

2009 Existing Business of the Year

Higher Calling Technologies, LLC



Owner	Greg & Suzie York; Mike & Kim Meyer
Nature of Business	Computer Sales & Service
City	Parsons
County	Labette
Phone	620-421-6747
Web Site	www.highercallingtechnologies.com
Business Structure	LLC
Business Began	2003
Employees	6
KSBDC Consultant	Cindy Triplett

In June 2003, after 25 years working for a manufacturing company, Greg York resigned as IT director and opened GY Consulting, LLC. He and wife, Suzie, operated their business in their home growing from one consulting client to many of Greg's golfing friends (local business owners) and their businesses. Supply and demand showed the need for competent IT technicians so they expanded beyond just consulting.

"We wouldn't be here today – serving our customers, supporting five families and contributing to our local economy – had we not taken seriously what was freely offered to us by the KSBDC! We recommend to every business, existing and new, to contact KSBDC. It is our experience that they employ very caring and qualified counselors who care about our success as much as we do!!"

Suzie York, Co-owner

On January 1, 2005, Mike and Kim Meyer joined Greg and Suzie as partners. As a team, Greg and Mike could take on more clients and bid larger jobs. In May 2005, GY Consulting moved from the York's home when one of their clients moved to a large warehouse and offered them office space. By August 2005, Greg and Mike needed additional help and Suzie came on full-time to answer calls and do the billing and bookwork.

Secret to Success

"Understanding that customer service is not all there is, if you want to stay in business. The KSBDC taught us how to do all those business things!"

When meeting with their local banker about a loan to hire their first employee and purchase accounting software, the banker recommended they contact the KSBDC at Pittsburg State University for assistance in selecting and setting up the software and even the training for Suzie. Taking the banker's advice, they met with Tammie Hawkins, then PSU KSBDC consultant. She taught Suzie not only how to use QuickBooks but how to do "the business side of their booming business."

As the business grew, more space was need as well as a new name to reflect the services their clients were asking of them. In March 2007 they opened in their new location in downtown Parsons, with their new name, Higher Calling Technologies, LLC. Now with three fulltime employees plus three fulltime owners, Higher Calling Technologies has experienced consistent growth, exceeding all their expectations. This growth presented financial challenges (fast growth, little established credit). However, grateful for their continued relationship with KSBDC, new Counselor Cindy Triplett, was exactly what Higher Calling Technologies needed for this next stage of their business. Cindy's banking and financial background proved to be priceless and right on time! Cindy predicted months before the housing crunch and bank bailouts about the financial challenges in store for our country and how that would potentially affect their business. The assistance she offered helped Higher Calling make informed decisions based on what was taking place in the nation's economy so they could position themselves to be able to continue to serve their clients.

Higher Calling Technologies' owners consider the KSBDC vital to their business' existence... from their banker introducing them to the KSBDC in the beginning, to Tammie teaching them the hows and whys of running their business, to Cindy explaining to them the ways the country's economy affects their business in Small Town America.



Greg and Suzie York with business partners Kim and Mike Meyer.

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