

Software firm wins export award

Carla Bova
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Sausalito software company Remedy Interactive Inc. was recognized Thursday by the U.S. Department of Commerce for expanding its international market.

Remedy Interactive helps companies reduce workers' compensation costs by providing software that helps lower workplace injuries.

"Three years ago, we had virtually zero in exports and we decided to grow our export business in order to grow the company and to serve needs we heard about outside the U.S.," said Erik Andersen, Remedy's director of strategic partnerships.

The software is available in 14 languages and the company, founded in 1999, now does business in Australia, the United Kingdom, Sweden, Canada and the Netherlands, Andersen said.

Colleen Litkenhaus, deputy assistant secretary of domestic operations with the U.S. Commercial Service, presented an Export Achievement Certificate to Remedy officials during a ceremony at Dominican University, site of the North Bay Export Assistance Center.

"We see exporting as critical in maintaining jobs, creating jobs, creating higher paying jobs," Litkenhaus said, adding that exporters on average pay their employees about 15 percent more than non-exporters. "American businesses are the best ambassadors for our country. It is critical even to our national security that we are creating economic ties with businesses around the world."

Remedy software includes risk identification to help companies understand where ergonomic risks exist; risk mitigation to help ease

risks and reduce the chance of employee injury; and an analytics system to report and act on data collected.

The certificate recognizes companies that have made their first overseas sale or entered a new market.

"It is important for the world to see there is opportunity for there to be a global economy and someone is recognizing small businesses for being part of that," Remedy CEO Kim Weiss Lopez said.

"For Remedy, it is solid recognition of a very directed effort we had toward solving a worldwide problem - the safety of employees."

The North Bay Export Assistance Center opened in 1996, partnered with Dominican University and is located on its campus.

There are 109 export assistance centers nationwide.

They are part of the U.S. Commercial Service, which helps businesses sell products and services in international markets.

The North Bay center, which serves Marin, Napa, Sonoma and Solano counties, recognizes an average of two businesses a year, said Elizabeth Krauth, director of the North Bay center.

About 400 are recognized nationally each year.

Andersen said Remedy turned to the center for assistance when it first decided to export, and is grateful for its resources, networking and guidance.

"They helped coach us in terms of getting started on the right track to grow," Andersen said.

ON THE WEB

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AWARD: From left, Dr. Fran LePage of Dominican University watches as Remedy Interactive's Erik...