

Global Outsourced IT Department and Help Desk for Enterprises and Small and Medium Sized Businesses



John Fakhoury
Chief Executive Officer & Founder

Framework Communications
www.frameworkcommunications.com

Contact:
John Fakhoury
773-899-5943
jfakhoury@frameworkcommunications.com

Interview conducted by:
Lynn Fosse, Senior Editor
CEOCFO Magazine

CEOCFO: Mr. Fakhoury, what is the focus at Framework Communications today?

Mr. Fakhoury: The focus at Framework Communications is ultimately to create a carefree environment where most people really suffer in their business. More specifically, Framework is a world traded IT department. We find that most people have as much anxiety calling the IT help desk as they do going to the dentist. Therefore, Framework is really focused on delivering a carefree IT experience for

small and medium sized business. You will find many times there are ways to get IT to have your IT networks supported if you are a small business owner. One way is to hire the Mom and Pop shop and call them as needed. Sometimes that can be difficult, you do not get the responses you need. Often, they might have a hefty up-front bill and then it becomes an adversarial relationship. Every time something goes bad for the first-time business owner, it is kind of good for the Mom and Pop IT shop. The other option is in-house and hire an IT professional, which can be really, really expensive. Also, it is kind of tough to cover all areas of specialty with the specialization that IT entails.

CEOCFO: What have you figured out to ease the stress that people feel making technology changes?

Mr. Fakhoury: A couple things we have done has been people and client focused. My partners and I, none of us come from IT backgrounds. The source of Framework Communications; the genesis of it, was simply me being a young consultant really frustrated with the poor IT support I would get. I ultimately realized that it really stunk and we could do a better job. Therefore, what we have done better are a couple of things. We have really been focused on data and process to insure clients can have an optimal result. What do I mean? For instance, we boast about three to four minute response times for our clients. We are able to reduce their expenses drastically. Typically, especially for a small or medium sized business, they will find that our fees are about a fraction of what it would cost to just have an internal person there. They also find that you really improve, as opposed to just perhaps fixing their emails or their wireless internet connections. What we have done differently and better is we have been able to empower business to go by using technology more effectively. I always joke with some of our clients, especially during football season, in football, you have offense, defense, and special teams, in business, you have people, process, and technology. Most people and organizations suffer with the last prong of technology to ensure they are getting the most optimal processes on driving clients service better, driving better profits or performance and whether they are empowering their people to be as effective as they can be by utilizing technology. Because of this, we do not think of ourselves as a bunch of email box fixers and wireless network. We make