



Rob Cleary, President



PHOTO/COURTESY

ClearCom IT Solutions, Inc.: On the Move



CLEARCOM IT SOLUTIONS, INC.

Street Address: 49 Main St.
Sturbridge, MA 01566

Phone Number: 508-892-5555

Website: www.clearcomit.com

Product or Service Description:
Managed IT Services

Number of Employees: 16

Head of Company and Title:
Rob Cleary, President

Year Founded: 2001

ClearCom IT Solutions is clearly a company on the move – both figuratively and literally. Tremendous growth in business has resulted in an expanded workforce and an increase in revenues, but has also forced the company to seek a bigger office space. Now settled into larger headquarters, ClearCom is poised for additional growth as it adds more services to its existing portfolio.

Since 2005, ClearCom IT has utilized a managed services model, which proactively keeps clients' computers, servers and technology systems up and running. Companies that utilize ClearCom's services benefit from having the resources of an entire IT department, but at a fraction of the cost of supporting an in-house department.

"By engaging in ClearCom's Elite Managed Services, clients have the advantage of our monitoring systems that watch over your network, servers, laptops and desktops, 24/7," Rob Cleary comments. "We aim to ensure your network operates cleanly and smoothly in order to prevent any problems before they happen. In the event an issue arises and an onsite technician is needed, we pride ourselves on unbeatable response time and our ability to resolve the issue efficiently."

ClearCom's ActiveSupport program, with HelpDesk remote and onsite support, 24/7 monitoring, pro-active maintenance, and data protection services, gives clients optimal network stability and security, as well as peace of mind, so they can focus on their business, not IT.

This approach has been so successful that they've had a 100% contract renewal rate since 2005 and the company's geographic footprint has spread beyond the borders of the Commonwealth into Connecticut, Florida, Georgia, New

Hampshire, Vermont, and Virginia. With their latest out-of-state client, ClearCom is now expanding their coverage to Charlotte, North Carolina.

While ClearCom employs top-notch talent, its success and incredible growth can also be attributed to Cleary's business acumen, which earned kudos from the business community; he was named to Worcester Business Journal's "40 Under 40" Class of 2016.

The growth of the business prompted Cleary to bring more staff aboard. However, the expanded workforce led to cramped quarters in the company's Leicester headquarters. So, in February the company moved to a 3,200 square foot office space in Sturbridge, providing room for future expansion in staff and services. "We've experienced a growth in personnel, going from a team of ten to sixteen employees. Our client base also continues to expand," said Cleary. "Furthermore, we want to offer in-house training for our customers. We are planning 'lunch and learn' events for six or eight customers of similar size. Topics will include security for IT systems, disaster recovery and backing up data, among others. We'll give customers an opportunity to meet vendors as well."

ClearCom also continues community involvement efforts by supporting a number of nonprofit organizations and causes, including the Genesis Club, Leicester Library renovation fund and various local youth sports programs. Cleary says, "We also started an internship program with area colleges and tech schools and currently have one intern on a work-study program."

ClearCom's recent move to a more spacious location holds the promise of bigger and better things to come. ■