

Ensure Your Competitive Advantage with NPI: An Industry Standard in Security and Certainty with Managed Services

by Chris Carrigan, Vermont Chamber of Commerce

Network Performance Inc. (NPI) knows computer networks and security and what you need to make your network secure and business smart for a strategic, competitive advantage.

Located in South Burlington, Vermont, NPI was founded in 1988 by President John Burton with only three part-time employees. Their first real project was building a sales database program for Hayward Tyler, a local manufacturer of fluid filled electric motors and pumps. Burton chose to build his business in Vermont because of a strong love for the Green Mountain State, its people, quality of life, and, importantly, a commitment to service and work with small-to-medium sized businesses (SMB) that value and appreciate trusted relationships.

By adapting to a rapidly changing world in which innovation and the deployment of new technologies is a constant, Burton has grown NPI into a multi-million dollar business. Today NPI employs 14 full-time Vermonters and has \$2 - \$3 million in gross annual sales.

NPI's mission is to be a trusted market leader for secure and smart networks that empower SMB clients with certainty to focus on what they do best and grow their bottom line for a competitive advantage in a global economy. A network is a collection of computers, mobile devices and technology (both software and hardware) that make it possible for a business to function as a business and communicate with its customers, partners and new markets. Burton's vision for NPI is to be the premier, go-to-partner in the entire northeast for the SMB market in both networking and security.

To deliver on its mission and vision, NPI provides its clients in the aerospace, defense, healthcare, financial and manufacturing sectors with a comprehensive suite of network-related services, including:

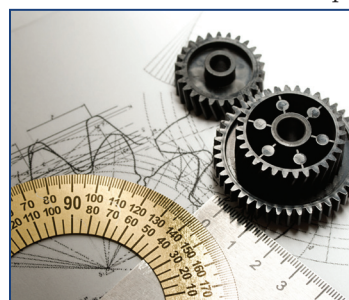
- **Design:** network design, project planning, vendor contracting, IT budgeting, and personnel recruitment;
- **Security:** reviews, authentication, spam and content filtering, firewall security, virus protection, intrusion detection and prevention, and forensics;
- **Networks:** network reviews, server installation, virtualization, wire certification, backup, network management systems, switches & routers, Active Directory, voice, documentation, and storage;
- **Connectivity:** Internet connectivity, traffic monitoring & shaping, virtual private networks (VPNs), convergence services, wide area networks, remote access, application delivery, wireless networks.

Being first-to-market, NPI now delivers **Canopy**, an all-inclusive, managed service offering that provides businesses and their value chains, including customers and partners, with complete continuity coverage and protection through **proactive backup, recovery and security** - all for one value and peace of mind. The key benefits of Canopy include enhanced availability (uptime)

and reliability. Additionally, and, through robust security, Canopy mitigates risk, threats and attacks (both known and unknown), which, if not identified, prevented or neutralized, will cost clients time, money, industry credibility, customers and market share.

NPI's clients are leaders in Vermont's economy. They include Ascension Technology, CPA firm Fothergill Segale & Valley, Committee on Temporary Shelter (COTS), Revision Military, SD Ireland, and Wake Robin Life Care Retirement Community. For many of these companies, NPI assumes the role of Chief Technology Officer (CTO), providing line of business (LOB) decision makers with a blend of technology and management consulting services the Vermont Way, which is professional, attentive, intelligent, and responsive.

Senior management and LOB entrust their network and business to the NPI team of highly trained professionals for the **NPI value proposition:**



- **Expertise** including over 100 years of combined industry experience in all of the above areas and services providing clients with a lower total cost of ownership (TCO) option rather than having to bring such expertise in-house themselves;
- **Exceptional and knowledgeable customer service** with a human voice and local, rapid-turn-around, same-day support, including replacement parts, through proactive monitoring provided as part of the Canopy suite of services; and
- **Superior quality** through **certifications** with best of breed software and hardware vendors, including Cisco, Microsoft and Dell, a commitment to **higher standards** for both the client and NPI, and, importantly, **compliance** with recognized **industry standards**, such as International Traffic in Arms Regulation (ITAR), Health Insurance Portability and Accountability Act (HIPPA), Payment Card Industry (PCI) and the Sarbanes-Oxley Act (SOX).

NPI is leveraging its business and understanding of industry standards in other key, complimentary areas, such as IPC-1071, an emerging industry standard "to help printed circuit board manufacturers develop Intellectual Property requirements for their customers in commercial, industrial, military and other high-reliability markets."

Given its industry reputation and proven track record in network security and compliance, NPI was selected by IPC to pilot test the IPC Intellectual Property Certification Program with TTM Technologies, the world's largest manufacturer of advanced printed circuit

boards. NPI was tasked with auditing TTM's Wisconsin facility. The IPC Level 3 certification - the highest level - includes three areas: physical facility security, IT security, and compliance with regulations, such as ITAR and Export Regulations Administration (EAR). The remaining two levels cover high and basic intellectual property protection.

This area demonstrates the versatile application of NPI's expertise. After being in business for 25 years, Burton is proud of his team's professionalism, work and accomplishments to date, such as NPI's recent selection by IPC as the sole auditor for the next year.

Looking ahead, and, according to Visiongain, a market research firm, the global market for **managed services** will reach **\$68 billion in 2016**. Capitalizing on this market opportunity is not without its challenges. "NPI," Burton says, "will need to adjust to the challenges presented by cloud computing over the next five years." And, to do this, NPI is poised to:

- Help clients effectively and seamlessly transition their hybrid environments entirely to cloud-based while maintaining high standards of quality and service remotely;
- Strengthen its partnership with IPC and position itself as the premier go-to-partner and

auditor for the IPC IP Protection Certification Program;

- Stay current with peers throughout the country and around the globe on up-to-date technologies and industry benchmarks; and
- Leverage its success to date and target new security, compliance and certification opportunities with manufacturers in high-reliability markets, particularly aerospace, military, defense, and medical.

"With its expertise in security and industry standards, NPI is helping our Vermont manufacturers manage their competitive advantage with secure networks and services that protect intellectual property and ensure supply chain integrity," said Chair of the Vermont Chamber's Aerospace and Aviation Association (VAAA) Brian Dubie.

The VAAA is a division of the Vermont Chamber of Commerce and represents a statewide community and network of over 250 manufacturers and supply chain partners in the aerospace, aviation and related manufacturing sectors. The mission and vision of VAAA is to promote growth and job creation through matchmaking events for procurement and supply chain opportunities, trusted referrals, online directory resources and legislative advocacy and policy development.

To learn more about VAAA, please contact Chris Carrigan, ccarrigan@vtchamber.com, (802) 223-0904.

For more information on NPI, please contact John Burton, President, jburton@npi.net, (802) 859-0808 ext. 211.



For a complete directory of Vermont Chamber of Commerce members who support the Vermont Chamber's Aerospace and Aviation Association, visit our website at: www.vtchamber.com

