

When disaster hits, InStar Helps

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The InStar Services Group, which specializes in helping with the physical recovery and restoration from disasters such as floods and fires, has shifted its headquarters from Texas to Troy and is in the process of hiring 40 new local employees.

Mark Davis, the president and chief executive officer, said he is confident he can triple InStar's revenues over the next three years.

The decision to move to Michigan was relatively easy, Davis said.

"I live here," Davis said. "But it's also about great talent. The talent pool here is deeper than anywhere else in the country because of our economic situation."

Davis also said hiring is important to him and he makes a point of interviewing every employee hired by InStar. "I want to make sure they fit in our culture. We're in a service business and it's important to have the right people because we're in and out of people's homes," he said.

Davis said he recently hired a new chief financial officer and a new human resources director and is letting them recruit additional employees to fill in the InStar's new headquarters staff.

In addition, InStar is looking for people to fill out the other jobs ranging from project manager and construction superintendent for the new operational

office he is developing in Troy at the edge of Troy Motor Mall.

"We have a great facility here. It's 25,000 square feet on three acres and we should be able to fill all of it," he said.

InStar has detailed some 700 employees and contractors to help with the cleanup from last month's heavy flooding around Nashville, and whenever possible he has recruited Michigan companies to help him, he said in an interview with The Oakland Press.

InStar Services Group, founded in 2002, has established itself as one of the foremost disaster recovery, restoration and reconstruction service providers in the United States, Davis said.

He said his customers include insurance companies, retailers, property management firms as well as commercial customers that sign up with InStar as part of the "disaster prep" planning. The firm also works with schools, universities and hospitals.

The objective is to get businesses large and small back into operation as quickly as possible after a fire or other sort of event that can shut a business.

"We do everything from restoring to rebuilding," Davis said.

InStar now operates from 18 sites around the country and is planning to add more.

The broad network enables the firm to respond quickly and efficiently to a wide range of situations, from smoke and fire restoration to technical services, disaster recovery, reconstruction and of



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response where clients have sustained major losses.

InStar's combination of capacity and expertise make it possible for the firm to confidently assure its clients and professional partners: "We will be there. We can do that," Davis said.

Davis has been involved in the disaster restoration business since he founded his own firm in 1996.

When his "non-compete" clause expired last year, he lined up financing from Black Eagle Partners of Bloomfield Hills to purchase InStar from its previous owners who wanted out of the company and the restoration business.

Davis said he was able to restructure the company, turning it around in the past year, setting the stage for the move to Michigan.

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