

TechTell, Inc.

Headquarters: Satsop, WA
Company Established: 1996
Employees: 18
Primary Products: Robust
Outsourced Network Monitoring

TechTell, Inc. is a leading provider of network monitoring services. They have a staffed 24x7 network monitoring center as well as a secure, state-of-the-art, 24x7 network operation center (NOC). A redundant physical NOC facility is located in Tacoma, Washington. In addition, TechTell also has redundant monitoring applications running across North America to create an intermeshed monitoring infrastructure to insure reliability.

TechTell was created in 1996 as an innovative corporation that would perform network monitoring services as more hardware devices interacted with the Internet and communication/data networks. TechTell has had a team of programmers and engineers creating the network monitoring software and hardware devices, for the last 8 years. Today, TechTell monitors customers' networks across the United States in a vast array of vertical markets (Health Care, Public Utilities, Cities, Counties, Port Authorities, Non-Profits, Insurance and Financial organizations).

TechTell provides centralized network monitoring & tracking capabilities of an organization's network using sophisticated software and hardware technology that allows customers visibility into the network services being provided while TechTell's 24x7 monitoring services provide aggregation of network alarms and information. When an event or alarm is triggered TechTell isolates the problem, provides notification to the affected parties, and fixes and/or notifies their customer's internal technical staff of the situation. The outcome is the ability to provide cost-effective 24x7 monitoring of customer communication/data network and all relevant devices, increasing uptime and reliability of their network.

Dan Jones, President and CFO, believes there are great advantages to doing business in Satsop. "Quality of life is great and employee turnover is very low. Also, the telecommunications infrastructure is fast and diverse - you couldn't do what we do in most other rural communities," says Jones. Another benefit of doing business in the region is the cost of office space. TechTell pays a fraction of the cost of similar space in an urban area (\$1.50 / square foot).

TechTell has been successful in finding qualified employees but it is increasingly a challenge. They believe that local educational programs have the ability to play a major role in both economic development through creating innovative ideas as well as through providing a trained and motivated work force. "The educational and workforce development programs are going to need to create higher-skilled workers as we move into a global economy," says Jones. "Educational establishments need to work with private industry to ensure that future resource creation meets the needs of business."

Contact Information:

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