



Computer networking firm EJM Solutions helps clients save time and money

By Jim Brumm

It seems that all of us today depend on our computers for just about everything. The world of business has become particularly dependent upon them, with large businesses often using computers to enable their employees to link up—to network—on one large system. This is wonderful when your network does what it is supposed to do.

But most of us know little about how computer networks operate, how to set one up correctly, or how to fix them when something goes wrong. Enter Edward Martinbor, founder of Northern California-based EJM Solutions, one of the premier computer networking specialists in California. Born on the island of St. Maarten in the B.W.I., Edward grew up on the island of Anguilla.

Though at the time personal computers were just beginning to creep into regular use, from a young age Edward showed a natural ability to understand their mysteries. At age 17, he got a job as a salesman at an electronics store in St Maarten, but ended up designing a computer network for the CFO to help run the company, and this was in 1987, before most of us knew what a computer network was. In 1991 Edward moved to Miami, Florida, and secured a job as a bookkeeper at a real estate office. Again, he was called upon to help with that company's computers, and ended up designing and installing a new networking system for them as well.

During this time he earned a degree in electronic engineering technology with a (4.0 grade point average), in addition to attending another school to study three different series of networking systems: Novell, Microsoft, and A+. School administrators, recognizing his skills, hired Edward to prepare the computers for the various lab classes they offered. Edward would have to "rebuild" each system, before each class, using removable hard drives.



Founder Edward Martinbor at EJM Solution's headquarters in Windsor, California

In 1996 one of his instructors found a job in Santa Rosa, California, with a software vendor, HEALTHPRO helping FQHC health centers implement their software at remote locations. He trained Edward in this and sent him to California as a consultant, where Edward worked with three major health centers with offices located all over the state. Travelling from site to site, Edward diagnosed their problems, helped them find the correct software, and solved their networking problems. HEALTHPRO, impressed with his work ethic and his results, hired him full time as their in-house computer expert. "They built a whole department

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around me,” said Edward, smiling. The company sent him all over the United States, troubleshooting computer systems for their various health center clients.

During this time Edward honed his already impressive computer networking skills, learning the medical field, software, and building an understanding of what to do, and, just as important, what *not* to do in order to create a stable, reliable, and user-friendly computer networking system.

In 1999, Edward decided to start his own business, EJM Solutions. With a bounty of hands-on, real-world experience and knowledge, he teamed up with Laurie Fields, a co-worker from HealthPro, a company he had worked for in the past, who took over the tasks of training and implementation. Together, the two began to build and maintain computer networking systems for new clients. Laurie speaks highly of her partner: “Edward is the most intuitive technical



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Edward Martinbor

person I’ve ever seen. He doesn’t just look at a problem and see a problem, he sees a *solution*. He goes where others fear to go. That’s one of the reasons I wanted to work with him. He is one of those people who say that he can do anything, and he can. He continually amazes me.”

Right away they decided to do things differently. First, instead of an hourly fee for maintenance, EJM Solutions decided to charge their clients a set monthly fee for networking services—a flat rate to completely maintain and support their computer networks with 24/7 service. This helps their clients always know

what their I.T. costs will be each month, and provides them with the security of knowing that if they need them, EJM will be there. “It’s important to us that our clients know that we’ll be there when they need us,” said Edward. “If we promise you we’re going to do something, we will do it. What we promise, we deliver.”

The second change they implemented was that of designing a basic, repeatable configuration for all the networks they install. “We keep things simple,” said Edward. “We set up servers and networks with similar core elements, so that when we go from one client to another we can clearly see and understand the components of their system. Each of our technicians understands this core design.” This is not to say that each network is the same, in fact every network EJM Solutions designs is completely customized for that client’s unique needs and requirements. But by assigning similar nomenclature for those components that handle similar jobs in each network, it makes troubleshooting easier. Any EJM technician, no matter where he is, can understand the basic layout and design of every network he encounters, and

resolve problems that much more quickly. “It streamlines maintenance for the customers,” said Edward. “There’s a consistency built into each system.”

Edward is careful about who he hires to service his networks. “We want our technicians to learn our methods—methods that we designed and that have proven to work,” he said. “They also have to be good with people,” he added. “It’s important that our clients and our technicians understand each other.”

Laurie agrees. “Edward finds people who are personable and want to expand their knowledge,” she said. “We have great people, some of whom have been with us now for seven or eight years.”

Today, along with Edward and Laurie, EJM has five technicians and a full-time office manager. Edward is visibly proud of what they’ve been able to accomplish together. An energetic, animated man who can’t stay in his seat when talking about his business, Edward paced as he explained his business philosophy. “We want to be a partner with our clients,” he said. “We learn *their* business needs, not ours.” He stopped and smacked a fist into his palm for emphasis. “We invest the time to nurture that relationship. The result is that we are able to solve their issues easily; when they bring in a new component we don’t have to bring in outside consultants, we know their business. It helps our clients with their workflows and their goals.”

EJM Solutions can help all types of businesses: medical offices, law firms, wineries, accounting firms, schools, and any type of professional service. Whether your business needs a small computer network, or one with dozens of workstations, EJM Solutions can help design and build the right network for you.

You can reach EJM Solutions at 707-546-6203, or visit their Web site at www.ejmsolutions.com