

WESTERN NEW YORK'S MOST ADMIRMED COMPANIES

THIS WEEK'S SPECIAL REPORT

DECEMBER 20 - 26, 2013 | BUFFALO BUSINESS FIRST

19

Leading by example

Western New York has countless talented and tireless individuals who do everything they can to maximize the potential of their individual workplaces and the community at large. These individual stars are the building blocks of successful, thriving companies – and we have hundreds, if not thousands, of those. Throughout the year, Business First recognizes those star companies through a variety of publications and awards programs, from the Book of Lists to Fast Track Companies to Best Places to Work and Top Private Companies.

To close out the year, we're doing something different. We asked our readers to make suggestions and nominations. We examined them all, considering company growth, success as an employer and connection with the local community. And now, we're proud to share with you our list of Western New York's Most Admired Companies.

The information that follows was provided by officials from each company and edited by Business First for length and clarity. All photos were supplied by the companies.



2013 Most Admired Companies

Accessium Group
Adoption Star
Alliance Advisory Group
Copier Fax Business Technologies
Delaware North Cos. Inc.
Doodle Bugs! Children's Centers
Georgetown Capital Group
Independent Health
Ingram Micro
Kaleida Health
The Mac Groups Inc.
The McGuire Group
Robitaille Relocation & Real Estate
Seneca Gaming Corp.
Solar Liberty Energy Systems Inc.
United Way of Buffalo & Erie County
Univera Healthcare
VOIP Supply LLC
Walsh Duffield Cos. Inc.
Windsong Radiology Group
Winning Smiles Pediatric Dentistry

Accessium Group

CEO: Ryan Erwin

Info: 2805 Wehrle Drive, Williamsville, NY 14221
accessiumgroup.com

Founded: 2003

Revenues: \$6 million

WNY employees: 36

Overview: IT solutions for health care and general business across WNY. Our information technology solutions are provided to customers in the form of chief information officer consulting to IT outsourcing, staffing and help desk services, as well as use of our data center, software development and cloud solutions.

Growth: For us to keep our amazing staff, it's part of our DNA to keep them excited by new technology and learning. We provide in-house training and classroom opportunities. We do not silo our employees. If they want to learn other aspects of our business, that's encouraged.

Contributions to WNY: We live and breathe Western New York. Technology is the lifeblood of our company. Geeks at heart, we love the advancements in technology. We help our nonprofits find answers using technology. We donate tens of thousands of dollars and approximately 2,000 hours of volunteer time.

Innovations: When the recession hit in 2008, people could not afford new hardware. Accessium had to become solution-focused and service experts. Customer



Executives at the Accessium Group Inc.: Tami Kaczmarek, left, chief business officer; Ken Tirohn, chief operating officer; Ryan Erwin, CEO; and Mujeeb Muqtadir, chief information officer.

service had to be excellent and our solutions had to be out of the box. IT excellence and outstanding customer service were our lead-in. Providing those services to clients during their more difficult years was key.

Civic giveback: We will donate about \$75,000 and 2,000 service hours to local charities

this year. COO Ken Tirohn is chairman of Mikey's Way Foundation and on the board of the Buffalo Hearing and Speech Center. CEO Ryan Erwin is on the board of Mikey's Way Foundation, Buffalo Hearing and Speech Center and Friends of Knox Farm State Park. We sponsor more than 35 nonprofits and charities in WNY.

UNITED WAY OF BUFFALO & ERIE COUNTY, *continued*

have included Six Sigma applications, the use of Salesforce, active social media engagement and tracking results through the use of Results Based Accountability.

Civic giveback: In addition to our investment portfolio that supports education, income and health needs of consumers, we invest time and talent in volunteer engagement strategies that help companies throughout Erie County give back. Last year, the UW helped more than 5,000 individuals do community-service work for nonprofits. In addition, many employees serve on committees and boards of local institutions in service learning and volunteer service commitments. We also offer training and capacity-building opportunities for nonprofits and their staffs.

Univera Healthcare

President: Arthur Wingerter

Info: 205 Park Club Lane, Williamsville, NY 14221 • univerahealthcare.com

Founded: 1976

Revenues: \$665 million

WNY employees: 500

Overview: Univera Healthcare is a non-profit health plan that employs more than 500 Western New Yorkers and is part of a Rochester-based family of companies financing and delivering health services for more than 1.8 million people across Upstate New York. Headquartered in Williamsville, Univera Healthcare serves more than 132,000 members in Western New York.

Growth: The Celebrate U! employee recognition program was created to encourage and acknowledge employees who further our cultural values, support our corporate business strategy and strengthen our business. The program has Thank You, Above & Beyond and Executive Awards. Blue U Training Center includes Microsoft office workshops, health-care programs and professional development seminars.

Contributions to WNY: With more than 500 employees in WNY, Univera Healthcare is among the region's larger employers. The company buys many goods and services in its day-to-day course of business. Last year we paid about \$325 million to more than 5,000 vendors and suppliers, many in Upstate New York. Indirect spending by vendors and suppliers and spending by our employees added \$203 million to the Upstate economy and generated 1,755 additional jobs in 2012. Not counting the billions paid in health-care claims, our company contributed \$914 million to the Upstate economy last year.

Innovations: Fun 2B Fit, Univera Healthcare's award-winning program based on fitness and healthy lifestyles, is elementary school-based and compliant with NYS education standards. To date, more than 35,000 kids from WNY schools have participated.

Civic giveback: Univera provides each employee with eight hours of paid volunteer time. We've cooked for families at Ronald McDonald House, assisted with United Way Day of Caring and planted flowers and shrubs at Olmsted Parks.



Univera Healthcare employees Jessica Haahr, left, and Michele Hrichan distribute food at the annual community event hosted by the Belle Center of Buffalo. Each year Univera Healthcare provides most employees with eight hours of paid time to volunteer in the community.

VOIP Supply LLC

CEO: Ben Sayers

Info: 80 Pineview Drive, Amherst, NY 14228
voipsupply.com

Founded: 2002

Revenues: \$23.01 million

WNY employees: 30

Overview: VoIP Supply has grown rapidly throughout the years and is a three-time Inc. 500/5000 honoree and winner of the annual Western New York Best Places to Work and Top Private Company. It's also the first certified B Corporation in Western New York.

Growth: The mantra here is "always be learning and sharing knowledge." The company provides in-house training, off-site seminars, webinar participation and on-the-job training. CEO Ben Sayers encourages employees to present him with a business plan if they have an entrepreneurial idea.

Contributions to WNY: The CEO also mentors through the WNY chapter of Entrepreneurs' Organization, which helps local entrepreneurs learn and grow from each other. Members include those on WNY's Fast Track Companies, Top Private Companies lists and the Inc. 5000 list.

Innovations: VoIP Supply recognized a growing demand for VoIP products when there was no easy place to buy them. The company became North America's leading VoIP supplier through a focus on consumer education and customized solutions.

Civic giveback: As a B Corp, VoIP Supply's vision is to do well so that it can do good for the community. The company donates \$1.98 to Buffalo City Mission for every order placed online, volunteers for Riverkeeper Shoreline Sweeps, sponsors Camp Good Days & Special Times, hosts a drop-off site for eScrap for Camp recycling drives, Haven House and Cornerstone Manor donations and employs a comprehensive sustainability and recycling program in the office.

Walsh Duffield Companies Inc.

Chairman and CEO: Jack Walsh

Info: 801 Main St., Buffalo, NY 14203
walshins.com

Founded: 1860

WNY employees: 71

Overview: Walsh Duffield Cos. Inc. has grown from just a few employees in its

earliest days to more than 70 professionals representing the WNY community and doing business in multiple states. The family-owned agency provides insurance products for individuals and businesses.

Growth: Walsh Duffield is dedicated to continued education for employees, who are encouraged to pursue designations and licenses needed to enhance services to customers. The company is proud of its high employee-retention rate and encourages vertical growth.

Contributions to WNY: Walsh Duffield supports projects that enrich diversity with time, leadership and money. Hundreds of organizations have benefited from the company's philanthropy and board service. It has especially supported schools and scholarships for needy students.

Innovations: The company has been innovative through a wellness program that has greatly improved team building. Monthly meetings allow departments to share news, events and projects.

Civic giveback: Employees see community service as an obligation and opportunity for proper citizenship. Such service is broad, generous and a lifelong tradition in the company. In no way is such service seen as a "tactic" for business development. Rather, it's an opportunity to benefit communities where we live and to give back, mindful of our good fortune. The United Way's Volunteer of the Year Award was established in honor of the

Walsh family, and countless recognitions from university, hospital, cultural and social service organizations have followed.

Windsong Radiology Group

CEO: Thomas Summers, M.D.

Info: 55 Spindrift Drive, Williamsville, NY 14221
windsongradiology.com

Founded: 1987

WNY employees: 240

Overview: Windsong Radiology Group is a recognized center of excellence in radiology. It's the largest free-standing center in WNY, the first local facility to achieve full diagnostic accreditation from the American College of Radiology and the only NAPBC-certified breast center in the area.

Growth: Windsong uses departmental career ladders to train and build team members to exceed in their chosen career paths. Cross-training and shadowing opportunities are provided. As part of the on-boarding process, new hires are assigned a buddy to acclimate with a sense of camaraderie. Clinical team members are provided opportunities for medical education at no cost.

Contributions to WNY: The facility is efficiency-focused and home to 240 employees where leadership is dedicated to excellence and new technology to ensure high-quality diagnostic imaging. Thirteen positions were added this year. The high standard of excellence keeps top-notch clinicians in town and draws others from afar.

Innovations: Windsong continually raises the bar for state-of-the-art technology, consistently being the first in the region for the newest in imaging equipment and rolling over changing technologies at maximum five-year cycles. Most recently, it was the first in the region to offer 3-D mammography – tomosynthesis, the preferred method of breast imaging for patients at high risk.

Civic giveback: Founders Dr. Janet Sung and John Sung donated \$1 million to the University at Buffalo. Additionally, Windsong supports City Mission Children's summer camp, Breast Cancer Network TLC educational totes, American Cancer Society Making Strides and Look Good Feel Better Program, the Susan G. Komen Race and the Food Bank of WNY's food drive.



The staff of VoIP Supply LLC.