

BEHIND THE TOP 100

Mindex always on the move

IT/software firm keeps pace with ever-changing technology

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In its 12 years of existence, Mindex Technologies Inc. has grown from a start-up to a 135-person company providing a variety of information technology and software services. Mindex also has developed a software program called SchoolTool that helps school districts manage attendance, grading and other records.

The company ranks 54th in the Rochester Top 100 list of fastest-growing private companies. The Top 100 is sponsored by the Rochester Business Alliance and KPMG.

Here, president and co-founder Marc Fiore, 39, talks about how Mindex has grown and his reputation as a "hoverer."

What's the biggest challenge facing your business?

Technology changes extremely fast. We need to continue to offer services and update our product in a way in which we move with the latest technology. We are experts today on technology that did not exist five years ago. That's the challenge — to be ready and able to move this fast.

What's Mindex going to look like in five years? How many employees do you expect to have? Will you be looking to new markets or sectors?

We have two areas of business at Mindex: our IT



KATHARINE SIDELNIK staff photographer

Marc Fiore of Webster is president and co-founder of Mindex Technologies, which provides information technology and software services. In five years, the company expects to see "double-digit growth" in employees, he says.

Online Extra

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professional services side and our own product, SchoolTool.

For our professional services side, we will con-

tinue to add services and employ the brightest and best employees we need to deliver these services.

Our SchoolTool application is a student management system for K-12 school districts in New York. We are having good success across the state and continue to add features to our application.

We continue to see growth in both divisions and expect to see double-

digit growth in our employees.

Where do you go for business advice?

I receive business advice from everyone. If you are a good listener, you can receive a lot of information on a daily basis. This information comes from employees, customers and family. I take all this information and it helps me formulate my decisions.

Is there a mistake

you've made or a lesson you've learned in business? How did you learn from that mistake?

I have made several mistakes. I think that if you do not make mistakes, you never grow. A mistake forces me to analyze the situation, think about what I could have done better and grow from that experience.

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How would you describe your management style?

I have been accused of being a hoverer, which I take to mean I am very involved, perhaps too involved. I try to step back in order to let our employees grow, and this has worked. I believe I am also very approachable so they know that as I step back to let them handle it, I am still there if they need me.

With so much being made about moving work offshore in software development, what makes the United States and Rochester the right place for you?

Rochester has amazing talent. We have been able to find highly skilled professionals locally, and I would compare our talent level as close to that of the larger markets. Companies are finding that offshoring works if it is set up properly. We have set our services up in which we utilize the local Rochester talent with some offshore talent and offer a blended model.

What's your ideal vacation spot?

Either a beach or ski resort would be ideal, where I get to be outside and relax with my family.

What do you do to relax?

I try to work out regularly. It lets me think and get my frustrations out in the gym.

What do you know now that you wish you knew when you started in business?

I was in my 20s when we started Mindex. Everything I know now would have helped! Mostly though, it is probably what I learned from the intense leadership coaching I have received.

What's the last good book you've read and what did you like about it?

I thought *The Da Vinci Code* was good. I like historical fiction and it was really well-written. □

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