

From Startup to 125 Clients in 28 States

A Start-Up's Group Growth Story

Executive Summary

In just 7 years, transformed a two person IT startup into a multi-state enterprise serving 125 clients across 28 states.

The Challenge

- Launch a new IT services company in a highly competitive market.
- Build credibility and client base from the ground up.
- Deliver specialized IT and infrastructure solutions for healthcare and regulated industries.

The Strategy

- Implemented a scalable operational model with 24/7/365 support.
- Focused on relationship-driven client retention with quarterly strategic reviews.
- Expanded services to full infrastructure builds, HIPAA compliance, and security.

The Results

- Grew from startup to 125 clients in 28 states.
- Delivered \$550M+ in projects across multiple industries.
- Directed construction and IT implementation for 18 skilled nursing facilities, 1 hospital, and 25+ offices.
- Achieved 99% client retention over 7 years.
- Generated \$22.5M in investor savings through efficient project delivery.

Key Takeaways

- Scalable systems + relationship focus = sustainable growth.
- Deep technical expertise is a competitive advantage in regulated industries.
- Data driven decision making maximizes ROI for clients and investors.