Member news&Notes

BUSINESS SPOTLIGHT
CAI   BY SARAH BRAATZ

» A hidden gem within the Diamond State, Computer Aid, Inc. (CAI) offers a wide variety of IT services to clients throughout the region. For those who are not familiar with the company or the work they do, Glen Gray, local executive, states "we have built our client offerings on industry best practices and methodologies (ITIL and AGILE being two good examples). We are building new solutions based on emerging technologies and approaches; we have recently started a practice focused on Artificial Intelligence, Robotic Processing Automation and Machine Learning and will continue to evolve current offerings such as DevOPS. We provide the full range of IT consulting and outsourcing capabilities (including application development and support) out of our 24/7 service center in Newark. We have approximately 300 consultants that work out of the center and we have been there for over 10 years. We really help clients succeed with IT. Driving Innovation through technology is a key objective we try to achieve with all of our clients."

Yet, while CAI is touted for their ability to help clients implement best practices, drive innovation, and save money, they do not see their role solely as a consulting firm. From programs like CAI Cares and Autism2Work, a commitment to the community is woven into the culture at CAI. The mission of the company is to provide high-quality customized services for their clients, while also creating a positive atmosphere for their employees and the surrounding community.

The world of IT consulting covers a wide scope of potential services. CAI intentionally designed their business offerings to be broad, as they tailor their services to each clients' needs. They understand that every organization faces unique circumstances and want to ensure they can effectively meet all of those needs in an ever-changing technological landscape. This process begins with identifying all IT and business systems problems down to their root causes. Gray elaborated that "when you have ten different people in a room, you'll have ten different ideas of what the problem is." CAI analyzes those different ideas to come to the underlying issues. Then they work with the client to develop a set of goals and ideal outcomes. Finally, an action plan to get from current state to ideal state is created. The design, implementation, and support of said plan are where CAI excels. The overall management and governance of these projects have also become a key growth segment for the company.

Glen Gray
Advisory Client Executive
CAI

The company leverages this approach when evaluating their community impact efforts. They look to see where issues exist that they could positively impact. One such area they found was the systemic under- or unemployment of individuals who fall on the autism spectrum. Their commitment to this issue is highlighted CAI's involvement with the Autism2Work program. They are one of the largest employers of autistic individuals in the state. They believe that bringing in individuals who are focused and dedicated benefits both their own company and the community as a whole.

Computer Aid, Inc. marries a dedication to the clients with a strong commitment to community outreach. The company uses their strengths to ensure they are always on the cutting edge of innovation.