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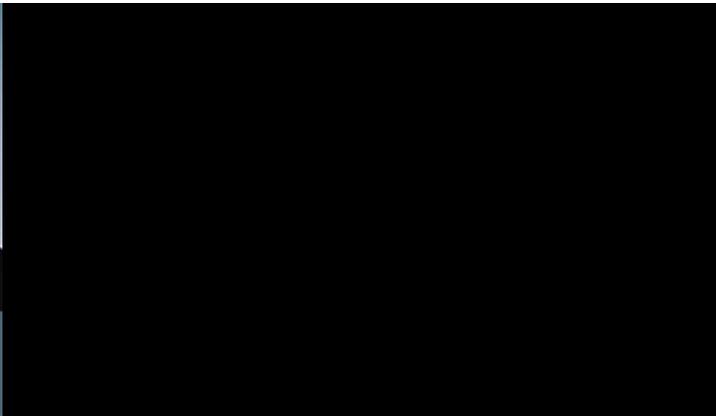
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**BEST PLACES TO WORK 2015**

## **Best Places to Work 2015: Marco Inc.**

The Business Journal's 17th annual Best Places to Work awards honor 65 Minnesota employers for creating and maintaining engaged workforces.

Aug 14, 2015, 5:00am  
CDT

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Marco

MARCO

**#1 Large: Marco Inc.**

Five-time winner

**Score: 91.2831**

**Top local executive: Jeff Gau**

**Minnesota employees: 547**

**Business: Technology services company**

**Your company is: Privately held**

**Year founded in Minnesota: 1973**

**City: St. Cloud**

**Web: marconet.com**

**Twitter: @marcotechnology**



Marco

MARCO



**We asked Human Resources Manager [Sara Lommel](#):**

**Describe your company culture in five words:** Contemporary, forward-thinking, vibrant, innovative, culture-driven

**How do you ensure that your employees know they are valued?** Employee recognition awards include:

**UPCOMING EVENTS**

**Titans of Technology Awards Luncheon presented by Robert Half Technology**

SEPTEMBER 24, 2015

**Smart Reader Seminar**

SEPTEMBER 15, 2015

**Growing Your Business Internationally: Insights from Successful Minnesota Companies**

SEPTEMBER 17, 2015

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- Service Excellence Awards are distributed annually to employees who are nominated and selected by their managers and peers for outstanding performance. They receive a weekend stay for themselves and a guest at a resort and there is a group dinner held in the spring to recognize those employees.
- Sales quota achievement trips: Sales representatives who achieve their yearly sales quotas are rewarded with a group trip to destinations such as Mexico, Dominican Republic and Jamaica.

Also, Marco promotes a sense of fairness in compensating employees through regular reviews of our compensation structure. We are engaged with a third-party resource to ensure that we are in accordance with current market pricing, as well as internal equity, and we make a significant investment to have them research current wage rates. When we built our new corporate headquarters, in July 2012, we designed it

to be employee-centered. We wanted our employees to feel proud of where they work, and enjoy coming to work because of the added enhancements, such as a contemporary lunchroom; outdoor walking track; and a healthy, clean environment.



**What steps do your senior leaders take to create a great work environment for all employees?** Since 1988, we've been conducting a 100-question employee survey. Each year, our leaders put their attention and effort into evaluating and revising the questions based on current business conditions to ensure that the questions are relevant, and that they will get at the core of what we want to learn from our employees. After the survey has been sent out, leadership strives to get a 100 percent response from our employees. We also review every response and all of the comments received. Based on the comments, we take action, such as enhancing our benefit options, adding paid holidays (Black Friday and Christmas Eve) and implementing concrete processes through our lean continuous-improvement initiative.

**How does your company create opportunities for individual development and career growth at all levels?** Marco has developed a customized, comprehensive talent-management system that includes a new-hire orientation process and provides ongoing education for employee career development. A few of the continuous-improvement courses that we offer include the 3 C's of Communication, Customer Service Essentials, LinkedIn Training, Management Essentials and Selling Essentials. Marco makes a significant investment in our workforce to ensure our technical people are certified on the latest technologies, and all employees have the opportunity to participate in training sessions that enhance their personal and professional development. Marco has conducted a series of training sessions on continuous improvement as part of our company's lean initiative. Employees regularly host kaizen events as our method for effectively communicating and resolving problems. A diverse group of employees from all aspects of the company meet to discuss a specific problem; within 72 hours, they leave with a solution for our organization.

**How would you describe your company in 30 seconds to someone you meet at a cocktail party?** Marco empowers organizations to take technology further. We specialize in technology solutions

ranging from copiers/printers and business IT services to hosted/cloud services and managed services.

**What are the most popular perks you offer employees?** ESOP; facility perks that include providing a variety of on-site catering vendors to our employees every day of the week, and cappuccino and hot chocolate machines; paid volunteer time

**How does being a Best Place to Work affect your bottom line?** Marco is in the people business, and we employ the knowledge experts who are going to make our customers look good and do good business. Knowing that satisfied employees lead to satisfied customers, we invest a lot of time in making sure that we're always improving upon our workplace culture and providing the flexibility today's workforce values. We realize that when our employees have a good work-life balance, they are happier in their positions, which results in their providing better service. This directly affects our bottom line.

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