

**NetQuest**

NetQuest is the leader in eliminating network downtime for your business.

**The Lawyer's Help Desk**

THUD is your first point of contact for all IT issues as your outsourced IT department or integrated into your IT structure and infrastructure management services.

**MULTIMEDIA SERVICES****ADVANCED VIDEO SYSTEMS**

AV Systems Integration: design/build, consulting, sales, installation, programming and service. Audiovisual for boardrooms, classrooms, operations centers, digital signage, VTC/conferencing centers.

**AVBALTIMORE.COM**

Video and Multimedia Production: single and multi-camera video shoots, full editing and post, multimedia and digital services, format transfers, video for the web.

**ICS Learning Group**

ICS provides total e-Learning solutions including custom courseware development, Inquisiq LMS, online courses and courseware development tools.

**Light, Sight and Sound Interiors, Inc.**

Technology in Style! Easy, affordable integrated lighting and electronic amenity systems for both home and business automation since 1985.

**Starr Systems Design**

Starr Systems Design provides customized integrated systems for both residential and commercial properties.

**OFFICE TECHNOLOGY****Centric Business Systems**

With a 40-year, award-winning reputation Centric has provided the most innovative office technology with integrity, excellent value and an unwavering commitment to customer satisfaction.

**Mechanical Engineering & Construction Corporation (MEC2)**

MEC2 provides installation, programming, and local/remote monitoring capabilities for building control systems keeping energy-efficient buildings operating at optimum performance.

In the ever-changing world of technology, SmartCEO asked business leaders to weigh in on what they see as the next trends in technology products and services. Here's what they have to say. // By Georgia Patton

**Tony Jimenez, CEO, MicroTech**

"Video teleconferencing is something the industry is definitely paying attention to -- particularly because of the cost of sending people to different locations and how difficult it is to get large groups of people together. Video teleconferencing has given a huge boost to companies who are able to see each other and interact. We know once the economy starts to rebound, people are going to look at this as the next revolution-ary step in communications."

**Dave Hartman, CEO, Hartman Business Technology**

"One of the things I see on the horizon as being the next big thing is the ability to take a search topic and see where it touches your company -- both internally and externally. For example, you would be able to not only do a keyword search on that company in your internal files, but also look at things like LinkedIn and other websites. It could end up being a huge advancement. You can do it now, but you have to go through multiple portals. One combined approach is not far away."

**Richard Meltzer, president and CEO, Control Cable**

"As the manufacturing arm for many companies, we've noticed a few trends over the last couple of years. One is an explosion in the amount of fiber-optic cabling people are using. We are seeing a lot more being used than ever before. We're also seeing a large number of small companies that are inventing new technologies to help manage energy and to monitor systems."

**Fran Craig, founder, president and CEO, Unanet**

"One trend is software to help manage projects and resources. With global virtual teams, there is a need to manage projects and people in a web-based methodology. Clients, including the government, are requiring more transparency into the contracted work. Another area is integrated telephony -- the ability to receive our phone messages through our email so we do not have to call into the voice phone system to get the message. Another trend is low-cost, interoperable video and voice."

**Mark Ellenbogen, assurance partner,****BDO Seidman, LLP**

"Social networking is a huge trend. Companies that have tools to provide businesses with the proper resources to capitalize on the advantages of social networking are popular. That's the game everyone seems to be playing these days."

**Heinan Landa, CEO, Optimal Networks**

"A new product we are going to begin offering is a private cloud, as opposed to cloud computing where it is all dependent on internet connection. This is also known as hardware as a service. It is a virtual server and virtual workstation environment we host in your office and can run the whole thing remotely. I see this as being the next big trend among CEOs."

**Bob Franklin, CEO, MorganFranklin**

"Some of our clients, including ourselves, are looking at tools and technology that help eliminate inefficiencies and cut costs. Companies are looking at -- big internal applications and seeing how to optimize. Large-scale implementations have taken a hit, but people are still willing to look at what they have and how they can optimize and do minor upgrades and opposed to major overhauls."

**Steve Rutkowitz, CEO, Choice Technologies, Inc.**

"Over the next year, I see two main trends developing. Those are high availability and disaster recovery of business systems. Many businesses have found ways to make themselves more efficient by using technology to improve work processes, so the focus has shifted toward keeping these systems running with as little interruption as possible, as well as reducing maintenance and support costs. Also, many businesses are coming up with disaster recovery plans for their technology to deal with unexpected down time that could come from factors beyond their control such as fire, flood or even just spontaneous system failures."