

Famteck is taking IT Services and Support to the Next Level using Mobile Solutions, Streaming and Predictive Analytics to Proactively Reduce System Outages



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Interview conducted by:
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CEOCFO: Mr. Meertins, would you tell us about FamTeck?

Mr. Meertins: The name FamTeck derived from all employees working together as a Family in Technology. When it comes to successful technology projects how you achieve the result can be as important as the result itself. We rely on our ability to deliver world class customer service along with exceptional results. Changing market conditions and new client demands are driving companies to rethink their systems integration efforts and investigate new solutions and technologies. FamTeck pulls together teams of specialists from around the country to assist multinational and local companies, as well as governmental organizations, align their business processes and information systems.

We truly value each team member input by demonstrating them in our customer's solutions. The concept there is to help you to balance a family work life where employees get to set their own schedule for the most part. We also promote you. We allow you to work about 100% of the time remotely or work from home in most cases.

CEOCFO: How did you know that concept would work to grow the company?

Mr. Meertins: Part of it is from experience. I had a lot of leadership positions before. The typical old-school way is that the managers or leadership team wants to walk in the office and say these are my people, they work for me. That does not necessarily mean they people are being productive, there just see physical bodies. With many people, creativity does not come all the time in the daytime. Sometimes it comes at night when you are relaxing and that is why we give them flexibility to work from home so you have ideas and concepts. We allow you to be in your comfort zone so that you can be more creative and innovative. By doing that we find that we started a pilot program and we found that it was very successful. What is interesting to know is that even though people work from home, the typically work longer hours than when they come to the office and they are less stressed and that is the key because they last thing you need is a good employee to become so stressed that they have to leave the job, so as a result you lose creativity for the company and you have to start all over again.

CEOCFO: Would you tell us about the range of services FamTeck provides?

Mr. Meertins: Our services ranges from database and ERP upgrades, high availability, dashboards including corporate and government mobile solutions. A traditional way of IT is that you have to walk with a computer everywhere you go. For example, if a company's systems stop working, the system goes down and we contact the IT team and if they are not in the office, then they have to find a place and pull out the laptop and see what is going on. Then you have everyone in a conference call trying to figure out what is going on. We have moved away from that approach and we have caused disruption by making everything mobile. What we do now as executives and a leadership team, you do not walk with a

"Increase employee productivity through smarter automation and validation while providing transparency to the leadership team via corporate mobility."

- Conrad Meertins