



As an MSP, **PCA Technology Group, Inc.** provides proactive and comprehensive IT support, ensuring that organizations have a dependable partner for their technology needs

The company's innovative approach not only fosters productivity but also enables clients to adapt and thrive in a rapidly changing work landscape.

In 1989, PCA Technology Group, Inc., or PCA, was founded by a group of four individuals with a passion for technology. At that time, back-to-back revolutions (first the PC revolution and then the client-server revolution) threw businesses into turmoil. The focus on the desktop and personal productivity introduced new procurement, implementation, and support challenges that organizations and their traditional IT partners were not ready for. Next came the rise of the Internet and network computing, leaving businesses, particularly small and mid-sized companies, unable to keep pace with the ever-accelerating change in technology.

In the city that started Buffalo wings, the four had the secret sauce combine strategic thinking skills

with an obsession for customer service to guide companies to succeed with technology.

Taking the leap to leave their existing jobs in a local consultancy, PCA was born. They immediately attracted some of their previous clients to join their new company and rapidly attracted new clients who faced the challenge of not fully harnessing the potential of technology in their operations. PCA's service model has proven instrumental in guiding them toward constructing continuous improvement processes, ultimately empowering them to achieve success by unlocking the untapped capabilities of technology.

They have been proudly serving customers in Western New York and

throughout the Northeast for over three decades, delivering exceptional products and services to meet the region's evolving needs. Their enduring commitment to excellence has solidified their reputation as a trusted presence.

The Silicon Review contacted the PCA leadership and conducted interviews with Steve Szubinski (Founder & President) and Mike Olfano (CEO). Here is a summary of their responses.

Interview Highlights

What are PCA's key focus areas?

Steve Szubinski: PCA Technology Group is a renowned Managed Services Provider (MSP) that offers a

holistic approach to IT management. As an MSP, we provide proactive and comprehensive IT support, ensuring that organizations have a dependable partner for their technology needs. This approach offers several significant benefits, including cost savings, as companies can avoid the expenses associated with hiring, training and managing in-house IT teams. Additionally, PCA's key focus areas lead to increased operational efficiency, as we monitor systems 24/7, identify and address issues before we disrupt business operations, and ensure that IT resources are optimized. Our expertise also enables organizations to stay ahead of the curve in terms of technology trends and cybersecurity threats, enhancing overall security and compliance.

What are PCA's services?

Mike Olfano: PCA's core focus is to guide companies to succeed with technology. At the forefront of PCA's IT services is a steadfast commitment to cybersecurity, ensuring that organizations remain resilient in the face of evolving cyber threats. PCA leverages cutting-edge security solutions through a robust network of vendors paired with best practices to safeguard sensitive data and protect against breaches. Our expertise extends to custom software development, where we provide comprehensive support to streamline operations and enhance productivity. By guiding companies through the intricacies of technology, PCA empowers them to thrive in today's

world, enabling innovation and sustainable growth.

What is a recent success story?

Steve Szubinski: One of PCA's clients, Dunn Tire, has a mission-critical network infrastructure with complex tunneling that enables its locations to communicate, collaborate and support each other. Dunn Tire is a Top 20 US tire retailer/wholesaler with over 27 locations across Western and Central New York and Northern Pennsylvania. The company's reputation in the market is renowned for providing a world-class experience and expert services to every customer, every time. To deliver on its best value promise



Leadership | PCA Technology Group, Inc.

Steve Szubinski is a **founder** and **president** of PCA Technology Group. He significantly contributes to the leadership strategy, financial oversight, motivation, productivity, company-wide initiatives, and overall success of PCA. In addition, he's responsible for maintaining relationships with existing clients, cultivating and securing new business, and providing various aspects of public relations for PCA on an ongoing basis. He feels that it's essential to have personal integrity and ethics to always do the right thing. In his free time, he enjoys spending time with his wife, two children, and extended family, and giving back to the community.

Mike Olfano is the **CEO** of PCA Technology Group. He leads the overall management and direction of the company by bringing senior-level experience in both the financial and operational areas. He has diverse industry expertise working in electronics, industrial manufacturing, IT, HR, outsourcing, and education. He is passionate about guiding companies to success by developing a vision and helping to translate that vision into reality. In his free time, he enjoys spending time with his wife and three children. He also loves playing guitar and donating time to assist in the classroom at the University of Buffalo School of Management.



and the highest level of service, Dunn Tire needed an IT partner who lived up to the same standards and had solutions that could handle its requirements. PCA has been its go-to for security, reliability, and high-quality rapid support.

As part of PCA's passion for serving the community, PCA also helps nonprofit organizations significantly improve their security postures. Community Missions of Niagara Frontier, Inc. (CMI), a multi-location agency, provides 21 programs within its four divisions: Crisis & Community Services, Mental Health Housing Services, Mental Health Recovery Services, and Youth Services. CMI's reach and impact on the diverse lives of youth, adults, and families is staggering: those homeless, involved with the juvenile justice system, struggling with psychiatric challenges, persons living with HIV/AIDS, trafficked youth and adults, and ex-offender parole individuals. CMI was challenged with cyber vulnerabilities and the use of complicated deployment and administration tools from multiple disparate vendors. The CMI leadership wanted the ability to scale their organization for years to come and needed a simplified more robust cyber framework – they needed a local partner like PCA to assess their environment and then recommend and implement improved technologies. PCA was proud to offer an industry-leading firewall solution, comprehensive endpoint protection, and multi-factor authentication (MFA) paired with services to help guide CMI in a more secure, comprehensive way.

What value does the PCA team bring?

Mike Olfano: The PCA team is not only dedicated to delivering top-notch technological solutions

but also places great emphasis on ensuring client satisfaction and fostering 5-star experiences. What sets them apart is their unwavering commitment to professionalism without sacrificing the human touch. They understand that technology can sometimes be complex and daunting, which is why they approach every interaction with a warm and friendly attitude. This unique blend of expertise and approachability creates an environment where clients not only receive exceptional service but also feel valued and at ease. Numerous employees and clients have been with PCA for over 25 years! Overall, the PCA team believes that having fun while delivering on their promises is the key to building strong and lasting client relationships, making the journey of technology integration an enjoyable and rewarding experience.

What new endeavors is PCA currently undertaking?

Steve Szubinski: PCA runs on the Entrepreneurial Operating System (EOS) to provide it with the framework and tools necessary to maintain a sharp and efficient edge in serving clients. By embracing EOS's clear and structured approach to organizational management, PCA strategically streamlines processes, enhances communication, and fosters accountability across all levels. It also embraces the hybrid work model, recognizing the evolving needs. By doing so, the company is empowering more organizations to break free from traditional constraints and operate more flexibly and dynamically. PCA's innovative approach not only fosters productivity but also enables clients to adapt and thrive in a rapidly changing work landscape.

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