

## **Empire State Development News**

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## **HARRIMAN CAMPUS WELCOMES NEW TENANT**

### **Help Guest Technologies, Inc. newest incubator addition**

Empire State Development today announced that HelpGuest Technologies, an online marketer of computer support services has become the most recent addition to the growing number of companies at the Harriman Campus. HelpGuest was started in 2004, will occupy 300 square feet in the Harriman Business Center Incubator, initially housing 3-5 employees

Empire State Development Corporation Upstate Chairman Dan Gundersen said: "We are extremely pleased to welcome HelpGuest Technologies to the Harriman Business Center. The continuing economic development in New York State is directly related to the formation and growth of companies like HelpGuest Technologies and the entrepreneurial people who create them. Empire State Development Corporation and its subsidiaries throughout the state are actively promoting the technology-based growth business climate. We are finding that small business owners such as this are seizing upon this initiative to establish and grow their businesses within the State."

HelpGuest Technologies is a technology company that offers an online marketplace for the distribution of computer support in real-time using a patent pending technology and visual communication tool. For every method of computer support used today, HelpGuest has a competitive advantage, including: high volume/low cost visual resolution in real time, common toolsets for computer-related problems and user choice suppliers. HelpGuest is currently completing its third round of beta testing and product announcement is scheduled for this month.

ESDC President Avi Schick joined Chairman Gundersen in welcoming the latest tenant to the Business Center stating, "ESDC has made a firm commitment to assure that the State remains the forerunner in attracting start-up technology firms such as HelpGuest and we welcome the opening of their Harriman office as further proof that our programs and initiatives are succeeding"

The Harriman Business Center is a member of the Business Incubator Association of New York State ("BIA/NYS"). According to the National Business Incubation Association, business incubators nurture the development of entrepreneurial companies, helping them survive and grow during the start-up period, when they are most vulnerable. These incubators and associated programs provide their client companies with business support services and resources tailored to young firms. The most common goals of incubation programs are creating jobs in a community, enhancing a community's entrepreneurial climate, retaining businesses in a community, building or accelerating growth in a local industry, and diversifying local economies. The Harriman Business Center highlights the role of the overall Harriman Campus in stimulating the innovation economy of the Tech Valley and New York State as a whole. Harriman is also a founding member of the Business Incubator Association of New York State, a state-level association dedicated to promoting incubation statewide. The Business Center hosted the group's organizational meeting in April 2006.

Albany Mayor Gerry Jennings said: "The City of Albany and the Capital District benefit tremendously from the start-up of companies such as HelpGuest Technologies as they are exactly the type of new technology firms that we have been working to attract and grow locally. We are pleased to welcome to them to Albany and to the Harriman Business Center."

Harriman Research and Technology Corporation President Michael Phillips said: "We are very pleased that the Business Center Incubator continues to attract these exciting new companies and I commend the ownership of HelpGuest for their willingness to partner with us in the Harriman Business Center as we continue to redevelop the Harriman Campus into the "go to place" for small business and technology companies."

University at Albany President George Phillip said: "The continued development and growth of start-up companies such as HelpGuest Technologies is the best possible example that we can offer our students that the UAlbany, Capital District environment is truly a place where they can learn, grow and prosper."

President of HelpGuest Technologies Mark Abrams said: "We are excited about establishing our business in the Harriman Business Center as it offers a perfect combination of location, University-based talent and flexibility for our start-up needs. The Harriman management team has worked closely with us to accommodate our requirements and to provide an environment that will enable us to attract clients and grow our business."

The Harriman Redevelopment project works to bring tech-based employment to the Capital region to serve as catalysts for continued growth by partnering with the research and product development currently underway at the University at Albany and other educational institutions. The project seeks to attract tenants that are looking to collaborate with local universities and research facilities, particularly the University at Albany's College of Nanoscale Science and Engineering and the College of Computing and Information.

Empire State Development is New York's chief economic development agency, encompassing business, workforce and community development. ESD also oversees the marketing of "I LOVE NY," the State's iconic tourism brand. For more information, visit [www.nylovesbiz.com](http://www.nylovesbiz.com).

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