



**Ben Franklin  
Technology Partners  
Chooses integraONE  
for Long-term  
Technology  
Relationship**

Ben Franklin Technology Partners of Northeastern Pennsylvania (BFTP/NEP) is a part of the statewide Ben Franklin Technology Partners (BFTP) network and serves a 21 county area in the northeast corner of the state.

BFTP/NEP fosters the growth of early-stage technology firms and established manufacturers by providing funding, networking opportunities, and technical and business expertise. The organization's mission is to boost the economy of the northeastern PA region with new and retained jobs, new technology companies, and established manufacturers that are more competitive.

BFTP is an initiative of the Pennsylvania Department of Community and Economic Development, and is funded by the Ben Franklin Technology Development Authority. The BFTP program has been recognized and modeled nationally and internationally.

BFTP/NEP is located on the campus of Lehigh University in Bethlehem, and operates Ben Franklin TechVentures®, an award-winning incubator/post-incubator facility, also on Lehigh's campus.

**Technology Needs**

As an organization focused on technology development, the BFTP/NEP IT staff already possessed the technical expertise required to identify and manage many of their own upgrades and improvement projects. What the team really needed was a resource that they could

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**Aaron Balch  
Chief Information Officer  
Ben Franklin  
Technology Partners  
of Northeastern  
Pennsylvania**



## Ben Franklin Technology Partners Case Study



depend on for periodic guidance and assistance with major purchasing decisions and set up processes. They needed a resource that could provide a wide range of services, expertise in a variety of solutions, and established partnerships with multiple leading industry vendors.

BFTP/NEP sought to establish a long-term relationship with a telecommunications firm that would meet these needs on an ongoing basis.

### **Partners to the Partners**

integraONE was chosen as the technology partner to work with BFTP/NEP and has continued to serve as their expert resource for more than a decade now.

“integraONE provides us with supplemental services,” said Aaron Balch, chief information officer for BFTP/NEP. “I identify a need and then I reach out to integraONE for follow-up. They get me the answers I need to make things happen.”

Every such request made by Balch for initial information receives a quick response via a conference call or site visit coordinated by his integraONE Account Manager. These preliminary meetings often include integraONE engineering staff and representatives from the appropriate vendor partner to facilitate the planning process.

“We all work together to determine what is the best path for us to take,” said Balch.

### **A Growing List Of Successful Projects**

A lot has happened in the last decade at BFTP/NEP. The organization has evolved, opened the Ben Franklin TechVentures® facility, and upgraded its technology multiple times. integraONE has been a reliable partner for each undertaking, providing the organization with trusted expertise, manpower, and knowledge transfer on demand. Some of the projects supported by integraONE include:

- Exchange Migrations
- Wireless Solutions
- Virtualization
- Networking Services
- Switching and Wireless Set-Up for new TechVentures® Building

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### **integraONE: The Right Choice**

With so many years and so much work behind the BFTP/NEP and integraONE alliance, Balch might be considered an expert on the quality of services provided by integraONE. When asked why he continues to call on this trusted partner year after year, he paused and then offered the simple statement, “They’re the right choice.”