

# Netxar empowers businesses with a competitive electronic infrastructure

BY IVA YATES

Established in Puerto Rico in 2001, Netxar, is an advanced internetworking, information security, IP telephony, IP contact center, storage, and systems integration and management consultants firm. "Netxar was founded in 2000 in New Hampshire," said Frank Santiago, president & CEO of Netxar. "In 2001, sensing a shift in the U.S. mainland market, our personnel moved to Puerto Rico to serve the island, the Caribbean, and Central America." With full local consulting support, Netxar is able to provide clients with experienced personnel.

Establishing an IT consulting services firm in Puerto Rico was a daunting endeavor. "We were new in a very competitive market," said Santiago. "There were more established companies that had been in the market longer." Yet what began as a small, five-employee firm currently employs more than 20 people.

Since its establishment on the island, Netxar has grown 50% annually, and Santiago expects to grow 350% this year. "Three years ago, we invested money in information security, storage, and IP telephony and IP contact center, to prepare for the current boom in these technologies," explained Santiago. "This [investment] gave us the edge to grow so much over the last years. These technologies are in great demand and we have the personnel to respond."



*Netxar's management and consulting team*

Netxar currently covers all vertical markets, placing a strong emphasis on financial institutions, pharmaceutical companies, retail, Internet service providers, telecommunications industries, and governmental agencies.

Netxar has its own IT Academy, which provides advanced technology training. The company also offers system security products such as anti-spam protection and both wireless and networking services. "These services are in great demand in Puerto Rico now," said Santiago. "At the moment, our focus is on IP telephony and IP contact centers. We are the only company in the region certified to

offer Cisco Systems' line of products." In addition, Netxar can provide clients with managed IT services. "Clients can outsource certain functions of the company's IT department."

The future holds a lot of promise for Netxar. "We are placing strong emphasis on our research and development division to create a new security software to sell worldwide," said Santiago. "Furthermore, we are expanding our presence in the region, moving to other parts of the Caribbean, expanding our current headquarters and consulting services, and developing the IT Academy to become the top technical training provider in the region." ■