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## Open for Business: Venture Technologies

### Pioneer Press

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Business name: Venture Technologies

**Owner:** Tyler Miller

**Type of business:** Tech support and Web design

**Number of employees:** 2

**Location:** Stillwater

**Contact Information:** 651-472-9418;  
[venturetechnm.com](http://venturetechnm.com)

**Tell us what your business does.** We provide tech support for homes and businesses and design and develop Web sites in all price ranges.

**Why are you launching it now?** It is a good time to help people create good online images for themselves and, with the recent closing of Circuit City, more people are in need of computer tech support.

**Where did you get the idea for your business?** I have been working with computers since I was 7, and I started getting into Web design when I knew that it complemented my tech business well.

**How did you develop your business plan?** By working in the industry and figuring out what works best. My business plan will change over the next year as I find the best way to build and expand my business.

**How are you financing your business?** From my own money.

**How do you see current economic conditions affecting your business?** I think that they will hurt us a little, but most individuals and businesses still are looking for tech support when their computers and servers fail. For Web sites, businesses need to create an online presence and advertise to help bring in customers, so I think this part will grow.

**What makes your business unique?** I pride myself on customer service, trying to never over promise. I want to help people learn about technology. I don't just visit a customer, resolve an issue and leave. I try to build relationships with my clients and go above and beyond. Also, I am 20 years old and started this business when I was 19, just a few months ago.

**What was the biggest obstacle you had to overcome to get this business going?** Financing and getting business. It is hard to get people in the door when they don't know about you, so that was a challenge. However, things like this, word of mouth and good service have built my business thus far.

**How did you overcome the obstacle?** I've provided good service to clients, posted fliers in grocery stores and written press releases for the local papers.

**What will tell you the business is successful?** When I am able to provide support for people, when they are happy, and I am able to make a good living doing this.

I really enjoy what I do; I just want to keep my client list large enough to support the business without having to work another job. I want to stay local and not become too large.

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Customer service is so important to me, and when my customers are happy and recommending my business to others, that is when I know we are doing a good job.

Interested in taking part in Open for Business? If your business is less than one year old, e-mail us at [businessnews@pioneerpress.com](mailto:businessnews@pioneerpress.com).

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