



**Walton gives support**  
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By Dale Neal

Name: Gordon Walton.

Age: 51.

Position: President, OneWhoServes Inc. Computer & Business Services.

Job responsibilities: I perform business, financial and staff management functions for a growing technology service provider. I work with technical staff and clients to develop solutions. I assist with the functional and user interface design of our software products.

Description of your business: OneWhoServes provides complete computer, server and network installation and support services for many small to midsized businesses and nonprofit organizations in Buncombe and surrounding counties. Our software division writes Web-enabled database and data management software for companies that have unique needs not met by off-the-shelf products, especially for organizations that provide human services in our community. Our fundraising software called GiftsFriends&Time is used by many nonprofits. We also provide Web site development services.

Number of employees: 12.

Lives in: Swannanoa.

Originally from: Wallingford, Conn.

How you ended up in WNC: In the mid-'90s, I was living in southern New Hampshire and commuting into the Boston area to a high-paying job at a small software company. I became increasingly unhappy with the fact that it was not making a real difference in people's lives. So on the first work day of 1995, I resigned from my job and eventually moved with my family to Black Mountain to get out of the rat race. During my first year here, I built houses while doing ministry in the homeless shelter and women's prison. I was called back into the technology world to be the computer system administrator at ABCCM in fall 1996. The move to WNC is one of the best things I have ever done.

Family in Asheville: My wife, Linnea, a licensed physical therapist, is now the office manager at OneWhoServes. We have six children between us, ranging from 30 to 15.

Memorable first job: I began my career designing special purpose computers for Texas Instruments in Houston. In those days, we did our engineering design drawings by hand with a pencil and ruler, and a 200MB disk drive was the size and shape of a small washing machine.

Professional tip: Hire the best people you can find, create an environment where they can thrive, and get out of the way. If we focus on taking great care of our clients, everything else

takes care of itself.

Key education/training: I have bachelor's and master's degrees in electrical engineering. But my key training came from my dad. With his high school education, Dad fixed the cars, the house, the appliances, and everything else by just figuring it out. I learned that I could do just about anything. Also, he treated everyone the same no matter who they were. That's a powerful legacy that he left that I have only recently come to appreciate.

Role models: After my father, various business leaders that are particularly good at enabling people to do excellent work, such as Jack Welch, former CEO of General Electric and Rudy Giuliani, former mayor of New York.

Currently reading: James McPherson's "Battle Cry of Freedom" (history of the Civil War); "Management Accounting"; "The Tipping Point" by Malcolm Gladwell; "Good to Great" by Jim Collins; "The Elegant Universe" by Brian Greene; and the Bible.

Business news sources you regularly use: The Kiplinger Letter, Asheville Citizen-Times; Western Carolina Business Journal; Harvard Business Review.

Currently in your CD player or iPod: '70s and '80s soft rock, classical, jazz, opera, female country vocals -- depends what I'm working on while I listen.

On your plate in 2007: Our goal this year is to make our software programs and products more widely available to the people that need them most, and to continue to adapt them to meet the special needs of our clients. We want to serve those that are serving others, and making these tools available is our way of serving the community. On the computer service side of the business, we are constantly striving to improve our service delivery methods so that we can better meet the needs of our clients in a timely and cost-effective manner.

Volunteer/civic interests: Board member (vice president) of Homeward Bound of Asheville; board member of the Executive Association of Greater Asheville; tutoring math and science with middle and high school students.

What you do to unwind and de-stress: I like to read, and I love being outside. Linnea and I get away frequently to spend time together in our camper. We find that the only way we can keep from working is to be away from the office and home.

Contact info for your business: OneWhoServes Inc., 306 W. Haywood St., Asheville, NC 28801; e-mail [gordon@onewhoserves.com](mailto:gordon@onewhoserves.com); phone 251-1111, Ext 201; [www.onewhoserves.com](http://www.onewhoserves.com) or [www.giftsfriendsandtime.com](http://www.giftsfriendsandtime.com).

Gordon Walton, founder and president of OneWhoServes Inc., works with companies and nonprofits with computer networking and specialized software.

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