



## Andromeda Technology Solutions

Andromeda Technology Solutions has been in business since 1994. Located in Lockport, the company has grown steadily over the past 13 years from a part-time endeavor to a full-service technology firm. The company provides technology solutions to businesses in the form of computers, networks, telephone systems, security cameras, and paperless office.



Jeff Borello, President of Andromeda Technology Solutions learned about the Business Grants for Employee Training Program through an article in a local business journal. The program provided everything he needed – the ability to address specific company needs, select training providers, and offset training costs.

Andromeda was able to improve the quality and scope of its services as a result of training for staff in two areas:



- Silverback is a fairly complex product that requires specialized training to install, configure and maintain. The Silverback product allows Andromeda Technology Solutions to monitor their clients' servers and networks 24x7. Should a problem or failure occur, a technician will be notified and problems will be fixed before the client ever knew they occurred. The training and certification class is required to become a dealer for the product.
- In late 2007, the company was interested in expanding the types of telephone systems that they can maintain, and Avaya was a key product line for inclusion. Training and certification is critical for telephone systems. It allows the technician to fully understand the product line, which is critical for proper setup and maintenance. Certification also allows for Andromeda Technology Solutions to obtain technical support from the manufacture.



*“As a small business owner, this training would have been cost prohibitive without the assistance provided through the Workforce Investment Board’s grant program,”* stated Jeff Borello. *“We were able to expand our capabilities and specialization of services – which benefits not only our company but also our clients.”*