

## Finding Trust and Credibility within Membership Community



*“I really want to highlight the trust factor of the community. ASCII provides an environment conducive to growing business relations in a trusted and respected way.”*

– Chad Kempt,  
Founder, Fast  
Computers

From the very beginning, ASCII has prided itself on listening to the IT business owners who make up the group. ASCII staff work non-stop to develop trust within the community, making sure business needs are met, and listening to feedback from the membership. Whether there is a new program that is requested or an industry issue to be addressed, ASCII is committed to the success of its members. While there are other business groups available, ASCII continues to lead the way with innovative programs, partnerships with the latest technology vendors, and a focus on knowledge sharing and peer exchange. Founded in 1984, ASCII’s unique structure as the oldest IT community makes it an established group where business owners come together to cultivate lifelong business and personal relationships.

A common characteristic of ASCII members is the high level of business acumen that they possess. With members across North America, the group covers a gamut of professionals, with countless different verticals represented. Chad Kempt is an ASCII member who exemplifies this business acumen. Chad founded Fast Computers in 1998, with a vision to create a service-based business to help individuals and companies meet all their technology needs. Based in the Toronto, Canada area, Chad has built a highly reputable IT services firm that has countless clients in several countries including Canada, the U.S., the Netherlands, and Macedonia. With a staff of 8 the firm focuses on companies that depend on the integrity of their data and network security to function; these include manufacturing, non-profits, and financial services companies.

First hearing of ASCII in the early 2000s, Chad was convinced by other business owners in the MSP field to join. He had been looking to find a business community with strategic programs to improve his growing business. When Chad joined ASCII, he breathed a sigh of relief! He shared some business ideas with the community when he first joined and received honest feedback from other business owners, which he viewed as refreshing and not something he typically found in the business world. He realized that ASCII was full of business owners who wanted to help each other and share their knowledge and that the ASCII community was made up of very “solid, long-term members.”

*“When I joined ASCII, I felt I was surrounded by people who understood what I was trying to accomplish. We were all in the same tribe. I became good friends with many of the members and still am to this day.”*

The ASCII member forum, ASCII-Link, is an easy way for members to stay connected and utilize the best of each other’s brains with advice and recommendations. Chad is very active on this forum, adding pertinent information; learning about current trends; checking out the latest vendors and more. His presence on the forum is impactful, and he continues to learn from the active participants.

***“Every person that is a member is invested in improving their business.... we are all invested in getting better...and at the end of the day the people who ask the questions do get better!”***

***– Chad Kempt, Founder, Fast Computers***

The ASCII subcontracting desk is another powerful tool that Chad has benefited from, partnering with members on projects. ASCII sends requests to the community and matches up members who want to collaborate on various work projects. This is a unique ASCII benefit that helps to find members with a particular expertise or skillset, someone in a geographic area that isn't always easy to reach, or to simply handle an overflow of work.

As Chad notes, “It’s all about the people!” Chad’s business has used countless ASCII programs over the years, and he attributes much of his growth to the connections he’s made with other ASCII members. He’s been able to trade business back and forth, and because of his love for the community Chad wanted to give back. He has been part of the ASCII advisory committee since 2014, helping to make strategic decisions for the community. In addition, he also leads ASCII’s monthly member meetings where a hot topic is discussed, and information is shared between the participants.



***“For every one item I’ve given to ASCII or someone in ASCII... I’ve gotten 10 things back.”***

During the pandemic, Fast Computers was having supply issues and was waiting 2 months for a toner for a printer. Upon finding this out, a fellow ASCII member went into his inventory storeroom, pulled out a toner cartridge from one of his brand-new printers, and shipped it directly to Chad’s client. Chad’s experience is not



surprising. ASCII members are constantly stepping up in times of need, helping each other when they are out of immediate options. This type of collaboration pays off knowing that time is of the essence when helping the needs of clients. If one MSP gets stuck on a project and needs help, they can reach out to the community for assistance to keep the workflow process moving along.

While ASCII offers multiple avenues of convergence and business sharing, it also has a focused area called the ASCII Insider. The Insider is for companies looking for insight on best business practices in a regular group setting. They meet bi-weekly and share on a virtual platform to discuss their most timely issues. For Chad, he can get feedback all at once while also learning about fellow business owners’ problems (which he might not have faced yet).

ASCII was built on the core principles of trust, fairness, credibility, and a dedication to always help member businesses learn and grow together. Because of these fundamental pillars, Chad realized that ASCII was a special community that incorporated an exceptional level of trust and feedback from fellow members. It completely blew away his expectations when he joined and continues to do so to this day.

***“With the decision to join ASCII I was able to track a vertical trajectory of success.”***

**Become an ASCII Member:** 800-394-2724 | [info@ascii.com](mailto:info@ascii.com) | [www.ascii.com](http://www.ascii.com)

