

Northern Arapaho Tribal Industries

By Donovan Antelope

The Northern Arapaho Tribal Industries (NATI) is a tribally owned small company that is located out on Gas Hills Road in Riverton at the tribe's former Food Distribution program building. They have just recently renovated the facility and it now houses twenty computer work stations and a training room to instruct over a dozen people at a time.

NATI is a for profit company that specializes in computer repair and sales, website design, telecommunications, multimedia presentations, computer consultations, and a solutions center. Since it is a for profit company, they do charge Northern Arapaho tribal employees as well as the general public for their services. They are an SBA 8(a) Small Disadvantaged Business certified company.

What NATI does is all computer related. They provide the tribe with computer services and products. They also maintain the tribe's internet website, www.northernarapho.com. The NATI has about ten years of experience in website design, development and deployment of many domains. They have developed a new method of portable video conferencing for a fortune 50 company called the "Remote Expert". They also set up the Wind River Tribal College's video conferencing equipment for their remote classes. They provide brand name computer products such as Dell or HP and even custom-made desktops and servers. They have even provided services for small companies and businesses, and even a few government entities. They have developed business card sized CD-ROMs that can contain full sized catalogs, brochures and 10

minute DVD-quality video. These small CD-ROMs were used by Carbon County for their tourism packages. Many of the CD-ROMs with material about the Northern Arapaho tribe were given out at the 2002 Winter Olympics at Salt Lake City, UT.

Currently, NATI is looking to develop a call center within their facility that would handle customer service calls for different companies that involve basic debugging of systems. That would be helpful locally because a call center would provide jobs for people in the area instead of having the customer service calls be outsourced to countries such as India. But if getting a company to use them as a tech support call center doesn't work out, NATI is also looking into possibly handling medical billing. For example, if someone wanted to file a claim with medicare or medicade, they can call a number and their call would be routed to NATI and an employee can assist that caller with that.

NATI would be able to handle the call load the other call centers receive because of the large bandwidth their fiber optics cable provides them. They have also done a Memorandum of Understanding with Central Wyoming College to provide a trained workforce to meet their customer needs.

With the high unemployment rate on the reservation, NATI is doing their best to step up and help combat that rate. Once they are fully established, this program will provide many jobs to handle the ever increasing technological problems that come with a society that becomes ever more dependent on technology.