

Executive Biography



Raymond Hivoral, Founder, CEO & Chairman of the Board of Directors

In the summer of 2002, Ray Hivoral, a tech savvy guy with an engineering degree, spent some painful time struggling through a series of computing and networking troubles at home and at work. Despite his technology expertise, he found it annoyingly difficult to get things to work.

At the time, Ray was working for a small company that was dependent on its computer systems and networks, but couldn't afford to hire a full-time Information Technology (IT) staff. The company relied on an outsourced "IT guy" who was often hard to track down and inconsistent in the quality of his work. Ray realized that this situation posed both a problem and an opportunity: There had to be thousands of small companies like his across the country, full of busy people who had more important things to do than to try solving their computer troubles.

Ray was right. A little research proved that the market of small- to medium-sized businesses (SMBs) was growing at an unprecedented clip, fueling the need for quality, outsourced IT services. But the options for finding such services were virtually non-existent.

Ray decided a positive change was needed in the way IT services were provided to the SMB market. In September of 2002, with the goals of making office life simple for SMBs as well as providing a promising business opportunity for well-trained IT professionals, Ray founded Concerto Networks Inc.®.

Hivoral brings an extensive background in business and customer management to this endeavor. As a manufacturer's representative for Fujitsu Microelectronics, Lucent Technologies and Tyco Electronics, he was responsible for major accounts management, penetration, sales, and customer support to industry technology leaders such as Hewlett Packard, Sun Microsystems, Copper Mountain Networks and Intel.

Hivoral's IT experience includes positions at Ford Aerospace/Loral Corporation where he was responsible for the US Navy's \$200 million IT facility, flight simulations and Anti Submarine Warfare (ASW) training system.

A San Diego native, Hivoral earned his Bachelor of Science degree in Business Administration/Marketing from San Diego State University and an Associate of Science degree in Electronics Engineering and Computer Technology from ITT Technical Institute. Hivoral is currently a career awareness mentor and supports educational programs at various San Diego area Middle and High Schools. He serves on the Advisory Committee of ITT Technical Institute's San Diego campus for the school of Information Technology and the School of Business and is a franchisor member of the International Franchise Association (IFA).

About Concerto Networks ®

Concerto Networks, Inc. is an international franchise business providing professional, consistent-quality computer and Information Technology (IT) solutions to small- and medium-sized businesses (SMBs), serving a critical function for this rapidly growing market. Concerto Networks goes beyond simple troubleshooting and repair, providing the same holistic approach to IT support and management enjoyed by large companies, while offering significant savings and value to SMBs. The company's model is to build an international business technology solutions network with the expertise, processes, systems and support necessary to provide superlative service to SMBs. Franchises are independently owned and operated by experienced professionals equipped with the latest diagnostic hardware and software for providing on-site service.