



A HISTORICAL OVERVIEW OF INCOM

The Undisputed Leader in Commercial Fused Fiber Optics

Since its humble beginnings in 1971, INCOM, Inc. headquartered in Charlton, Massachusetts has grown from a fledgling startup with an entrepreneurial spirit into a world-class leader in fused fiber optics at the forefront of technology. Driven by a passion for innovation and excellence, INCOM today has a wide and loyal customer base spanning diverse markets from genetics to the military.

“A commitment to our customer’s success is at the core of who we are and what we do,” comments Anthony M. Detarando, CEO and President of INCOM. “We are willing to make bold decisions, take calculated risks, and commit the necessary resources. This approach recognizes that we can only succeed when our customer succeeds.”

Throughout its forty years of operation, INCOM’s track record and achievement is proof positive that tenacious determination works. Decades worth of critical contributions to the worlds of medicine, dentistry, drug research, homeland security, genetics and the military reflect INCOM’s unparalleled commitment to developing advanced, innovative solutions to meet the most demanding technological challenges.

The 1970’s – The Foundation is Set

While INCOM’s first few years were not without their challenges, a novel approach to fused fiber optics manufacturing, coupled with unyielding resolve, propelled the original staff of four to break new ground and delve into uncharted territory.

By the beginning of 1973, INCOM successfully manufactured its first fiber optic faceplate, a product that became a core focus for the company and eventually paved the way for INCOM’s state-of-the-art development and dominance in the digital x-ray industry.

In 1976, the Detarando family obtained a controlling interest in INCOM, signaling a new era of growth, investment, and innovation. By 1978, INCOM had entered into new markets with state-of-the-art technological developments, including a dental curing tip and a fiber optic faceplate used to write on photographic paper allowing its customer to dominate the early stages of automated phototypesetting of newspapers, books & magazines.

The 1980's - Expanding the Customer Base

With several products providing a solid and steady source of revenue, INCOM delved yet further into product development, innovation, and geographic diversification.

INCOM's foray into night vision began in 1985 when the company signed a license agreement with a major competitor to produce a fiber optic taper for image intensification in a viewer used in U.S. Army combat tanks. Next came the IRIS system, considered at the time to be a significant technological breakthrough. This unique and clever product helped facilitate U.S. superiority in night warfare.

1986 marked the development of the revolutionary MEGAdraw process. With applications ranging from image intensification to x-ray imaging, this process, (exclusive to INCOM) positioned the company for future growth and provided a major competitive advantage.

1990's - Rapid Growth & Expansion

With the business rapidly expanding, Anthony Detarando's sons, Jay and Michael, joined INCOM full time. Jay assumed responsibility for Quality Control and Michael for Sales and Marketing.

In 1993, INCOM responded to tightened government requirements for night vision equipment by utilizing its patented MEGAdraw process to develop the most blemish-free, low distortion, zero-shear fused fiber optic components available for night vision goggles, helmet-mounted displays and cameras. INCOM quickly became a trusted supplier to the US government, a relationship that continues today. Eventually INCOM's experience dealing

with the military, lead to involvement in bioterrorism detection systems and biometric identity solutions.

A significant milestone for INCOM occurred in 1994 when the company purchased a competitor's fused fiber optics business. This represented a turning point for INCOM, opening up new markets and providing expanded access to existing markets.

The 21st Century – The Quest For innovation Continues

After experiencing several years of record sales and profits, INCOM celebrated its first million-dollar month in May of 2001. For the next decade, the company continued to invest heavily in people, capabilities and technology, going from about 100 employees in 45,000 square ft. of manufacturing space to over 250 employees in over 95,000 square ft. in two locations.

In 2003, INCOM manufactured the largest diameter fiber optic taper ever made. These tapers captured huge imaging areas up to 200 mm in diameter with very high and unprecedented resolution, becoming the dominant enabling technology in X-Ray Crystallography. INCOM tapers and faceplates also play an increasingly vital role in the digital revolution in medical x-ray technology, electron microscopy and high-speed DNA sequencing.

A 2006 Small Business Innovation Research grant (SBIR) from the National Science Foundation facilitated the development of Microcapillary and Microwell fiber optic faceplates.

With their dense patterns of miniature tubes, wells, and passages, these faceplates allow for high speed, high density sampling.

INCOM has developed a faceplate that is in essence a 3-D "laboratory on a slide" that exponentially increases the speed of human genome mapping. INCOM's microcapillary array plates consist of dense orderly arrays of flow-through capillaries that are used in a wide variety of analysis, sensing, and processing functions.

Again in 2010, INCOM was awarded an SBIR grant to work in conjunction with the Department of Energy's SLAC National Accelerator Laboratory. Collaborating with Stanford University, INCOM was challenged with assisting in the development of a desktop-sized particle accelerator, ground breaking work that is still in progress today.

As the company readies itself to celebrate its 40th Anniversary in October 2011, INCOM continues to embrace innovation with an energy and spirit of a company founded just yesterday. A world leader in commercial fused fiber optics, INCOM moves forward with unbridled passion by exploring, discovering, and manufacturing products that impact ordinary people in extraordinary ways.