

HOUSTON FAST 100



2009 HOUSTON FAST 100

done it before. We are willing to invest the time and effort in solutions.

**ON THE PAST YEAR:** This last year's biggest challenge has been in managing our business growth and hiring new personnel who had to be trained. We recognized the need for new systems and personnel to increase the workflow and maximize the technology we had in place. We spent time in searching and finding the best qualified personnel for our business to minimize turnover.

**ON THE BRIGHT SIDE:** With 51 percent growth, this last year we are on a roll. We value our dedicated employees, and they share in the benefits and growth of our company.

**ADVICE:** Always remember when you are in a service industry, the customer always comes first. The customer has choices, and to be the best, you have to give them high-quality service. We don't simply give them a test result — we give them a solution to their problem.

**UPCOMING CHALLENGE:** Maintaining a steep growth curve like we have had is difficult and sometimes causes burnout. We need to recognize when it occurs and give our staff the time they need to rejuvenate their creative side so that we can meet our future growth challenges.

you do. Always focus on providing exceptional service at a fair value.

**PAST VENTURES:** ERGOS was started as an IT recruiting company. With the dot.com bust and 9/11, we watched our recruiting business evaporate overnight, and there was no foundation of business to rely upon. We rebuilt ERGOS as an outsourced IT consulting company based on recurring revenue. This has been the best business decision we have made, and it has helped us make it through the current recession — we have actually grown through these turbulent times.

**35** Spring Medical Systems Inc.  
Jack B. Smyth, president/  
CEO

**WHAT SETS YOU APART FROM COMPETITORS?** Our products are designed for our specific market (private medical practices with between one and



10 doctors), less expensive than most competing products and much easier to use by a smaller practice.

**ADVICE:** Make sure your priorities are focused on the things that really matter to your business. There are always lots of distractions, even in down economies, so stay focused on your strengths and goals.

**UPCOMING CHALLENGE:** Funding the rapid growth that we expect as doctors realize they have to move to electronic health records — now.

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