, New York 14450 585-598-3300 www.iv4.com



Mike Spoont Chief Executive Officer



Rich Gleason President



Jim Ockenden Chief Sales Officer



### LSI Solutions, Inc.

Founded: 1986 Local Employees: 339 Total Employees: 388

7796 Victor-Mendon Road 585-869-6600



Jude S. Sauer, M.D. President & Chief Executive Officer



Eva P. Sauer, M.D. Secretary & Treasurer



### **Home Power Systems LLC**

Industry: Construction Founded: 2003 Local Employees: 27 Total Employees: 30

1127 Corporate Drive East Farmington, New York 14425 585-421-0203 www.homepowersystems.net





### Isaac Heating & Air Conditioning

Industry: Contracting Founded: 1945 Local Employees: 337 Total Employees: 413

585-546-1400









### Frontier Glass Inc.

Industry: Construction Founded: 1998 Local Employees: 30 Total Employees: 31

175 Colvin Street Rochester, New York 14611 585-235-0180 www.frontierglassinc.com



Frank J. Sapienza III President



Brite

Founded: 1983 Local Employees: 40 Total Employees: 50

7647 Main Street Fishers 585-869-6015



Justin Smith President & Chief Operating Officer



Trevor Smith
Executive Vice President



### Nu-Look Collision, Inc.

Industry: Service Founded: 1986 Local Employees: 271 Total Employees: 306

West Henrietta, New York 14586 585-321-3010

www.nulookcollision.com

840 Lehigh Station Road



Todd Zigrossi President



### **GP Flooring Solutions**

Founded: 1989 Local Employees: 23 Total Employees: 35

32 Marway Circle 585-637-2828



Abby Reinhard President



### **Tiny Fish Printing**

Industry: Manufacturing Founded: 2007 Local Employees: 25 Total Employees: 28

Rochester, New York 14609 585-288-7470 www.tinyfishprinting.com

139 Garson Avenue



Antonio Esteves Co-Owner



Jonathan Bernier



### R.M. Landscape Inc.

Industry: Service Founded: 1973 Local Employees: 105 Total Employees: 120

293 Peck Road Hilton, New York 14468 585-392-7120







### **SEI Design Group**

Industry: Service Founded: 2006 Local Employees: 37 Total Employees: 51

Rochester, New York 14614 585-442-7010 www.seidesigngroup.com

224 Mill Street, Ste. 1



Principal



Principal





Brian Cieslinski Victor Tomaselli, AIA Michael Ebertz, AIA Matthew Monaghan, AIA Principal Principal



### **Ardent Learning, Inc.**

Industry: Service Founded: 1992 Local Employees: 20 Total Employees: 33

1 Bausch and Lomb Place, Ste. 930 585-454-1240



Rich Fox Chief Executive Officer & President



YPC Media

Industry: Service Founded: 2003 Local Employees: 93 Total Employees: 102

280 Kenneth Drive Rochester, New York 14623 585-247-3996 www.ypcmedia.com



Chief Executive Officer

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### AppliedLogix, LLC

Founded: 2006 Local Employees: 28 Total Employees: 28

216 Daley Road Fairport, New York 14450 585-414-8193



James Herrmann Managing Partner



Angelo Caruso Managing Partner



### Tiffany Transporation Services Ltd./ **DBA Tuf Trucks & Fine Cars**

Industry: Retail Founded: 1978 Local Employees: 13 Total Employees: 13 7283 W. Henrietta Road Rush New York 14543 585-254-3310 www.tuftrucks.com



Jean Evans Chief Executive Officer/President



Patrick Evans Founder



Michael Evans Operations Manager



### Han-Tek, Inc.

Industry: Manufacturing Founded: 1961 Local Employees: 59 Total Employees: 59

10 Carriage St 585-924-2200 www.han-tek.com



Patrick Tobin President









### **VP Supply Corp**

Industry: Wholesale/Distribution 3445 Winton Place

Founded: 1965

Local Employees: 148 Total Employees: 539

Rochester, New York 14623 585-272-0110 www.vpsupply.com



Gary Curwin President



Gary Perkins Vice President



Louis Curwin Secretary/Treasurer



### **Broadstone**

Industry: Financial Services Founded: 2006 Local Employees: 93 Total Employees: 108

800 Clinton Square 585-287-6500



Chris Czarnecki Chief Executive Officer & President



### **Capstone IT**

Industry: Technology Founded: 2003 Local Employees: 40

Total Employees: 44

656 Kreag Road Pittsford, New York 14534 585-546-4120

www.capstoneitinc.com



Sitima Fowler Michael Fowler
Co-Chief Executive Officer Co-Chief Executive Officer





### **Bristol ID Technologies**

Industry: Manufacturing Founded: 1975 Local Employees: 90 Total Employees: 99

1370 Rochester Street Lima, New York 14485 585-582-5120





### **Rochester Clinical Research**

Industry: Service Founded: 1994 Local Employees: 28 Total Employees: 29

500 Helendale Road, Suite LL 20 Rochester, New York 14609 585-288-0890 www.rcrclinical.com



Patricia S. Larrabee Chief Executive Officer



Adam Larrabee President



### Moser Services Group, LLC **DBA: EV Charge Solutions**

Industry: Wholesale/Distribution 7464 W. Henrietta Road Founded: 2011 Local Employees: 7

585-533-4051



Michael Moser President



### Tele Data Com Inc.

Industry: Technology Founded: 1984 Local Employees: 24 Total Employees: 24

Total Employees: 7

90 Air Park Drive Rochester, New York 14624 585-527-0800 www.teledatacom.net



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### **Black Button Distilling**

Industry: Manufacturing Founded: 2012 Local Employees: 60 Total Employees: 90

85 Railroad Street 585-730-4512



Jason Barrett



Admar Supply Co., Inc.

Industry: Construction Founded: 1972 Local Employees: 97 Total Employees: 296

1950 Brighton-Henrietta Townline Road Rochester, New York 14623 585-978-8800

www.admarsupply.com



Joel R. DiMarco President



Richard J. DiMarco II John DiMarco II
Executive Vice President Executive Vice President





### Wegmans Food Markets, Inc.

Industry: Retail Founded: 1916 Local Employees: 13,078 Total Employees: 49,202

1500 Brooks Avenue 585-328-2550 www.weamans.com



Daniel R. Wegman Chairman of the Board



President & Chief Executive Officer



### VarData, LLC

Industry: Technology Founded: 2004 Local Employees: 17 Total Employees: 19

1046 University Avenue Rochester, New York 14607 585-321-1950 www.vardata.com



Jeffrey Coke President



Michael McCabe Vice President



### **Allied Financial Partners**

Industry: Financial Services 6536 Anthony Drive, Suite B Founded: 2009 Local Employees: 30 Total Employees: 60

585-410-6733





### eHealth Technologies

Industry: Technology Founded: 2006

Local Employees: 312 Total Employees: 315

250 Thruway Park Drive West Henrietta, New York 14586 585-242-1000

www.eHealthTechnologies.com



Jeff Markin Chief Executive Officer



### On The Mark Utility Locating Services, Inc.

Local Employees: 26 Total Employees: 41

1280 Scottsville Road, Suite 60 Rochester, New York 14624



Wayne Coleman Chief Executive







### **AP Plumbing**

Industry: Service Founded: 1986 Local Employees: 61 Total Employees: 61

1195 Ridgeway Avenue Rochester, New York 14615 585-723-9000 www.applumbing.com



Andy Prestigiacomo President



### **Mason Digital LLC**

Founded: 2014 Local Employees: 16 Total Employees: 16

400 Whitney Road Penfield, New York 14526 585-249-1100



Timothy J. Mason President & Chief Executive Officer





James Dennis Karl Heberger Chief Operating Officer Chief Strategy Officer



### Abrasive-Tool Corp.

Industry: Wholesale/Distribution Founded: 1968

Local Employees: 33 Total Employees: 58 1555 Emerson Street Rochester, New York 14606 585-254-4500 www.abrasivetool.com



Mike Hanna



### ADI, LLC

Founded: 2002 Local Employees: 14 Total Employees: 14

585-239-6015



E. Todd Johnsson Chief Executive Officer



### **Dorschel Automotive Group**

Industry: Retail Founded: 1949 Local Employees: 475 Total Employees: 475

3817 West Henrietta Road Rochester, New York 14623 585-321-2459

www.dorschel.com



Richard J. Dorschel President & Chief Executive Officer



### The Duke Company

Local Employees: 47 Total Employees: 78

299 Jefferson Road 585-292-9870

171 Sully's Trail



David Terry President & Managing Member



### The Bonadio Group

Industry: Service Founded: 1978 Local Employees: 323

Pittsford, New York 14534 585-381-1000 Total Employees: 751 www.bonadio.com



Bruce Zicari, II Chief Executive Officer & Managing Partner



### Mech Tech HVAC, Inc.

Founded: 2005 Local Employees: 21 Total Employees: 23

1805 Tebor Road 585-872-6681



Edward J. Burns President & Chief Executive Officer



### **Marshall Exteriors**

Industry: Construction Founded: 2000 Local Employees: 27 Total Employees: 27

171 West Shore Boulevard Newark, New York 14513 315-331-6462

www.marshallexteriorsNY.com



Anthony Natale Chief Executive Officer



Adam Olschewske



### SCJ Associates, Inc.

Industry: Manufacturing Founded: 1971 Local Employees: 48 Total Employees: 48

60 Commerce Drive 585-359-0600



Scott S. Sutherland President & Chief Executive Officer



### **HBT Architects, LLP**

Industry: Service Founded: 2000 Local Employees: 20 Total Employees: 21

2 Fiton Street Rochester, New York 14607 585-586-0490 www.hbtarchitects.com



Trevor M. Harrison Managing Partner



James Tripp Partner



### Butler/Till Media Services, Inc.

Industry: Service Founded: 1998 Local Employees: 140 Total Employees: 150

Rochester, New York 14623 585-274-5100



Kimberly Jones President



### Crosby-Brownlie, Inc.

Industry: Construction Founded: 1979 Local Employees: 275 Total Employees: 275

100 Nassau Street Rochester, New York 14605 585-325-1290 www.crosbybrownlie.com



Jason Brownlie Vice President

Marietta Brownlie

## Veteran Owned Companies

- Dorschel Automotive Group
- · EagleDream Technologies
- T&T Materials, Inc.
- · Turner Underground Installations, Inc.

## Minority Owned Companies

- Avani Technology Solutions,
   an Indotronix Avani Group Company
- Capstone IT
- · FM Office Express, Inc.
- · On The Mark Utility Locating Services
- · Steve General Contractor, Inc.

## Women Owned Companies

- Butler/Till Media Services, Inc.
- · Capstone IT
- Career Start
- · Crosby/Brownlie, Inc.
- GP Flooring Solutions
- Regional Distributors, Inc.
- · Rochester Clinical Research
- · SimuTech Group, Inc.
- · Surmotech LLC
- Tiffany Transportation Ltd./DBA Tuf Trucks & Fine Cars



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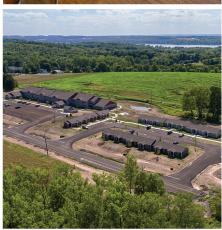






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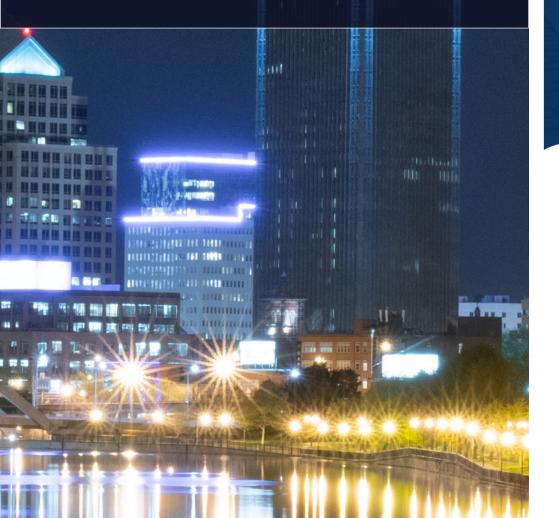
## Number One Companies Since 1987

- 2019 Manning Squires Hennig Co., Inc.
- 2018 Avani Technology Solutions Inc.
- 2017 SunCommon NY
- 2016 Hamilton Stern Construction, LLC
- 2015 Mirror Show Management
- 2014 UTC RETAIL
- 2013 Ironwood Heavy Highway, LLC (Terry Tree Service, LLC)
- 2012 5Linx Enterprises, Inc.
- 2011 Manning & Napier Advisors, Inc.
- 2010 SenDEC Corporation
- 2009 Auction Direct USA
- 2008 Turner Bellows, Inc.
- 2007 Ecovation, Inc.
- 2006 Frank Lill & Son, Inc.
- 2005 EMA Design Automation, Inc.
- 2004 EMA Design Automation, Inc.
- 2003 Global Communications Solutions, Inc.
- 2002 PAETEC Communications, Inc.
- 2001 Hover-Davis, Inc.
- 2000 First American Equipment Finance
- 1999 People's Pottery (CJF Holdings, Inc.)
- 1998 CVC, Inc.
- 1997 CVC. Inc.
- 1996 Sutherland Global Services, Inc.
- 1995 World of Science, Inc.
- 1994 Synergy Global Solutions, Inc.
- 1993 Synergy Global Solutions, Inc.
- 1992 Sporting Dog Specialties, Inc.
- 1991 O'Connell Electric Company
- 1990 The Pike Company
- 1989 Computerland of Upstate NY
- 1988 Leon's/The Computer Store
- 1987 Wegmans Food Markets, Inc.



### New to the 2019 **Rochester Chamber** Top 100 List

- · AeroSafe Global
- All-American Homecare
- AP Plumbing
- · Black Button Distilling
- EagleDream Technologies
- GP Flooring Solutions
- Greenlight Networks
- Moser Services Group, LLC: DBA: EV Charge Solutions
- On The Mark Utility Locating Services, Inc.
- TES Staffing
- Tiny Fish Printing





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Bob Duffy
President and CEO
Greater Rochester Chamber of Commerce





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580 Fishers Station Dr. Ste A Victor NY 14564 585-924-6980

### **Women in Focus**

Insights from two 2019 Top 100 Leaders





What, if any, setbacks or hardships have you faced being a woman in a leading position?

### Lindsay

Believe it or not, I get this question often. I don't look at my hardships as a leader to be gender specific. I meet with leaders all over the world that are different in ethnicity, age and gender and we all tend to struggle with similar issues. I don't walk into a room and think of the hurdles that I have as being a woman leader. I walk into a room and think of the power that I have as a leader. I dropped the story of what it meant to be a woman and lead long ago and stepped into the magnificence and art of leading without that gender attachment.



To what do you attribute your company's sustained growth and success?

### Lindsay

There are many factors that make a company of our size continue to trend set and meet fast growing company lists time and time again. If I had to pick two things I would identify them as curiosity and flexibility. We are constantly asking ourselves and our partners questions to strategize on a plan that best fits them and our organization. We also subscribe to the theory that the world is always evolving (faster than ever) and with that, plans and strategies need to change. We strive to remain flexible at all times to stay ahead of the curve. There's nothing fun about being in the drift. Career Start's job is to disrupt the drift.



How would you characterize the Rochester region's economic climate and your company's place in it?

### Lindsav

Rochester is booming and we love it! Career Start has noticed a high growth in jobs both nationally and within the Rochester market. It is so nice to see companies with a plethora of different openings and it's also nice for candidates to have greater access and diversity in job offerings. More jobs available means that more companies are leveling up with their offerings to their employees for retention and recruitment purposes which is nice to see from a 360 view. We have grown our internal employee headcount by 20% this past year alone and have also incorporated many value adds for our employees to keep top performers. I'm enjoying the challenge from a recruitment and staffing perspective and as a business owner. Lets go Rochester!



Butler/Till is a women-owned, 100% employee-owned, independent marketing agency and a certified B Corporation that builds progressive media and communications programs across digital, social, traditional, and experiential platforms. The agency is also one of the fastest-growing private companies in the country, earning a spot on Inc. 5000 for seven consecutive years. Butler/Till is home to more than 150 employees, of whom 65% are female. It is headquartered in Rochester, NY, with offices in New York and San Francisco. With a strong woman leadership team as a significant driver of organizational growth and prosperity at Butler/Till, the company has experienced double-digit revenue increases in each of the past eight years.



### What does it mean to you to be a woman leading a Top 100 company?

### Kimberly

If you had asked me this a few years ago, I may have said things like, "humbling" and "exciting." And while those adjectives still hold true, today I feel most focused on a sense of responsibility—both to our employees, 65% of whom are women— as well as to our clients and to our community to continue to do the right things to grow this company. Butler/Till's goal is to become the leading media communications agency in the country, and we are working every day to make that happen. As the mother of two young daughters, moving our company forward at this time while also being able to mentor the next generation of talented female business leaders—both at our company and elsewhere—is professionally and personally gratifying.



What is your advice to emerging companies aspiring to reach the Rochester Chamber Top 100?

### **Kimberly**

Regardless of whether a company is woman-owned or not, the key to growth for me always has been the ability to listen—to business trends, to industry colleagues, and most importantly, to your company's own "boots-on-the-ground" employees. Their ideas and intuitions, large and small, will lead to discussion, which can lead to fearless innovation, which can lead to success and growth. Rochester has a long history of entrepreneurship and invention and always has been a great incubator for small-business growth—take advantage of that history and make your own!



### To what do you attribute your company's sustained growth and success?

### Kimberly

For Butler/Till, unequivocally the answer is our employees. They are a creative, dedicated, and talented group of professionals who never fail to amaze. Being 100% employee-owned, we all share in our company's successes, which translates to an unusually high employee retention rate. We can thank our company's founders, Sue Butler and Tracy Till, for creating the solid foundation upon which we've grown. Our unique company culture rewards hard work and works hard to maintain connections in the community and around the world through our volunteer and sustainability efforts. We're growing quickly, but we'll always keep at the forefront the attributes that made us great in the first place—our people. And, of course, Dog Day Fridays!

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## Q&A With Computer IT Services Trailblazer: Capstone IT

ince its inception in 2003, Capstone IT has added quite a few feathers in its cap. Revenue has consecutively grown by double digits and employee size has increased from two to more than 40. Employee satisfaction scores certified Capstone as a Great Place to Work, and the Inc.5000 has listed it twice as one of the fastest growing companies in the country. It's no surprise that the company has made the Rochester Chamber Top 100 List four times. Capstone's journey, according to Co-CEOs Mike and Sitima Fowler, is just beginning.

Like many entrepreneurs, Mike and Sitima left their jobs and risked everything to make a business dream become reality. Their experiences led to the creation of a unique IT support model for small and medium-sized businesses in the Rochester area. The idea of making money off of their clients' computer problems just didn't sit well with the Fowlers, so they developed a model that offers proactive, worry-free IT services at a fixed rate. Below, Sitima Fowler discusses Capstone's winning approach to customer service.

You've talked about Capstone IT being a customer service company first, an IT service company second. What does that mean and why does it matter to Rochester-area businesses?

### **Sitima**

Lots of companies can fix computer problems. The real differentiator is how we make our clients feel. Having a consistent level of service each time takes a tremendous level of processes, tools, and training delivered by not just any team of engineers; happy, caring people. That's been our customer service secret.

How has your company continued to grow in both revenue and size while offering a fixed monthly price for all-inclusive services to SMBs?

### Sitima

Years ago, we made the business model distinction that we will NOT profit from our clients' IT issues. Just the opposite in fact; we lose money if we are constantly fixing problems. It's true business alignment with our clients. We hurt when they hurt and grow when they grow.



You say that Capstone helps businesses do what they do, only better. What does that mean?

### Sitima

At the end of the day, our clients want computers that work, not to get nickel-and-dimed for undisclosed services and strategic IT guidance. Pretty much everyone uses a computer to do their job today, so we make sure that issues are proactively monitored and often fixed behind the scenes. The result is a huge decrease in our clients' downtime. Employee payroll is a company's biggest expense; keeping employees working without technical disruptions is a huge productivity gain.

What does Capstone IT's recent merger with three other IT companies mean for your clients?

### Sitima

Our merger with three other IT firms—geographically based in Wichita, Dallas, and Denver—formed a new company called Iconic IT. As Iconic IT, we gain leverage in industry experience, knowledge and talent. Clients will notice a deeper technical bench with more IT specialties to draw from. They'll also experience procurement savings due to better buying power from hardware vendor offerings. As Iconic IT, we'll have a national reach while maintaining our local feel and high-touch customer service.

Our core belief is to be "Better Together" and this applies to our leaders, our employees, our clients, and our community. Our staff will have more professional opportunities on this journey with us; Mike and I aren't going anywhere. We're proud to help lead a best-in-class organization and provide award-winning IT support to Rochester-area businesses!

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