

## ***Technology Solutions of Maine supports community as well as your IT needs***

*United Way of the Tri-Valley Area launched its Corporate Champion Circle (CCC) in the summer of 2018. CCC members partner with United Way for one year, support their community, and receive unique marketing benefits. Corporate Champion Circle members contribute at one of three giving levels - Platinum (\$5,000), Gold (\$3,000), and Silver (\$1,500). To recognize CCC members, and to get to know those who are passionate about United Way, we have started a series that profiles these dedicated businesses. **Please welcome Technology Solutions of Maine owned and operated by Jamie Drouin, central office located in Smithfield, Maine.***

Jamie Drouin, brother to four sisters and two brothers, was born and raised in Calais, Maine. He attended University of Maine at Orono for business management before transferring to Central Maine Community College in Auburn to study Electro-Mechanical Engineering Technology.

After school, Jamie secured employment for several years in the role of technical support for different internet service providers. While managing a team of fifteen at Envisionet in Orono, Jamie was offered a position with Microsoft after developing software that greatly improved customer issue resolution times. Jamie was a new parent and declined, as it would have required him to relocate. Microsoft was impressed by his work enough to allow him to work remotely. Jamie stayed local and for the next ten years after, he was Director of IT for Unlimited Technologies (formerly Capitol Computers) in Augusta.

In March of 2019 Jamie started his own home business, Technology Solutions of Maine. This past February 2020, Jamie leased his first office space in Smithfield and added two employees, Joe Craig and Desiree Bard. Together, the team of three have brought on 12 managed service clients and are looking to broaden that that number significantly.

Technology Solutions of Maine's primary focus is to be a "One-Stop Shop" for small businesses. They provide the tools and support to keep local businesses operating from a technology standpoint. In return, this allows small businesses the time and financial ability to continue to provide and contribute to their community and clients. They also strive for quick turn-around times, responses and impeccable customer service. According to client reviews, they are doing an amazing job!

TSM can set up businesses remotely for working at home or for curbside-to-go, which has been a big asset to smaller businesses during this COVID-19 pandemic. "We provide constant monitoring, we are not a break-fix company," Jamie explains, "we offer the whole "IT Works" package (network, phones, cameras, access controls, servers, workstations, etc.) for one set price. For companies that need HIPAA compliance, we are HIPAA compliant ourselves, and able to be sure all personal information stays confidential and protected."

When asked what challenges and opportunities are in the community, Jamie replied, "It is a challenge to provide affordable healthcare for my employees." He also stated that, "[there] are a lot of businesses that are not compliant and/or are lacking security for personal records." From a community member standpoint, "there needs to be more education on resources available." Jamie talked about the great opportunities of owning a small local business saying, "we pride ourselves on our customer service and personal touch. We have skilled people wanting to work for us and the team of three has a history of volunteering and community involvement, which is where they see how "giving our communities are!"

When asked about becoming a CCC member, Jamie immediately said “partnering with United Way(s) is another way to give back to the community and it provides a much greater reach, United Way provides many ways to get involved in many great things in the community.”

Jamie lives in Winthrop with his wife Bethany (employed at United Way of Mid-Maine), has three grown sons, a dog named Dobby and cat named Jar Jar. In his spare time, he likes to go camping, kayaking, or hiking with his wife and sons. You can always catch Jamie building things or tinkering on his vehicles and he loves anything technology related – from gaming to modifying his push mower to be fully remote controlled.