

BUFFALO BUSINESS FIRST

TENTH ANNUAL

BEST PLACES TO

WORK

2014



BUFFALO NIAGARA CONVENTION CENTER  
TUESDAY • MARCH 18, 2014 • 11:30 AM - 1:30 PM



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# Roll call of finalists

## Words from the Sponsors:

### BlueCross BlueShield of WNY

We're pleased to present the Best Places to Work. This year, we honor law firms, advertising agencies, medical practices and realtors, to name a few.

What do they all have in common?

Employees with an insatiable desire to do their best. And to make their best even better. They're excited, inspired and engaged.

When people are engaged in their jobs and their environments, it shows. Employee engagement is a big part of how we do business at BlueCross BlueShield of



**BLUECROSS  
BLUESHIELD  
OF WNY**

David Anderson

CEO of BlueCross BlueShield of Western New York.



healthy changes everything.

Western New York, one of the nation's 100 healthiest employers.

We applaud your commitment and your success. You make Western New York a better place to live and work – and that's healthy.

David Anderson is president and CEO of BlueCross BlueShield of Western New York.

## Quantum Workplace

In our 10th year of analyzing employee survey results across hundreds of employers in the Buffalo area, we find remarkable stories of heroic leaders from growing organizations fully committed to talent.

With so many companies competing for recognition as this year's Best Places to Work, making the list requires more than just summer outings and beer fridges. This program measures employee engagement, defined as the presence of three outcomes among employees: discretionary effort, intent to stay and advocacy.

Honored companies have built cultures that leverage those three out-



**QUANTUM  
WORKPLACE**

Greg Harris



**QUANTUM  
WORKPLACE**

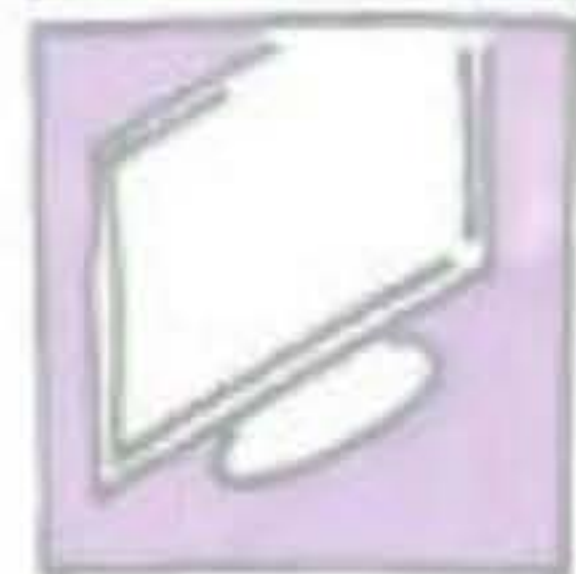
comes. On average, Buffalo workers are among the most favorable in the U.S. when it comes to trust with co-workers.

Of this year's 77 honorees, only 40 were repeat winners from last year's list, evidence that great culture is a long-term strategy. Companies that maintain highly engaged workplaces reap the rewards of long-term investments in their talent.

To learn how Quantum Workplace can help you build a workplace that employees love, contact us at [info@quantumworkplace.com](mailto:info@quantumworkplace.com) or 888-415-8302.

Greg Harris is president and CEO of Quantum Workplace.

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## Russell Bond & Co. Inc.

295 Main St. • Buffalo, NY 14203  
• russellbond.com

**CEO:** Kurt Bingeman

**COO:** Gary Hollederer

**HR contact:** Mark Palmisano

**Employees (FT):** 50

**Founded:** 1950

**What company does:**

Insurance wholesalers writing standard, specialty and high-risk insurance for clients of retail agent/brokers, throughout the USA.

**A best practice:** Offer extensive in-house education for new hires; continued education including course, books and exam fees for technical training; and tuition assistance.

**The survey says:**

- They share the company goals and achievements with us. They provide higher-education opportunities, as well as encourage it.
- We are an ESOP. I am a owner by virtual of membership in the ESOP. I am going to have more than adequate funds when I retire. The harder I work, the better the company performs.

## SKM Group

6350 Transit Road • Depew, NY 14043 • skmgroup.com

**CEO:** Larry Robb

**COO:** Bryan LeFauve

**HR contact:** Ellen Peinkofer

**Employees (FT):** 44

**Founded:** 1986

**What company does:**

Full-service communications agency that provides integrated marketing solutions.

**A best practice:** Every month, Skomer, our gnome mascot, is given



PracticeFirst Medical Management Solutions

to the employee of the month. SKM employees submit nominations for the person they believe best exemplifies the spirit and mission of the agency.

**The survey says:**

- Each member of the team at SKM is extremely empowered. We are given the opportunity to continuously grow and perform at a higher level.
- My employer's philosophy is that happy employees are productive employees.

## The Service Collaborative of WNY Inc.

2188 Seneca St. • Buffalo, NY 14210 • tscwny.org

**CEO:** Kate Sarata

**COO:** Michael Casciano

**HR contact:** Tina Dalka

**Employees (FT):** 21

**Founded:** 2011

**What company does:**

Creates opportunities for all individuals to serve their communities, challenging them to turn their ideals into action and their passion into positive change.

**A best practice:** Through transformational service and civic responsibility, TSCWNY is designing a sustainable future for the WNY community.

**The survey says:**

- An extremely welcoming environment that I enjoy going to each and every day.
- Weekly check-in meetings, plenty of communication, lots of praise for good work

## SofTrek Corp.

30 Bryant Woods North • Amherst, NY 14228 • softrek.com

**CEO:** Robert Girardi

**COO/HR contact:** Eric Brooks

**Employees (FT):** 35

**Founded:** 1987

**What company does:**

SofTrek is the developer of ClearView CRM fundraising software that helps nonprofits raise money.

**A best practice:** SofTrek actively encourages cross-team collaboration such as development meetings that include engineers, trainers and graphic designers.

**The survey says:**

- SofTrek uses an agile methodology that works well for our size and efforts. It is highly satisfying to be on such a team and our customers benefit.
- It's fun! Sometimes it doesn't feel like work. This is a huge aspect. To be able to sit with your peers and laugh about general-

ties is a big aspect. I really do enjoy SofTrek.

## Turner Construction

50 Lakefront Blvd. • Buffalo, NY 14202 • turnerconstruction.com

**CEO:** Ronald Krukowski

**Project executive:** Steve McGlone

**HR contact:** Vivian Chen

**Employees (FT):** 35

**Founded:** 1902

**What company does:**

Construction management, general contractor

**A best practice:** Turner is an exceptional corporate neighbor. We encourage employees to be active participants in their local communities and support their willingness to make a difference.

**The survey says:**

- The company promotes a cooperative, family-type atmosphere between co-workers.
- We do an excellent job at organizing and supporting local charities through volunteer activities. It really brings us together more as a group and gives us a great feeling of being part of the community.

## United Way of Buffalo & Erie County

742 Delaware Ave. • Buffalo, NY 14209 • uwbec.org

**CEO:** Michael Weiner

**COO:** Bob Morgan

**HR contact:** Beth Sullivan

**Employees (FT):** 45

**Founded:** 1917

**What company does:**

We bring people, organizations and resources together to improve community well being.

**A best practice:** United Way encourages com-

munication and teamwork with fun activities like themed lunches, minute-to-win-it competitions and daily bingo along with providing great benefits and a family-friendly environment.

**The survey says:**

- Monthly team meetings encourage any employee to share positives/struggles/updates, etc., on their area of expertise to the rest of the staff.
- Respect is very important here and leadership treats every employee at every level with the utmost respect. I believe this creates a strong bond and increases productivity.

## Voip Supply LLC

80 Pineview Drive • Amherst, NY 14228 • voipsupply.com

**CEO:** Benjamin Sayers

**COO/HR contact:** Paula Griffo

**Employees (FT):** 29

**Founded:** 2002

**What company does:**

Leading VoIP solutions provider

**A best practice:** Incredibly responsive, ridiculously dependable. When a VoIP Supply customer calls to speak with someone, they deserve an immediate response.

**The survey says:**

- Generous paid time off program, commitment to providing the best benefits they can, best 401(k) matching program I've seen, flexible work schedules including work-from-home opportunities.
- We are very open and we have a lot of communication. We have quarterly celebrations for meeting goals.

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