

HIGH TECH NEWS

A PUBLICATION OF THE NEW HAMPSHIRE HIGH TECHNOLOGY COUNCIL

Heads

Heads Up: You Might Miss Another Great NH

Opportunity

VOL. 22 NO. 3 May/June 2011

Recently,
I had the
opportunity
to be a
panelist at an
event held
at Nashua
Community
College and
organized
by the New
Hampshire
Forum on the



Tom Daly NHHTC Chairman

Future. The discussion topic was the Post-Recession Economy & Changes in Southern NH. Besides myself, Nashua Mayor Donnalee Lozeau, Dianne Mercier, President of People's United Bank of NH, Lucille Jordan, President of Nashua Community College, and Chris Williams, President & CEO of the Greater Nashua Chamber of Commerce all provided responses to a presentation given by Steve Norton, Director of the NH Center for Public Policy.

Steve's presentation gave a good overview of the shifting landscape of business in New Hampshire. He noted that we are nearly back at full employment, yet struggle to recreate the expansive growth NH had from 1978 through 1988. Looking through the supporting facts of Steve's presentation, in NH we tend to do things right: we are a tax friendly state to do business in, we have an excellent quality of life, and we are experts at

The 2011 Entrepreneur of The Year Event... "From the Heart... in the Blood"



Tom Daly and Fred Kocher congratulate 2011 EOY Winner Jeffrey Sercel

"It isn't easy being an entrepreneur," Jeff Sercel said upon accepting the 2011 Entrepreneur of the Year Award from the New Hampshire High Technology Council. It is a sentiment that had been heard several times during the evening as New Hampshire's tech community gathered for the 23rd such event, honoring one of our own who had made the commitment to create a new company, to build a dream... and succeeded.

This is a community like no other in the state. The high tech community employs only 10% of the workforce but generates over 17% of the state's GDP. Walking through the crowd, you will see no age bias - the group includes young students, aspiring and established entrepreneurs, and the people that support them, providing legal, accounting or marketing advice, or perhaps looking for the next venture to get behind. And then there are those who have already succeeded, sometimes beyond their wildest dreams, and continue to come to this celebration and humbly give back to the community through their advice, their engagement, their investment, and sometimes their generous gifts to fund scholarships for kids just starting out. This is the heart and soul



Governor John Lynch addresses attendees

of New Hampshire's knowledge based economy ... and it is as exciting and inspiring as any place in the state could ever be.

How do we do it?

Governor Lynch opened the evening with that sense: "I love coming to this event. I love talking to the entrepreneurs here... it is exciting to see!" The governor cited a recent article in the *National Journal*, suggesting to the next wave of politicians coming here that they refrain from telling us what we should be doing, but rather watch how it's done here. New Hampshire has the fastest growing economy in the nation. People have asked Governor Lynch: "With no sales tax, no income tax, no estate tax and

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NHHTC Member's Technology MAY Have Identified Osama

Fred Kocher, NHHTC President

It's classified, and can't be absolutely confirmed, but it is quite possible that the facial recognition technology of NHHTC member company, Animetrics, Inc. of Conway, was used at some point to help identify Osama bin Laden during or just after the raid on his compound in Pakistan.

Animetrics President and CEO, Paul Schuepp, told me that their product called "Forensica" enables one to look at the face in 3D and compare it visually with measurements to another face in 3D or in 2D, so that noses can be compared to noses and eyebrows to eyebrows, etc., to get a match anatomically in real time. Thus, it is beyond the normal face matching algorithms of other facial recognition technologies. He said that Animetrics "Forensica" is being used by the US Department of Defense, the US Justice Department (FBI) and other federal agencies for forensic facial analysis. So, it's possible that it could have been used in the operation to capture bin Laden. DOD, CIA, etc. do not divulge the technologies that they use, especially in covert operations. And Schuepp, even if he knew, wouldn't divulge such information on such a use of his own product.

Here is the best evidence available that facial recognition technology was used in the Osama bin Laden operation, and also, that Animetrics has been a vendor of that technology to the U.S. Government for several years.

On May 2nd, Forbes.com reported this: "The Associated Press, among others, is reporting that the United States used multiple methods to positively identify the remains of Osama bin Laden. In addition to traditional genetic (DNA) testing, which revealed a perfect match with bin Laden's family, NBC News reports that the CIA's facial recognition technology also identified bin Laden's face with 95% accuracy."

CBS News also reported on May 2nd that "facial recognition technology confirmed the body was bin Laden."

Just last September 17, 2010, Lockheed Martin issued a news release indicating that Lockheed

Martin and Animetrics were awarded a research and development contract by the U.S. Government to improve the accuracy of facial recognition. The new technology would allow experts to use 3D modeling to recreate the entire face which would then be compared to existing mug shots or file photos of the suspect.

Two years ago, in remarks made in NH, the Deputy Director of Forensics and Biometrics for the U.S. Army, Kathy Debolt, said: ".....Animetrics 2D to 3D technology will allow our intelligence officers to better visualize persons of interest in theaters of operation."

So, while it can't be confirmed that Animetrics facial recognition technology was used to help identify Osama bin Laden because of the classified nature of the operation, news reports have confirmed that a facial recognition technology was used, and information available via news release and public statements have confirmed that Animetrics 3D technology is being used by the U.S. Government.

This small but mighty NH software company ought to be very proud of its role in providing the government and military with the best facial recognition technology available to help protect the country from those who would do us harm.

CONGRATULATIONS!

Devine Millimet congratulates our clients - Jeff Sercel and Erik Dodier - for their nominations as

"Entrepreneur of the Year."

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attracting populations between age 30 through 49 who are often well educated and earning a higher than average income.

This all well and good, but as the presentation pointed out, we have a number of large hurdles to overcome to ensure our future success. These include transportation, housing costs, youth retention (20-29 years of age), energy costs, and statewide infrastructure. The most important take away from the presentation: we have seen a dip in the compensation paid to workers in the State's manufacturing sector from over \$5.5B in 2009 to just under \$5.1B in 2010.

Over the winter, the NHHTC co-sponsored research with the Business and Industry Association (BIA) through the New Hampshire Center for Public Policy to examine the Smart Manufacturing and High Technology industry in NH, effectively the "dipping" manufacturing industry referenced above. The report found that the sector contributes to 22% of all wages paid in NH (excluding government), and on average, has a higher compensation per employee than all other sectors of industry in the state, while only utilizing 15% of the State's private workforce. Small and medium-sized enterprises in the sector generate 42% of the State's exports. The value of adding 100 jobs in the sector has profound impacts on the State's economic health, by a factor more than double when compared to other industries. The report cites that business owners consider healthcare costs, the regulatory environment, energy costs, the cost of labor, and the tax environment to be the top five areas that policymakers need to focus on to encourage more growth in this sector.

So what does the dip in compensation mean? Does it mean that the manufacturing sector is shrinking? If we continue the trend a few years out, the government and healthcare sectors will overcome manufacturing as the largest sectors in the State. Is the manufacturing sector in NH going to start shrinking?

Going back to the Forum on the Future, and in light of the information presented in Steve's presentation, each panelist gave his or her angle on the potential effects to come in the future. My angle: New Hampshire companies are not well versed in what other New Hampshire companies have to offer in terms of products and services. Played out, the eventual conclusion is that NH companies will source more products and services from out of state businesses, NH companies will spend more time and money shipping products and exporting services out of state, and we will eventually become a state of importation and exportation. My thought on the reason: NH business owners spend too much time working on the day-to-day ins and outs of their businesses, and not enough time exploring what capabilities other NH companies might be able to offer them. Given the owner-operated nature of NH businesses, this is not surprising.

Read this clearly: NH business owners and operators are not making mistakes in running their businesses. This is clear from the data. However, I do believe that we all can be doing better by spending more time marketing ourselves to each other, attending networking events, and promoting the capabilities of New Hampshire. This event, while attracting about 100 people, would have been time well spent for hundreds more.

The worldwide sales landscape is changing; relationship-based selling is critical to build trust with clients for key business needs. Building in-state relationships to drive sales is necessary to continue to grow the NH economy. We have a natural audience to buy and sell products and services from and to, and doing so in state makes us all stronger. A simple action item: bring a business executive-friend to the next NHHTC event, introduce them, and make some connections happen. If not, you might miss another great NH opportunity.

If you're interested in learning more about the Smart Manufacturing and HighTech report, you can learn more at http://nhpolicy.org/report.php?report=269. If you have thoughts or comments on my perspective, as always, I invite you to reach out.

Tom Daly Chairman, NHHTC

JitterJam Acquired to Lead Exploding Social CRM Market

The Meltwater Group, one of the world's leading social media and news monitoring companies, recently acquired NHHTC member company JitterJam of Bedford, NH. Ric Pratte, Jim St. Jean and Matt Pierson founded JitterJam (formerly JitterGram) in 2008 and quickly built one of the key businesses in the emerging Social CRM marketplace. The Software Association of NH named JitterJam its 2010 "Rookie of the Year," and the company was recently named to ZDNet's 2011 CRM Watchlist.

Meltwater Group has grown to a \$100 million company by delivering engaging news and social media monitoring and search engine marketing solutions. The company has 57 offices in 27 countries around the world serving more than 20,000 customers. Moving forward, the Meltwater New Hampshire office is expanding by housing Meltwater's fourth engineering center as well as divisional marketing and partner channel sales.

"We have been tremendously impressed with Meltwater's rapid growth in the social and marketing space," said Ric Pratte, co-founder, president and chief executive officer of JitterJam. "Meltwater's expertise, highly impressive customer base and exceptional sales organization will help us bring the integrated JitterJam platform to a primed worldwide audience."



Did your Legos Spill?

If you're an entrepreneur with a glimmer in your eye and an idea worth millions, we have some advice for you, "Don't let them out of the office or else your Legos will spill." Funny, that's exactly the same advice the CEO of Starbuck's Howard Schultz gave at his recent lecture at Harvard Business School, but in his case it was coffee beans. Focus is everything. Revolution Energy and NextChoice were our guests at last month's NHHTC Entrepreneur Forum and they are all about focusing on growth.

Revolution Energy provides energy infrastructure to reduce the carbon footprint with a unique twist – they own the equipment at your site and either sell energy back to you or to the grid. You get energy credits and/or have the option of using your own sustainable energy at a reduced cost. Why? Because you don't have to

pay for the equipment. Clay Mitchell, co-founder of Revolution Energy explained that municipalities, non-profits, and businesses alike are seeking clean, sustainable energy, but have found it cost prohibitive. Revolutionary? Americans take notice. China has 95% solar arrays atop every building and is now the planet's leader in renewable energy technology (537 billion kwh per year 2008 vs. 393 for the United States.) One solar array is architecturally arranged to look like a giant dragon defending its skyscraper. We need to get creative and clearly, Revolution Energy has.

Our distinguished panel consisted of Tony Grappone, Partner, Novogradac & Company, John Harper, Founder, Birch Tree Capital, and Curtis Whittaker, Shareholder, Rath, Young and Pignatelli. The question on the table was how Revolution Energy can raise the \$4.2 million it needs to grow the business.

The panel made several key recommendations. First, simplify the structure for customers so that it's akin to home financing – the forms are filled in, just check the appropriate boxes, sign, and off you go. Second, tap into local investors who have a stake in New Hampshire and want to see our state lead renewable energy initiatives for New England. Local investors equal local benefit. Third, restructure the financials vis-à-vis sources of debt, and tax credit programs, and lower interest rates to generate a triple bottom line yield for investors. Now Revolution Energy just needs to focus on which dragon to slay first.



Panelists' Curtis Whittaker, John Harper and Tony Grappone take in the Revolution Energy pitch



Panelists' Tim Sweeney, Eduarto Alvarez and Randy Dow listen to the NextChoice pitch

Our second entrepreneur, Dick Andersen, President of NextChoice, is delivering self-service technology to retailers. How much do you like to wait at the deli line on a busy Saturday morning? NextChoice's Intelligent Self-service System (NISS) provides world-class interaction between the shopper and the enterprise-class computing power of national retail chains. What's more, this technology is scalable so if you're shopping experience is on an iPhone, kiosk, or drive though – you can place the order and pay lickety-split. *The Wall Street Journal's* recent article entitled, "Check out the future of shopping" by Ann Zimmerman details all the gizmo's we'll be using as we zoom through the grocery store paying speed-pass style as we head for the door, bags and kids in tow saving 20 minutes per store visit. According to the Journal, further automating the shopping experience creates the urge to spend 10% more. Would you like fries with that?

NextChoice integrates with retail point-of-sale systems and inventory management platforms so that when you order a ham and cheese sandwich, it can calculate the fluctuating price of pork bellies according to the commodities market. They have found a market entry niche today in supermarket delis. This gets their foot in the door for floral, bakery, seafood, or other counter-type areas where you have to take a number and wait – something we're not very good at anymore.

From the Heart... in the Blood - Continued from page 1

no capital gains tax – How do you do it?" For Governor Lynch, the answer is clear: "New Hampshire is one of the most business friendly states in our country – We have a strategy that's working ... don't mess it up!"

As the state continues to embrace technology and innovation and those who bring it to life, the Governor highlighted one such example: the Green Launching Pad, supported by NHHTC, an enhanced business plan competition with the goal of identifying and supporting a green technology community in the state. Looking inward, the Governor is also working to bring better technology to state government. "Technology and innovation will allow us to improve services, increase quality and lower costs," adding "feel free to call me." [NHHTC has the Governor's cell phone number, should you want to do that.]



Karen Mead, FairPoint

From the Heart

Karen Mead of FairPoint Communications, welcomed keynote speaker Bill Warner, super angel and serial entrepreneur, to the podium. In the past three years, FairPoint has invested \$152 million in their fiber core network, which now covers 85% of the state's homes and businesses. This includes the 3G and future 4G fiber backbone for most of the cell phone services we currently enjoy and will be demanding in the future, driven by new applications for smart phones, tablet computers and other wireless devices.

Bill Warner, founder of Avid Technology, has won an Emmy and an Oscar for his company's work in revolutionizing video editing. He followed that success by founding WildFire, creating a technology

to help people connect. The latter, while successful as a venture, was far less satisfying. He explained why: "At Avid, I did what I thought made sense ... and if it didn't work, I could go get a real job." His rule was to "Know who your people are – who wants this, who needs this" ... and build that dream "from the heart." At Wildfire the dream was to build a network – a Facebook or Twitter, long before it was anybody's dream. The idea was to find a way so that people could more effectively connect – and not bounce around in a continuing chain of voicemails. But that was a service and he knew, being no stranger to venture capital circles, that " no VC would fund a service."



Keynote Speaker Bill Warner

He changed it from building a network to building a box, instead. "One little decision ... changed our direction. Wildfire worked great ... but it didn't feel right." The change lost sight of what his "people" really wanted, which was to not be so easily connected, but rather maintain the dance, albeit on a different plane and time sequence. The "box" was OK; the "network" would have been an astounding

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Governor Lynch, Justin Cullity (Kocher Scholarship Winner), Elizabeth Cullity, Fred Kocher

success ... as it has now been shown. So his advice to all entrepreneurs: "Ask yourself 'Does this feel right?' – If it doesn't ... don't do it!" "When you build your company from the heart, the human DNA takes over ... and you get a hell of a company."

Made in NH

Throughout the crowd, there were several individuals that were past winners of this award. Some have chosen to give back to the community, individually funding the Kocher Technology Scholarship, a renewable scholarship open to children of NHHTC members, enrolled full time in

a course of study in STEM (science, technology, engineering, or math) and who are attending a New Hampshire college or university. Justin Cullity from Manchester was the Council's guest this evening, and accepted one of the scholarships. He will be studying chemical engineering at UNH this fall. In addition, awards for five other NH students receiving Kocher scholarships were renewed for another year.

The Award

Jeff Sercel is not a newcomer to the podium – he received this award in 1994 as founder of Resonetics. By his own admission, he settled in New Hampshire because "it was a great place to raise a family." Without being advised, he had already taken Bill Warner's advice, studying excimer lasers long before people even knew what they were. He had not expected to receive the award and took a few moments to thank his colleagues and associates for the support JP Sercel Associates (JPSA) had received. Reflecting on what it takes to succeed, he mentioned several familiar words – time, luck, effort, but we have heard that before and we know different. There's more to it than just that.

In the Blood

Bill Warner had used this analogy: To accomplish something perceived as impossible, would you choose Superman ... or an ordinary human? His choice would be the latter – look around at all that has been accomplished, including the



Team Tough Techs with Governor Lynch



Team Mechanical Mayhem with Governor Lynch

building of dreams celebrated here tonight – these successes have all come from our DNA, not some super hero's. Success, or at least the extraordinary ability to follow a dream, is in the blood. The entrepreneurial story is playing out all across New Hampshire, from Portsmouth to Hanover, from Nashua to the extremes of the North Country. It is a "strategy that's working," as the Governor said. This is the heart and soul of our resilient economy and needs to be celebrated and embraced, as it was on May 9th.

By Richard Stephens



Governor Lynch joins Fred Kocher (I) and Tom Daly (r) in recognizing the three 2011 EOY finalists, Erik Dodier, Bill Rogers and Jeff Sercel (I-r)

Launched in 1988, the NHHTC EOY celebration is the signature event for the NHHTC. Over the years, the NHHTC has recognized over 50 New Hampshire entrepreneurs for their significant contributions toward advancing technology and demonstrating leadership, ingenuity and innovation. The evening event attracts about 300 tech industry leaders from across the region.

September 26th Save the Date



September 26th

8:30 am - 4:00 pm

Stonebridge Country Club, Goffstown, NH

Where young people dream of becoming science and technology heroes.



www.usfirst.org



NHHTC Adds Three Members to its Board of Directors

The New Hampshire High Technology Council elected three new members to its Board of Directors during its annual meeting in May. New members include Debra D'Entremont from FairPoint Communications, Inc; William Gillett from Southern New Hampshire University; and Rajesh Nair from Degree Controls, Inc.

The Board also re-elected its officers for 2011-12 at its annual meeting as follows: Tom Daly of Dyn, Inc., chair; Richard Stephens of C.I.M Industries, secretary; and Al Duhaime of Baker, Newman and Noyes, treasurer.

Brief biographies of the new Board members follows:

Debra D'Entremont is the Senior Director of IT Infrastructure and Operations of FairPoint. She has 26 years of experience in information technology infrastructure design, implementation and maintenance. Prior to joining FairPoint in 2007 she served as the global technology services director for The Timberlane Company managing and leading a team responsible for the domestic and internal global network infrastructure.

William J. Gillett, Dean, School of Business, Southern New Hampshire University is an accomplished international businessman, who, prior to being appointed Dean, most recently served as president of RiverStone Resources. He was responsible for its overall strategic direction and new business acquisitions. He brings to SNHU a wealth of international partnerships, many formed as managing director for RiverStone's European division. He has also been an active participant in New Hampshire's business and philanthropic communities.

Rajesh Nair is the Founder and ChiefTechnology Officer of Degree Controls Inc, a NH company that was built around the critical need for reliable cooling of high availability electronic products for medical, military, telecom and IT markets. He holds more than a dozen patents in several related technical fields and is a recognized entrepreneur. Currently he is working on developing 'Green' technologies and business models for reducing power consumption by data centers.

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INTELLECTUAL PROPERTY WORLDWIDE

HAYES SOLOWAY P.C. is a law firm specializing in all aspects of intellectual property law, with offices in Manchester, New Hampshire and Tucson, Arizona. Our firm is currently celebrating twenty-five years of assisting clients in protecting their nationwide and worldwide intellectual property rights. Our worldwide client base ranges from individuals and small startup companies to large multinational corporations, universities, hospitals and government agencies. Our practice includes procurement and protection of patents, trademarks, and copyrights in the United States and abroad, as well as licensing, litigation, and counseling in the areas of patents, trademarks, copyrights and trade secrets. The firm is sized to take advantage of efficient and superior internal communications and organization. Teamwork, value, and efficiency are our standards.

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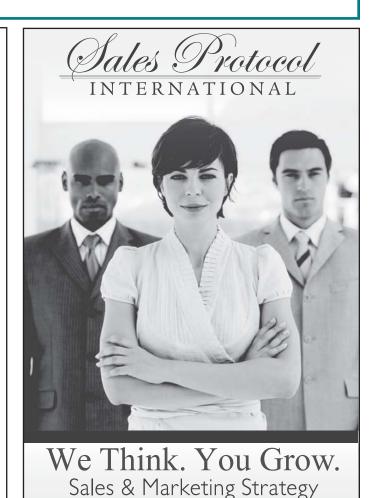
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Ten Post Office Sq., Ste 1330, Boston, MA 02109 Robert Cronin, 617-357-1770, stonebr.com Stonebridge is a Boston-based boutique investment banking firm that provides M&A and capital raising advisory services to emerging growth technology companies. M&A transactions range from \$10 to \$150 million; capital raise transactions involve private placements of \$5.0 million to \$25 million.

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Our expert panel consisted of Eduarto Alvarez, Founder and President, Vigix, Randy Dow, Co-founder, BDP Technology, and Tim Sweeney, Business Development Manager, Telequip Corporation. What impressed the panel the most was the ability for NextChoice to gather market intelligence about our shopping habits – something retailers want to know. By tracking our buying habits down to the deli counter or the flower department – they can suggest items, offer incentive programs, and target consumer habits for overall marketing.

The panel was overwhelmingly supportive of the technology given that ROI is easily measurable for "productive vs. non-productive labor time." If you can walk up, punch in your Super Bowl weekend deli order at a standing kiosk, finish your shopping, and grab your bar-coded deli order as you head for check-out, you've created a super lean, efficient, and more profitable deli counter.

Furthermore, with airlines, grocery stores, and other consumer-centric self-service systems in place, the

learning curve is almost flat. We are smarter shoppers and generally prefer to get in and get out. NextChoice's challenge will be convincing the enterprise CIO to spring for a pilot. Dick Andersen and the NextChoice team might need to leap-frog to the iPhone app and leap onto the coattails of Scan It and others who are proving that point, scan, and bag is here to stay and that retailers are laughing all the way to the bank, affinity

marketing data and loyalty card in hand.

Sounds like both Revolution Energy and NextChoice should heed our panelists' advice about keeping "them" (engineers) in the office so the Legos don't spill. This way we can sit back proudly and say, "Yep, I heard about that at the Entrepreneur Forum."

See you this fall at the next Entrepreneur Forum!



By Catherine Blake, President Sales Protocol International cblake@salesprotocol.com www.salesprotocol.com

Member News

Boston-based investment bank **Stonebridge Associates** recently served as exclusive financial advisor to Bluestone Energy Services on its sale to OpTerra Energy Group, and to Cambrooke Foods in its recent Series A financing.

WRR Enterprises, LLC, same great service, new address 125 Daniel Street Portsmouth, NH 03801, new phone number 603-431-0988.

Idea Greenhouse opened last March in Downtown Durham as a flexible, affordable place for entrepreneurs, technologists, UNH staff, and creatives to gather, work, connect, and grow great ideas. ideagreenhouse.biz

Compass welcomes 5 new clients in NH including E&R Cleaners, Boudreau Associates and NH Catholic Charities. We've saved our clients over \$300,000 in claims. Call them to learn more at 800-824-9127.

Black Duck is proud to announce that they won the Smaller Business Association of New England (SBANE) 2011 Innovation Award, recognizing us as a leader in innovation and success!

Mark your calendars for the "eCoast Mobile Summit

presented by Techworld" scheduled all day July 14th at the Portsmouth Sheraton, followed by the annual eCruise on the Thomas Laighton, Isle of Shoals Steamship. This year's event will feature a key note by Chuck Martin, CEO of Mobile Future Institute and Director of the Center for Media Research at MediaPost Communications. Chuck Martin has been a leading pioneer in the digital interactive marketplace for more than a decade. The Summit will feature a technical track for software engineers as well as a marketing and business track for those based on the new wave of mobile smartphone and tablet opportunities. More information: eCoastSummit.com

Northeastern University's Gordon Engineering Leadership Program is now actively seeking NH companies to participate in its 2011/2012 development programs. Visit northeastern.edu/gordonleadership or email gordonleadership@neu.edu.

On May 3, 2011, Peter Nieves of **Sheehan Phinney Bass + Green PA** presented at Thomson Reuters in Boston on the best practices for increasing innovation and decreasing time-to-market through Open Innovation.



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Founded in 1983, the New Hampshire High Technology Council's mission is to encourage the development and success of technology-based businesses in New Hampshire.

Membership in the New Hampshire High Technology Council is open to high tech companies and their service companies. Companies wishing to join, or who want more information on the Council, should go to www.nhhtc.org and register or call the New Hampshire High Technology Council.

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