

# SkyView Technology, Inc.

IT consultancy balances company growth with quality on-call and support services

By David Hudnall

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When Michael J. Camodeca opened SkyView Technology, Inc. in 2002, the focus was primarily on networking services: installing server-based business networks and implementing network security. But over the course of the past eight years, the company has expanded services and staff to become a full-service IT consulting firm, with services including enterprise class networking, custom software & database development, IT staff augmentation, IT compliance solutions, business process management (BPM) solutions, and SAP consulting. "We are very committed to making sure our technical expertise keeps pace with our growth, to ensure that we can assign projects to the most qualified specialists in the field. Our goal has always been to do whatever it takes to meet our clients' needs, so as their needs change and grow, we evolve as a firm to ensure we continue supporting our clients with the best possible solutions," says Camodeca.

As a result, SkyView's current client base is quite diverse, but can be broken down into two general segments, in terms of size. For many small-to-mid-sized businesses (90 employees or less, including healthcare providers, legal firms, and financial services companies) SkyView serves as an on-call IT department, providing day-to-day support needs, planning and executing installation, upgrade, and development projects. Generally these clients do not have an onsite IT staff, so SkyView fulfills this critical role on an as needed basis. For enterprise-level businesses, the firm will typically provide supplemental personnel to assist existing in-house IT staffs on special projects, lasting anywhere from a month to a few years. "For larger companies, we have an extensive pool of trained specialists on staff, who offer in depth knowledge and experience in highly specific areas. This allows us to provide an exact match to the client's project needs, with specialized personnel including developers, network engineers, and project managers," Camodeca says.

Prior to founding SkyView, Camodeca did independent IT consulting projects and taught engineering at various colleges and specialty schools around the country. Through field experience and teaching working IT professionals, he became adept at communicating complex concepts, and this has served the operational side of SkyView well. "Communication is critical to successful project implementation, and is every bit as important as the actual technical work. Toward that end, we make sure to stay in constant communication with the client through every step of the process: answering questions, providing status reports, and following up at the conclusion of the project to ensure that the client is satisfied," he says. On the flip side of the business, the technical side, SkyView requires all engineers and developers to maintain detailed tech notes, allowing the company immediate reference to previous work and settings for future requests, saving time and money for clients. "We are very aware that what we do directly impacts our clients' day-to-day operations, and we strive to provide them the maximum return on investment from our work, ultimately providing solutions to enhance productivity and prepare for future needs, while minimizing IT spend. Documentation is a key part of this, by allowing us to provide clients immediate



#### COMPANY MAN:

President and founder Michael Camodeca (second left)  
With client, the ComparePolicies.com team



THE PLANNER: Michael Camodeca founded SkyView Technology in 2002, with the intention to focus on networking services but still leave room for company expansion. The company is now a full service IT consultancy, offering everything from custom development to BPM solutions and SAP consulting.

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service and support for their daily needs, as well as reference analytics for planning future strategy” Camodeca says.

SkyView’s work covers a wide spectrum of IT areas, including networking infrastructure projects as well as custom software and database development. Specific projects include working with Physicians to establish an electronic medical records (EMR) network. “Our job is to make sure that the necessary infrastructure is in place to allow each office to run the new EMR software,” Camodeca says.

Projects also include managing the technical side of an insurance comparison website, comparepolicies.com, and a custom software development project, enabling their client to track and report on specialized operational tasks and data. Additional projects include SAP implementations focusing on Business Intelligence and Business Objects, .NET development, and database development and administration.

SkyView serves clients across the U.S. with its most substantial footprint in the Chicago area, where its corporate headquarters is based. Just last year the company opened a suburban branch office in Oak Brook, IL, and plans are underway to open additional branches throughout the Midwest. Expanding the SAP side of the business is another major goal moving forward in 2010, with a specific focus on Business Intelligence and Business Objects solutions. Beyond that, a focus on client satisfaction remains SkyView’s chief priority. Says Camodeca, “I’ve been careful to make sure that we don’t expand so quickly that our technical expertise and commitment to our clients is compromised.”