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Robert Estephan **Biography**

A career entrepreneur, Bob co-founded IC2S in 1987, a technology business focused on network cabling; design, installation and servicing of IP surveillance and access control systems; and audio/visual design and installation. Working initially as a manufacturers' representative, Bob identified an opportunity in the then-emerging market of technology service and installation. He built the company into a national player as a leading provider in the technology integration field for businesses of all sizes.

Today, the company services customers in all 50 states and most of Canada, whether it is in major cities or outlying remote locations, with the support of a network of more than 10,000 technicians across North America. An expert in start-up, growth and succession, including developing processes and systems to scale and manage profitably, Bob brings a unique combination of technical agility coupled with broad business sense. Clients look to him today for his leadership around understanding and capitalizing on market opportunities in technology and his ability to evaluate and provide concrete strategic direction and drive real change whether working with small organizations or global enterprises.

Throughout his career, he has identified and pioneered best practices, including implementing the now industry-standard of maintenance agreements, monitoring agreements and a decentralized service delivery model that controls costs while ensuring value. In addition to his leadership at IC2S, he co-founded a technology business providing similar services to smaller clients in the localized Western New York market.

Today, when he is not actively engaged in the day-to-day operations of the two businesses he helped found, he consults with other businesses whose product is a service—helping them achieve the same success he's experienced in creating two multi-million-dollar enterprises. This includes advising small-to- mid-size clients on business issues—whether on the operational, process, systems or procedural side—all with the goal of improving scalability, profitability and quality of work life for the owner.