

## Key to success: client-focused approach

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### Technology Company celebrates two milestones

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C-Therm Technologies Ltd. has posted its first million in sales in its first year.



David Smith/for the Telegraph-Journal

C-Therm Technologies hit its first million in sales and celebrated its first anniversary Monday at the Research and Productivity Council building in Fredericton. Chuck Cartmill, president of C-Therm, shows off the company's technology. C-Therm launched a year ago after acquiring the assets of Mathis Instruments Ltd., which had gone bankrupt.

The privately-held Fredericton company, born out the collapse of Mathis Instruments Ltd., celebrated its first anniversary and first major sales milestone on Monday.

"It's quite an achievement and we really owe a lot of it to (managing director) Adam Harris, who has really driven the business here," said C-Therm's president and owner, Chuck Cartmill, said.

"He's worked hard with our contract manufacturers and suppliers to make sure everything was done and done on time. He's been out travelling the world, Japan, Europe "; he's off to India next month."

C-Therm launched a year ago after it acquired the assets of Mathis, which had gone bankrupt. The firm produces non-destructive thermal sensor instrumentation for research and development, production and quality control applications for a variety of industries.

Its technology can be used in the pharmaceuticals, ceramics and electronics industries as well as the military.

C-Therm's growing client list in Canada, the United States, Europe and Asia includes Cephalon, Bristol Meyers Squibb, the U.S. Army, the U.S. Navy, Philip Morris and the Canadian Explosives Laboratory.

Cartmill said additional distribution networks have aided the company's rapid growth.

"We've been able to attract world class distribution and we've got a global distributor out of Leon, France and we've got a good pharmaceutical distributor out of Japan," he said.

C-Therm is poised to grow, said Cartmill, adding it could double its 10-person staff this year.

The company will continue to collaborate with provincial universities, said Cartmill.

"We're working on two separate new products, one with the University of New Brunswick and another with the Université de Moncton," he said.

Harris, who was with Mathis for five years as a product manager before joining C-Therm, said his firms' success is the result of a focus on achieving profitability.

"Right from the start we've been very client-focused," he said. "As the technology develops and grows in its capabilities it's very client-focused and that's been the key in terms of seeing this succeed."

C-Therm has received support from both the federal and provincial government over the past year. The Atlantic Canada Opportunities Agency has given \$100,000 from its business development program to two C-Therm projects. The projects gave C-Therm the ability to hire a production supervisor to oversee the manufacturing of thermal instrumentation as well as a product manager to enhance the Effusivity Sensor Package and develop new markets.

Business New Brunswick provided \$17,500 under various trade programs to assist the company in their export efforts.

Business New Brunswick Minister Greg Byrne said he's pleased to see C-Therm hit its first major sales milestone and continue to grow.

"Some support we give companies can be modest, but it often helps a company achieve a significant outcome and I think this is an example of that," he said. "For a very modest investment the company has been able to develop new export markets."

Byrne said C-Therm success is the result of building on a great product and finding world markets for their goods.

"Their client list continues the names of some of the top companies in the world. It's really an exciting story for a New Brunswick company to be playing in those markets."