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FOR IMMEDIATE RELEASE

May 15, 2000

Contact: Nancy Nowlan

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TCP grads open door-to-door computer solutions company

With a smart business plan in hand, seven graduates of the highly-acclaimed Technical Computing Professional program at Capilano College in North Vancouver have formed a company with a growing demand in the Lower Mainland.

With most companies in the field pursuing big businesses, ResolveIT Information Technologies Inc. provides small and medium-sized businesses with computing support that may not or cannot be provided either by internal staff, overly-specialized consultants, or your neighbour's best friend, who, you've been told, is "really good with computers." This company is virtually heaven sent for all those folks who operate from a home computer without technical support.

"The Greater Vancouver region is under-served by the IT industry," says ResolveIT co-owner **Ken Pachkowsky**. "Firms with sub par training and expertise are thriving in the current market. This is due to the great demand of IT services and the distinct lack of trained professionals for hire."

This modern-day group of seven also provide computer maintenance, set-up, upgrades and simple repair services for home computers for a flat hourly fee. Medium-sized businesses receive the same quality of service for a fraction of the price they would pay if they had to have a permanent computer specialist on the payroll. The company develops custom business applications, which may include point of sale, inventory, or ordering applications. Although it installs off-the-shelf software, many of these applications are typically too generic to meet the specific needs of individual businesses. A three-hour response time to computer emergencies *at any time of the day* is also a big enticement.

"Our most valuable resources are our knowledge base and available hours," Ken says. "These are renewed and improved through constant skills development and the effective time-management of a relatively large pool of workers.

"We try to send at least two technicians to each service call," he adds.

"This provides for a quicker resolution of problems, plus it offers a mentoring opportunity."

The company plans to hire at least seven to 10 more employees over the next year to meet its needs. Keeping in touch with the grads' IT alma matter is important to them. They hope to provide Capilano College computing students with the opportunity for substantive work terms and are currently working with the College's co-op department in this regard.

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The 12-month TCP program is the only one of its kind in Canada and is drawing attention from prospective students around the globe. It has been described as technically perfect, meaning that there is no major technology that is not covered in some way. It has all the industry desired elements in one program, including Microsoft Certified Database Administrator curriculum, Microsoft Certified Systems Engineer curriculum, Microsoft Windows curriculum, Java programming, Novell Networking, e-commerce, and Data Warehousing curriculum.

"Graduates of the program should feel comfortable that they are at the leading edge of the new economy and are in the envious position of being the in-demand workforce," says instructor **John Molendyk**, who also serves as a special advisor to ResolveIT. "The successful student in the TCP program has had work experience before entering the program and uses this experience to provide a strong foundation for the understanding of technological disciplines. Whether returning to a previous job with new abilities or entering a new field, the previous work experience of the students is essential to the success of their future careers."

Another instructor, **Stephen Ibaraki**, is spending much of his non-teaching time being interviewed by the likes of *Computing Canada*, *Computer World* and *The National Post*. As a writer and analyst for Xephon, the world's leading provider of international IT conferences, high-level IT consultancy reports and professional publications for enterprise organizations worldwide, Stephen has found himself in high demand as a keynote speaker. Last April, he led the international IT conference in London, England as a leading world expert.

The seven principals, who are also Microsoft certified computer professionals, have years of varied business backgrounds in sales and management. They range in experience from corporate marketing to an Alberta cattle rancher. Collectively they offer a deeper skill set than any one person. They include: **Ken Pachkowsky**, a former sales manager for a major American manufacturer; **Carmella de los Santos**, who holds a degree from SFU along with coursework in kinesiology, biology, English and educating learning disabled adults; **Bruce Peloso**, who holds a BA in Applied Linguistics from the University of Victoria and who has also taught English as a Second Language; **Donald Belcham**, who has a diploma in Agriculture Business and Finance from Olds College in Alberta; **Warren Laird**, who attained a BSc in Biology from SFU; **Allan Finlayson**, a former supervisor in the shipping department at Skeena Cellulose in Prince Rupert; and **Michael Mills**, who brings more than 25 years experience in the business world as a sales manager.

The owners have recently rented a house in Vancouver to use as company headquarters, however, telecommuting remains a prevalent and integral part of their workplace. At home, they are connected to each other through high-speed Internet connections set up for instant messaging, telephone, e-mail, video conferencing, and private newsgroups.

For more information, contact Ken Pachkowsky at 988-0442, ResolveIT cell phone 809-8755, or ken_pachkowsky@paralynx.com

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