The Edge: Small company thrives with Women’s Business Center help

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Kegman, Inc.
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Headquartered in Melbourne, Kegman Inc. is an Economically Disadvantaged, Women-Owned and Veteran-Owned Small Business that began with a part-time Security Division in 1999 providing commercial and residential security services.


Since Kegman began full time operations, we have worked with many outstanding organizations dedicated to supporting small businesses, such as the Small Business Development Center, SCORE and Florida Institute of Technology’s Women’s Business Center. In January of 2014, Kegman had the privilege of participating in the Ignite 360 Premier Program at the Florida Tech Women’s Business Center. IGNITE 360 Premier is a mentor/protégé program whose focus is to help second-stage businesses solve complex, critical business problems, enabling them to outperform the competition while advancing to the next level of growth and business sustainability.
The IGNITE 360 program was very professionally structured, and the mentors and professionals who volunteer their time to work with the program are absolutely phenomenal. For six months, Kegman had a group of 5 mentors assigned to us with skills ranging from accounting to large business executive leadership. Prior to attending the first meeting with our mentors, we had to list our goals and expectations of the program. Our number one goal, out of the 14 we identified, was to ensure that our daily operations were efficient and effective. In short, we wanted to be sure we were working smarter and not harder.

Within the first month of the program, our human resources program was audited. Later, an audit of our accounting system revealed we needed to adjust the way our accounting program was structured to better adapt to our growth potential and ensure our systems were compliant with Defense Contract Audit Agency’s (DCAA) requirements and policies. DCAA compliance is critical when working with the federal government. Adjusting our accounting program took about four months, but it paid off in a big way because we passed our very first DCAA audit.

Our mentors also led us through an extensive review of our company’s financial situation. We verified that the growth potential for our Government Services Division was strong; however, our Security Division was underperforming and actually was weighing the company down. We realized that only 10 percent of our total revenue could be attributed to the Security Division, but 35 percent of our expenses were linked to that division.

Because the operating costs exceeded the revenue generated, Kegman made the very difficult decision to sell the Security Division that served as the company’s genesis. Our IGNITE mentors also arranged for a professional evaluation of our website, resulting in a complete reconstruction that made our page much more user-friendly and professional looking.

Overall, Kegman’s participation in the IGNITE 360 Premier program was invaluable to our company and its future growth. We worked tirelessly with our mentors, and at the end of the program we had accomplished 10 of our 14 program objectives. We are achieving 20 percent higher growth than we anticipated for 2014, and 2015 will be even more lucrative. The entire Kegman management team agrees that IGNITE helped identify strong strategies for growth and helped us develop research processes that can be used to save time and money while continuing to achieve measurable success. We highly recommend and encourage other advanced businesses to take advantage of programs like IGNITE 360.

Susan Glasgow is the president and CEO of Kegman, an Economically Disadvantaged, Women Owned Small Business and a Veteran Owned Small Business. Susan is also a graduate of the Florida Tech Women’s Business Center IGNITE 360 Mentoring Program for second-stage businesses.
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