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Xpicor Inc.

Expertly managing facilities and client relationships

It's been said that the only one stopping you from fulfilling your dreams is you. Shawn and Shawna Poole would probably agree.

A little more than six years ago Shawn Poole was working in Corporate America, punching a clock in the telecom business, and marching to the beat of someone else's drum. It was a comfortable life, but his true professional dream was to be self-employed. His wife had a dream too. Despite her rewarding work as an interpreter for the deaf and hard of hearing in the school system, her aspiration was to be a stay-at-home mom that could care for her family full-time. Both had the desire and the drive to change their lives, so in 2002 Shawn and Shawna launched Xpicor Inc. By offering professional cleaning services to commercial customers, within two years Shawn and Shawna were both able to quit their full-time jobs and focus solely on their new company that was meeting with great success.

Today, Xpicor is a full-service facilities management company with the ability to custom design services to meet the needs and budget of any client. "From the beginning it was clear," says Shawn Poole, President and CEO, "that we would offer not only top notch customer service, but we would also truly serve our customers."

The company can fulfill nearly any facility management need – including janitorial, security, and maintenance services such as plumbing, painting, carpet cleaning and a host of other offerings. It's truly one stop shopping for facility management. "By providing more services to our customers, it enables us to help our customers focus on their business while we deal with their

market, the company has experienced triple-digit growth annually for the past six years. The key, says Poole, is Xpicor's ability to build relationships. "Customers in today's market place want relationships: people and companies they can count on. We have all heard horror stories about hiring bad contractors, and we want to be the antithesis of that experience."

Poole and his highly qualified staff insist on professionalism at every step of the process, beginning with a thorough assessment of the client's needs. "We make it an easy transition to partner with our company," says Poole. "From ordering our services to invoicing, our customers are continually amazed at how easy it is to do business with us, and that's important." But, satisfied customers are only one part of their success – another part, he stresses, is strong employees. "Bottom-line thinking does not make a company sustainable or profitable," he says. "The two most important aspects of a business are its customers and its employees; without customers you could not have employees and without employees you could not have customers." That's why every employee of Xpicor has an "executive level" mentality.

"We prefer to look for employees who care about themselves and care about who they work for. If you are just coming to work to get a paycheck, employment with us

"The two most important aspects of a business are its customers and its employees; you need one to have the other." - Shawn Poole

facility challenges," says Poole. "And every day we continue to look for ways to improve our company and its employees through training."

This attention to the customer has resulted in unparalleled success, and Xpicor now has 130 employees in its Greensboro location and has plans to expand into the Raleigh, Charlotte, Greenville and Columbia markets. Remarkably, even in this challenging

normally doesn't last very long. The higher you go in the company, the more involved you must become," says Poole. "We've been incredibly blessed to have some amazing employees with us. Dennis Gardiner, Susan Frank, Sam Frank and Aida Lugo have helped build this company over the years, and our other employees who may not have been with us as long, are clearly instrumental in our success as well."



Shawna and Shawn Poole

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But, there's an added component to Xpicor's success, says Poole, one that is especially important to him. "We are a Christian-based company," he says. "And I do believe that everything we currently have is a blessing from God. We are very thankful for the gifts we have been given." The Pooles are first and foremost a team, and Shawn says that without the help and encouragement of his wife, none of Xpicor's success would have been possible. "Shawna's been my cornerstone over the years," he says. "I'm very thankful for her tireless commitment. Without her, we would not be the success we are today."

Xpicor has been able to achieve tremendous growth without jeopardizing service, quality or its relationships. As it heads into another record-breaking year one thing is certain, it will continue to grow professionally each and every day. "You quickly learn how to swim," says Poole, "because if you don't, you will surely sink." BL