



THE ALTERNATIVE BOARD

**TAB MEMBER  
CASE STUDY:  
FRANK BELJO**

A portrait of Frank Beljo, a man with short, dark hair, wearing a dark blue blazer over a white button-down shirt. He is looking directly at the camera with a slight smile. The background is a blurred industrial or office setting.

# **Even in the Tech Sector, It's People Who Propel You Forward**

**FRANK BELJO IS THE PRESIDENT AND CEO OF ITM GLOBAL SERVICES,** an award-winning IT services and solutions provider based in Toronto, Ontario. As a teen, Frank knew he wanted to launch a tech business. Little did he know back then just how much of his success would depend not on technology, but rather the key relationships he built and nurtured along the way.

**Frank Beljo has always been a voracious reader. Though as a boy, you wouldn't catch him indulging in science fiction or adventure novels. Instead he was poring over books on how to start and run a business.**

Frank went on to study computer science at university and then launched his tech services and consulting company straight out of school.

He laughs, "When you are going to work with big manufacturing firms and you're in your early twenties, people with much more experience aren't that receptive to input from a kid."

In those early days, there was no cloud computing and all services were performed on-premise, so Frank did a lot of traveling and worked a ton of crazy hours.

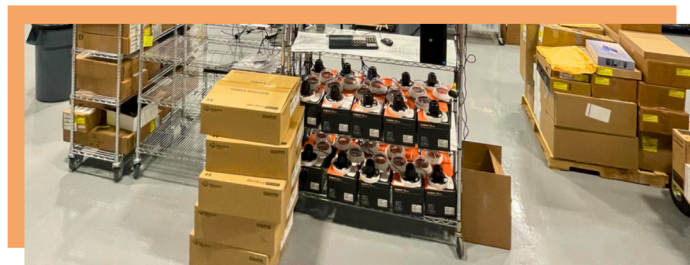
**"I did anything and everything end-to-end. Then I started adding customers. I made my first hire, then my second, then another."**

ITM currently has 35 full-time staff on payroll. They also have a network of strategic partners accounting for another 100 vetted contractors. This allows the company to have a physical presence in markets beyond Toronto.

Frank says, "The strategic partner model has worked really well for us. It took a number of years, but we have successfully built up our presence across Canada."

Partnerships really have been essential to the company's success. Much of ITM's book of business comes to them as subcontracts from some of Canada's biggest IT resellers. And many of those relationships are 15-years strong. Frank says, "We're definitely going to keep growing our reseller network channel."

Key partnerships aside, Frank admits to growing pains along his journey to success. But he knew what he needed to do.



Frank says, "In all my reading, one of the biggest things I learned was to find a mentor. I tried a few referral type business groups and Chamber of Commerce type stuff. But those never really worked out well."

Then a customer recommended to Frank that he join a TAB Board. After meeting with the TAB business coach and board facilitator, Frank knew this was the business peer advisory group that he had been looking for.

And it turned out that building relationships – this time within his TAB Board – once again proved invaluable to Frank and his company.

**"One of my fellow board members owns an accounting firm. We now use them for all of our financial accounting," Frank says. "It's one of the best moves we've made."**

"There is another member of my TAB board who I use as a subcontractor. And another who helped us get funding for our new warehouse facility. That's just three off the top of my head. TAB was never really about giving or getting referrals, but it just happened naturally because I am surrounded by a lot of great people."

With plans for expansion throughout the U.S. and perhaps even Europe, Frank says he will continue to leverage TAB to foster mutually beneficial relationships.

"I have been actively looking at the TAB Connect network for other members in North America that I might want to refer to if they're in similar businesses where we can help each other," Frank says.

**"I feel where we are today, we are set to grow faster in the next five years than we have in the last 15. To be honest, we are actually just getting started."**