

PACESETTERS

Innovative Service Technology

Management Services Inc.

is one of Atlanta's

50

fastest-growing

private companies

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CONTRIBUTING WRITER



PACESETTER: IST's founder, President & CEO, Hal Blackman.

Qualifications

Welcome to Atlanta Business Chronicle's ranking of the city's fastest growing, private companies.

To qualify for the list, companies must be privately held; have their headquarters in the 20-county metro Atlanta area (subsidiaries of other companies are not included); have 2005 revenue between \$1 Million and \$300 Million; and register a two year growth in sales of more than 50 percent.

Companies are ranked by a growth index formula, which is used to level the playing field among companies of different sizes. Factors in the formula include the percent change in revenue and number of employees from 2003 through 2005. The results are ranked against those of all companies on the list.

Employee growth was weighted 40 percent and revenue growth was weighted 60 percent.

34 What does a Manufacturing Company, Financial Institution, Hospital or Law Firm need to know about running a copy center or mailroom?

Nothing, if they hire IST Management Services Inc.

"Our message is that they should try to focus on their core business," said Joe Carroll, vice president of human resources. "IST will provide them with on-site associates and a management team who are passionate about serving others."

Since starting his facilities management company in 1997, IST CEO Hal Blackman has been doing that for companies and organizations like the Weather Channel, British Airways, Emerson Process

Management and Greenberg Traurig, LLP.

"Our niche was we wanted to develop a proprietary, web-based software platform and write specific processes to empower our on-site associates with the proper tools to "wow" the customer. We knew our competitors weren't doing that," Blackman said. "We kind of adopted the Marriott approach (Blackman spent six years there in management), where you can go to any IST site in the country and they're going to have the same systems and processes in place. Simultaneously, IST tailors its solution to each and every client."

IST operates in 28 cities and brought in \$13 million in revenue last year, up from \$8.6 Million in 2003. In the same amount of time, the company's work force has almost tripled to 360 and is on track to exceed \$17 Million in 2006.

"We're a company that is passionate and obsessed with exceeding expectations," Blackman said. "When you bring people, processes and products together and focus on not only meeting but exceeding the customer's expectations, you have success. You have to wow the customer."

Blackman ultimately wants to make IST the largest outsourcing management company in the nation before opening in other countries.