

R.A.V.E. Entrepreneur Honoree



Dharani Ramamoorthy

CEO and Founder of Xylo Technologies Inc.



Xylo Technologies, Inc.®

Congratulations to Dharani Ramamoorthy, founder of Xylo Technologies on 20 years in business in Rochester. Dharani has been named a 2020 R.A.V.E. (Recognizing Awarding Valuing Entrepreneurs) Honoree.

How did you come up with the idea of starting Xylo Technologies?

I started my career as an IT Consultant working with different clients like IBM and Mayo Clinic in Rochester for more than eight years. During these years, I noticed that there was a huge disconnect in servicing the needs of clients and what was being provided in the market. I was keen on creating an organization that could address these gaps most effectively. Leveraging on this disconnect and capitalizing on this opportunity was the spark that led to the formation of Xylo Technologies in 2000.

What was the most challenging part of starting your business?

IT staffing industry is very competitive, and all our clients have multiple vendors to service them. However, we differentiated ourselves from the competition and grew the business. Now we work with many large clients across the nation. Finding talent is another big challenge we faced. But with our best business practices we were able to attract talent.

Even though our competition consisted of several large vendors with national presence, we were able to succeed by:

- Thoroughly understand clients' technical requirements
- Use of effective screening tools to employ best in the market
- Assigning employees in the right projects which meets their career goals
- Coaching and training our employees to fit our client culture and environment
- Competitive Pay structure
- Large partner network

What was the most rewarding part of starting and owning a business?

It's hard to name just one – some of the proudest moments for me as an entrepreneur are providing employment opportunities in the community and connecting the best talent with our clients. We have a deep sense of satisfaction when our employees are thankful to get permanent employment with our clients after being with Xylo.

Additionally, commendations received from clients are of utmost value to us and we treasure them. One commendation which stands out to us was when we received an appreciation note from a client stating, "It has been a pleasure to work with a company like Xylo whose standard of service and professionalism exemplifies to do business with them". This was in lieu of the excellent resources we provided to them.

How many employees and consultants did you hire in the first year and how many do you have today?

During the first year of our business, we hired 10 resources. Over the last few years, we peaked to 75 employees. This year has been challenging due to COVID. Many projects have been curtailed which has affected the number of our employees. Currently, we have 20 resources.

What is your advice to entrepreneurs getting started with a new business today?

I will say congratulations on your decision to start your own business. Much of the economic growth of this country is contributed by small businesses. Focus on what you do the best, continue to excel, every obstacle you face will grow you stronger. Every small business will make the community a better place to live in.