

BARRY ADAMS — State Journal

Troy Gates owns Gates Business Solutions and six Gates Auto Body shops. Gates is a Packers fan and the software that his company develops and services with DuPont is part of a one-race sponsorship each year on the car of NASCAR star Jeff Gordon.

He knows body shops

Troy Gates' body shop has six locations in the region and his business software for body shops is sold nationwide

By BARRY ADAMS
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Troy Gates has had his business destroyed by fire and lost his father and business partner, Dale Gates, in a car crash.

Despite the hardships, Troy Gates has persevered.

The body shop that he started in rural Sun Prairie has grown. Gates Auto Body now has six locations in southern Wisconsin and northern Illinois. And Gates is sharing his business experience with a company he founded in 1999.

Gates Business Solutions provides software to body shops around the United States and Canada and helps owners run their businesses by providing standard operating procedures, sound budget practices, training materials for technicians, guidance with insurance claims and marketing.

"What we have is really a tremendous number of small-business owners who were former technicians who really needed what I call an owner's manual for running a small business," Gates said.

Gates has teamed with DuPont, which markets the program. Gates' company develops, services and supports the software from a Far East Side office at 2418 Crossroads Drive, near Interstate 39-90-94 and Highway 151. His six body shops serve as testing grounds for the software before it's delivered to thousands of repair shops throughout North America.

Q: Is the software you offer almost like a franchise system?

A: It's not technically a franchise, but that's what it is. Most mom-and-pop industries have been run over by the corporate networks. The whole concept was that how can I help to put together the building blocks for small-business owners in our industry.

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Fidelity head going strong after 30 years

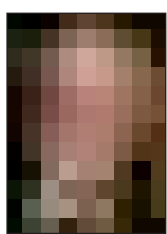
Edward "Ned" Johnson III doesn't seem ready to give up leadership of the nation's largest mutual fund company.

By MARK JEWELL
Associated Press

BOSTON — At age 77, Edward "Ned" Johnson III can't keep this

pace up forever. But it sometimes seems the Fidelity Investments chief hopes to.

Johnson's tenure running the nation's largest mutual fund company has spanned 30 years — the only other change of leadership in 61 years at Fidelity was when Johnson took over for his father. But



Johnson

the job has become increasingly complex as Johnson tries to fend off rivals' gains and streamline operations, while outsiders' calls for governance reform grow louder.

"He hasn't missed a beat, and a lot of people have crumbled while he's still going 100 miles per hour," says Eric Kobren, a former Fidelity employee who edits the independent money advice newsletter Fidelity Insight. He suspects Johnson "isn't going anywhere soon."

The notoriously insular company

isn't publicly offering a timeline for leadership change, or disclosing details of a succession plan it says it has in place, even amid some suggestions that the uncertainty could be hurting Fidelity's competitiveness.

The heir apparent — Johnson's 46-year-old daughter, Abigail Johnson — has not been confirmed as such, and some observers question whether she even wants the job. And a flurry of management changes in

MARKET ROUNDUP

ECONOMIC SNAPSHOT

Wisconsin isn't as rural as some might think

Many people visiting Wisconsin for the first time are surprised. To them, Wisconsin is synonymous with America's Dairyland. Calendar photos of rolling hills, red barns, green pastures, and Holstein cows define Wisconsin. These rural icons are important parts of Wisconsin's history and future. However, the majority of the state's residents no longer live in rural Wisconsin. Most people with jobs work in urban Wisconsin and most of the income and wealth is concentrated in urban areas.

How many Wisconsin residents live in urban areas? That depends on the definition of urban and rural. The answer may be different depending on whether you ask the U.S. Census, the Office of Management and Budget (OMB) or the U.S. Department of Agriculture (USDA). The most commonly used definition

is OMB's Metropolitan Statistical Area (MSA). An MSA is defined by the OMB as "an area having at least one urbanized area of 50,000 or more population, plus adjacent territory that has a high degree of social and economic integration with the core as measured by commuting distance."

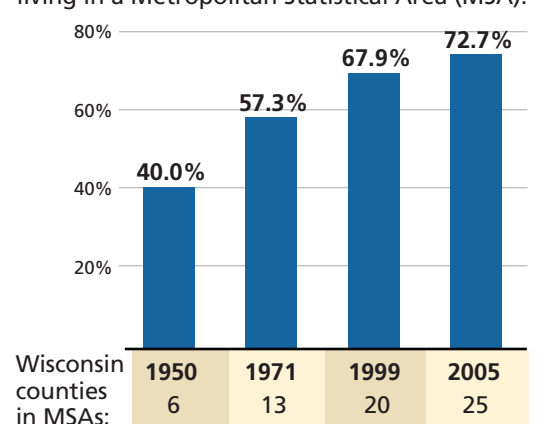
In 1950, only six Wisconsin counties (Dane, Milwaukee, Brown, Racine, Kenosha and Douglas), representing 40 percent of the state's population, were included in an MSA.

By 2005, 25 of the state's 72 counties (and 72 percent of the population) were part of an MSA.

QUESTIONS: Contact Professor Bill Pinkovitz, Center for Community and Economic Development, UW-Extension at bill.pinkovitz@ces.uwex.edu.

Growing metro areas

Percentage of Wisconsin's total population living in a Metropolitan Statistical Area (MSA):



Wisconsin counties in MSAs: 1950 (6), 1971 (13), 1999 (20), 2005 (25)

SOURCES: U.S. Bureau of Economic Analysis, U.S. Census

Economic Snapshot is a weekly feature provided by the

