

Accutech Systems

Powerful Combo: Winning and Having Fun

By Tom Schuman

Competitive ping pong battles. Surprise Nerf gun attacks. Celebratory team events for new sales, additions to employees' families and even departing co-workers – “we're grateful for the time we've had with them,” offers Aaron Ford.

A visit to Accutech Systems Corporation (ASC), a trust and wealth management software provider located on the west side of Muncie, yields these insights and much more. Positive contrasts are helping fuel its success.

“Even though it's a 29-year-old company, it's in a growth stage and it has an entrepreneurial feel,” shares Linc Mitchell, director of client success. Mitchell, a software/information technology industry veteran, joined the team less than a year ago. “It is that relaxed environment, but at the same time I like to win. And we have that desire to win. Win and have fun at the same time.”

Jon Young, relationship manager, is another 2015 newcomer. He relays that he knew Ray Unger, company founder and father of current president Adam Unger.

“Ray had a lot of integrity. The second-generation ownership has carried forward Ray's beliefs and added to that an energy and a very fun workplace. They're doing a good job of keeping me young.”

Both Mitchell and Young were part of a hiring process that allowed them to interact with as many as a third of the company's 40-plus team members. Adam Unger says phone screens, video interviews (allowing others to view later), personality profiles, skill assessments, team interviews, a lunch (where Unger focuses on the culture fit and passion) and often a dinner with the candidate and his/her spouse are part of the process.

“I think the key to culture is getting it right on the front end,” he contends. “We're not here to fill seats just to grow; we're here to fill seats with people passionate about what they do.”

LeAnn Windsor, a client support specialist for eight years, fits firmly into that category. “I'm never going to get old,” she emphasizes. “Your brain here doesn't get a minute to rest. It definitely keeps you engaged every day. Most client service representatives would get

burned out because you're doing the same thing every day – that's not the case here.”

Quick striking

Small but agile teams allow ASC to compete against much larger industry rivals. “They have more zeroes behind their balance sheet, but they can't copy who we are, can't copy our culture,” Unger attests. “At the end of the day, our culture is our advantage.”

Cheetah is ASC's signature software product. And while the cheetah is the fastest moving mammal on land, information at ASC also moves quickly – each day. A 10-minute team huddle each morning offers the latest company information people need to be aware of (along with personal/family updates). That is followed by a 10-minute huddle of directors,

spreading any challenges and opportunities across the organization quickly and effectively.

Young says the huddles “get the energy for the day going” and Mitchell believes that they “remind everybody that they're not on an island; there are teammates around, people around to help.” Unger adds, “We really try to be a flat organization and we want our teams to feel like they have the autonomy to make decisions.”

People first

As in many successful organizations, the bottom line is people.

Ford, a technical analyst and implementations specialist, was with ASC for about a year when his newborn daughter was in the hospital for multiple months.



March brings out hoop “madness” at Accutech Systems, which also features Nerf gun attacks on unsuspecting colleagues.

“The company came together to support me – provided meals, allowed me to work remotely during that time. I’ve worked at a number of companies in the past. This one doesn’t feel like I’m working with co-workers. It feels like family.”

Asked what her favorite ASC benefit is, Windsor offers, “For me, it’s just the emphasis that my family comes first. Nothing can be solidified here if nothing is solidified at home.”

Just as Unger emphasizes autonomy in employee decision-making, he does the same in giving back and serving others. “One of the most powerful things we do is give all employees a full week of philanthropic time, on top of their paid time off, to let our team members impact what they’re passionate about.”

Among the activities: Short-term mission trips, sewing blankets for underprivileged children in hospitals, participating in fund-raising walks and tutoring students.

In the office, monthly team-building activities in early 2016 included massages, a Super Bowl tailgate and Nerf hoops to celebrate March Madness. Various recognitions – “at-a-boys” for special contributions, “Bennys” for cost saving or revenue enhancement ideas and the “Alice” (there is a story behind the name) award for turning a negative client situation around – add to the positive vibe.

Next stages

Unger expects ASC to add six to eight more team members this year. The facility, which the company moved to in 2007, is capable of accommodating 65 to 70. There is room for two more buildings if needed.

I’m more of a slow and steady type of growth is a good growth,”



Aaron Ford has been able to apply his abilities on several different teams during his four years with the company.

he confesses. “I don’t want to grow it at the expense of losing culture or at the expense of client satisfaction.”

Ford worked in client support and development support before ascending to his current team. Unger says that type of advancement is common, but the future is even more intriguing.

“We tell people that we’re going to have positions two years from now that (don’t exist) today. That’s going to be the nature of our growth.”

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