

Atrion Networking Corporation Expands Operations in Rhode Island

By Giselle LaFrance, Atrion Networking Corp

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New Customer Interface Division establishes Pawtucket Enterprise Zone location, offers businesses direct support services for their clients.

WARWICK/PAWTUCKET, R.I. – Atrion Networking Corporation today announced it has expanded its Rhode Island operations with the creation of its new Customer Interface Division (CID). Utilizing Atrion’s cutting-edge business solution technologies, the CID allows businesses of all sizes a state-of-the-art approach to meeting current and future client demands.

The CID provides businesses with preliminary client support services, analyzing need and directing to the proper connection. It reduces client queue lines and operational, staffing and maintenance expenses. The CID increases business productivity and offers a direct line of connection to the business’s clients for faster, more effective support resolutions. Atrion will focus its CID services on industries including Health and Medical, Insurance, Financing and IT and Digital Media. The company’s first major CID contract is with a leading international manufacturer of healthcare equipment.

The CID will utilize Atrion’s solution offerings, including security implementations, unified communications and managed services. The customized solutions will enhance productivity through controlled access levels, mobility features and integrated voice, video and web collaboration tools. Atrion’s proprietary Maxtime Managed Services suite will proactively, preemptively and reactively ensure optimal functionality and efficiency of the CID network.

The CID operates out of the Hope Artiste Village in Pawtucket, RI – one of ten state Enterprise Zones designed to promote long-term economic revitalization in targeted communities, and one of the biggest mill restoration projects in Rhode Island. The CID currently employs 10 full time staff members. Cumulatively, Atrion now employs a staff of 140 professionals, with plans to increase its staffing by an additional 20-30% within the next two years. Operating in the high-tech, high-wage Information Technology industry, Atrion’s average staff salaries are \$68,000 annually.

“Since our founding in 1987, Atrion has experienced significant year-over-year revenue growth across a wide and varied client base,” said Tim Hebert, President/CEO, Atrion. “Through innovative solutions such as our Maxtime Managed Services suite and now with the CID, Atrion is redefining the IT services industry as we continuously work to optimize the lifecycle and ROI of our technology-based solutions. Listening to and addressing our clients’ needs, the CID exemplifies Atrion’s client commitment, and it will be a key feature in our growth as we garner new business opportunities and service our existing client base.”

“Atrion has been on the forefront of Rhode Island’s knowledge-based economy for over 21 years,” said Saul Kaplan, Executive Director, Rhode Island Economic Development Corporation (RIEDC). “Supporting promising IT and digital media companies like Atrion is a winning strategy for Rhode Island and important to our effort to grow an innovation economy that produces good jobs for our citizens. Job growth and increasing the average wage for all Rhode Islanders continues to be a core focus of the RIEDC. We are proud of Atrion’s success and look forward to their continued growth in Rhode Island.”

Atrion’s CID capitalizes upon several recent expansions and accomplishments the company has experienced in 2008. In May, Atrion acquired the interactive web and media design company, Shazamm. Atrion is discussing with the Johnson & Wales University’s School of Technology about piloting a live Call

Center lab on the university's campus. The company was also awarded Cisco 'Security Partner of the Year' (Regional) as well as recognized with the Business Solutions Magazine '2008 Networking Security Channel Innovator Award.' Additionally, Atrion celebrated its recognition on the VARBusiness 500 List, which identifies leading revenue producers among technology integrators and technology solution provider organizations in North America.

About Atrion:

Atrion specializes in the fusion of business and technology. Our teams of specialists are trained to look at the entire business and design technology solutions specifically suited to that business's needs. We accelerate business productivity and enhance client satisfaction through a dedicated focus on our clients and through customized technology solutions such as consulting and management services, project management, manufacturer-certified training, carrier services, telephony, equipment procurement and local and wide area network implementation. Atrion's multimedia division, Shazamm, offers innovative and interactive multimedia designs to enhance solution functionality and visibility. Atrion's InService affiliation allows it to service companies locally and internationally. To learn how we can empower your company, visit www.atrion.net.

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