



Taylor's 200 employees create specific filters based on orders from the home office. While his company ships only to Syracuse, Arcom distributes its products globally. North American Assemblies gets its metal work from the home office and its component parts from various U.S., Chinese and Taiwanese suppliers. Its boxes and bags come from local, St. Lucia businesses.

Arcom has other products that it manufactures in its Syracuse plant, including what's known as a CPD Hunter, which is a cable network interrogation and predictive maintenance tool that helps its customers quickly locate the root cause of network impairments; and a Snare, which can pinpoint with great accuracy where there is a break, or a loss of signal, in a cable line. (More information on Arcom's product line can be found at www.arcomlabs.com.)

According to Taylor, there are only a few companies in the industry, but his stands out because, as he says, "We're the innovators. We always come up with new

designs." In addition, North American Assemblies is a responsible company that is committed to St. Lucia. A lot of its employees have been with it since it started and even during tough economic times, Taylor says that there have only been two layoffs in 20 years. The company even pays local teachers to come in to educate its workers. In recognition of its achievements, North American Assemblies won the "Implementation of Standards and Best Practice, Platinum Award" from the St. Lucia Manufacturers Association, in 2012.

While the workload is currently steady, Taylor sees technological shifts coming and his company is attempting to stay ahead of the curve. "We actually have moved over the last several years into more digital technology. Analog technology is almost out the door." The company now produces digital filters for cable companies that provide services for the internet. "We're also going to see less and less hardwire and a move to more wireless technology," says Taylor. He adds that the parent company is looking to expand its markets in Latin