

## Hamden Firm Celebrates 20 Years

CriticalEdge Group, Inc. of Hamden recently completed its 20th year in business. The financial management and accounting software firm, which specializes in Microsoft Dynamics GP, was founded by Co-Owner and President Sandra Glick in 1988.

"I have seen partners come and go and prove that it is tough to thrive in this business," said Glick. "To my knowledge, we are one of the few Microsoft Value Added Resellers in Connecticut that go back to the Great Plains MS-DOS days."

CriticalEdge Group has survived the technology crash after the Y2K boom, as well as many acquisitions and mergers typical of the industry. For the past three years, the firm has achieved the highest level of competence certifiable by Microsoft: Gold Certified Partner. Less than five percent of U.S. Microsoft Partners have earned this status.

"We have been around for 20 years because as software and technology have

evolved, so have we," said Glick. "Even more important is that from the very beginning, our focus has been on delivering the highest level of service and maintaining customer loyalty."

As a natural extension of the firm's Microsoft Dynamics GP business, CriticalEdge Group plans to expand its Microsoft Office SharePoint practice. This new Microsoft innovation is designed to provide a single, integrated location for accessing real-time information across the enterprise. The new features in SharePoint have a high level of integration with Microsoft Dynamics GP, including refreshable Excel reports, structured and unstructured search and built-in workflow.

"New Microsoft technologies are enabling our customers to complete tasks in ways I couldn't imagine when I started in this business just nine years ago," said CriticalEdge Group Co-Owner and Vice President Stuart Gamm. "These

innovations make it an exciting time to be in this industry."

To combat the downturn in the economy, CriticalEdge Group also intends to grow its service area throughout New York and New England. Over the next five years, the firm plans to see a 15-20 percent yearly growth rate in revenue and employee head count.

Due to a decreasing presence of women in Microsoft technology businesses, Glick is in the process of creating an informal networking and awareness group of entrepreneurial women in Microsoft technology businesses. She plans to start with owners in New England and expand in coming years.

"A female perspective is important in this industry; we are able to nurture those clients who struggle to grow, whose business pains require solving and whose needs involve high touch customer care," she noted. For more information, please visit [www.criticaledgegroup.com](http://www.criticaledgegroup.com). ♦



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