

## Success Story SafeMetrics, LLC

I always wanted to own my own business. I saw my mom run her dressmaking business which started in our home and then expanded to a full retail store with more than 8 seamstresses. I also saw my grandmother run her own antique business. As a kid, I remember playing in her store during days when my mom and dad were both working. Even though I was around strong women who seemed to know how to navigate the unpredictable world of business, I really had no idea what I was doing when I started SafeMetrics, LLC, a WBE based Risk Management consulting firm. SafeMetrics, LLC provides technical services to all types of businesses that are interested in managing risks associated with their employees including safety, occupational health, workers' compensation claim navigation and environmental conditions.

One would think that the traits to start a business would be embedded in me from my childhood—courage to face the unknown, an appetite for risk, the desire to succeed and the passion to serve others. But when I made the decision to leave a comfortable, predictable paycheck at an insurance company, I felt more foolish than entrepreneurial. Though once I had made that decision, I didn't look back. I dug in, worked hard and got a few lucky breaks.

One of the opportunities I took advantage of early on in our businesses growth was the WBE certification program offered by the Indiana Department of Administration. This certification gave SafeMetrics, LLC access to compete for city projects and other contract opportunities that we might not have been aware of or qualified for. Armed with this certification, I attended any DOA training session, pre-bid meeting and subcontractor networking opportunity I could. These meetings were attended by men and women interested in what we had to offer. The more I learned, the more inspired I became by the opportunities that were available. One opportunity we were privileged to earn is to work as a safety, health and environmental contractor for IndyGo.

This opportunity has been a wonderful experience. We've developed a strong partnership over the 12 years we've worked together. My direct contract partners have been open to suggestions, trusted our expertise, understood when our growing business stumbled and have encouraged our company's professional growth. We've been equally graced with the knowledge and support of IndyGo's Supplier Diversity department. Key to their help has been regular diversity-focused webinars, direct phone support and their readiness to navigate the importance of this topic. Their regular outreach has made it easier for us to remain informed and connected.

The entire IndyGo team has been dedicated in their commitment to diversity through the WBE program and overtime, has guided us and other subcontractors through the mysteries of public bidding including helping us understand the ins-and-outs of terms such as RFP, RFQ, RFI, MBE/WBE/VBE/DOBE, pre-bid qualifications, firm-fixed-price contracts, XBE utilization, and many others!

Although our SafeMetrics team has worked tirelessly to serve others through our business objectives, our mission to reduce the risks a business may encounter by ensuring a safe workforce is strengthened by having partners such as IndyGo. We appreciate the support they've offered us and value the progress we've helped them achieve as well.