

# eNetwork News



## Going Global: SIA Hosts Events in Ireland, Atlanta and upcoming Malaysia

*Publication sent to members electronically & on website*

*By: Claudia J.. Betzner*

### Special points of interest:

- President's Letter
- Ireland meeting of 10 country's SIA members
- 2015 Summit program March 15, 16, 17, 2015 at Mirage Las Vegas.
- New Members
- Atlanta Inaugural local focus meeting
- Roundtable KL Malaysia October, Phoenix, AZ December reviewed

**The Mission of SIA is to serve as a forum where every member can enhance their business and to take collective action for the betterment of the industry whenever necessary.**

As the sun sets on the Liffey River in downtown Dublin, Ireland, (pictured at right) a group of 30 members from across 10 countries kicked off the SIA Europe (EMEA) roundtable with dinners downtown for those that arrived early. Now I understand why they call it the Emerald Isle: when I landed all I could see was emerald green pastures, hills and dales. The participation levels, content, discussions, and evening fun event was by far one of the best roundtables ever.

Our President Tom York and past Chairman Rich Guglielmo attended to make it a global event adding a lot of valuable dialogue. Tom's letter in this newsletter explains some of the major work being completed by the board including the global value proposition, which he presented at the meeting. The energy level was very high with spirited discussions covering a wide range of topics. A full review is included in this newsletter. Special thanks to Tomas O'Leary and **Origina** for being the host country member and **IB Remarketing** for sponsoring the evening Irish ales, whiskeys and drinks. As the evening wore on at Johnnie's Fox Pub on top of the Dublin mountains, the highest pub in all of Ireland and over one-hundred years old, the group was treated to an old-fashioned Hooley Irish Dance show and some of the SIA members were pulled on stage to do the Irish River dance. The SIA members were such good dancers, it was hard to tell who the professional dancers were. Thank you to Alfried Netzbund of Frankfurt, Germany and Vessi Guglielmo of Salzburg, Austria and Naples, Florida for adding to the evening entertainment.



SIA is pleased to announce more details of the 2015 SIA Global summit, previewed in this newsletter. This will be the 30th anniversary of SIA and the first ever global committee content-driven. In addition to a globally-driven program, we are planning another golf tournament on Sunday, March 15 before the evening's welcome reception. Presentations, panels, and roundtables start Monday morning and end at noon on Tuesday at lunch, with a grand finale dinner on Tuesday evening March 17. Perhaps a few St. Patrick's Day surprises. Anyone for a pot of gold? It would not be possible to put on such a high quality event without our sponsors, listed at the end of the program in this newsletter. SIA thanks them for their continued support. If you do not see your logo and are interested we still have opportunities.... Contact me soon before they are all gone!



### We had 27 new company members in 2013

Legacy Integration & Technologies  
 PC SOS  
 Technogroup IT Service GmbH Germany  
 Choice Logistics  
 ServRight  
 Field Nation  
 Top Ten USA  
 Maxwell Paper CANADA  
 Daikon Electronics 800 801 6081  
 TSL Deploynet  
 ABA Moriah  
 ASVIDA Asia Pte Ltd  
 Econocom—Les Richarde  
 Technical Services & Deploynet  
 CBE  
 Procurri  
 IFS World North America  
 Zion Tech Group BRAZIL  
 Mojo Systems LLC  
 Acal Enterprise solutions UK  
 R& R Solutions  
 Peak Ryzex  
 Basis Bay Malaysia  
 Blue Ribbon Techs

### 2014 NEW MEMBERS:

MidCom Group  
 Ken Feinstein, G.M.  
 Farmington, MI 248 860 3487  
 kfeinstein@midcomdata.com

Baxter Planning Phillip Kennedy, VP  
 512 600 4120 pkennedy@bybaxter.com  
 Austin, TX

ITech Services  
 Phillip Tran, VP Norcross, GA  
 770 455 8449 ptran@itechservices.com

ETALON-INFORMATICS Ltd.  
 Antal Honved  
 36-1-317-5150  
 antal.honved@etaloninfo.hu  
 Budapest, Hungary

DENMARK  
 CAREITEC Kjeld Mathiesen, CEO  
 +45 7010 111 2  
 kom@careitec.dk Redovre, Denmark

Work Market Diego Lomanto, VP  
 212 229 9675 diego@workmarket.com

IT Express Gordy Littler, President 763 233 6340  
 Gordy.littler@itexpress.com

### POST SUMMIT

Benecom Technologies 504 254 1441  
 Steve Robertson, Director  
 stever@benecominc.com  
 Break/fix & depot New Orleans, LA

Pyramid Technology Services, Inc.  
 Joel Nimar, Pres. 978-823-0700  
 joel.nimar@pyramidcomputer.com  
 Reseller; Used Equipment sales; VAR  
 Maynard, MA

Zebra (O.E.M.)  
 Dan Walkowski, V P Global sales  
 dwalkowski@zebra.com 847 440-6754  
 Chicago, IL

Alta Technologies  
 Jason Wenning, Mgr., 763 475 2900  
 jason.w@altatechnologies.com  
 Reseller Plymouth, MN

Data Vista 609 702 9300  
 Stephen Gifford, Pres., & Owner  
 steveg@datavista.com; break/fix  
 Westhampton, NJ

Inside Systems Denmark  
 Andreas Lund Fibiger, Owner Director  
 alf@insidesystems.com 45 721 83360  
 Break/fix parts sales IBM

IB – Remarketing  
 Bruno Demolin, President  
 33 1 56 43 68 34 bdemolin@ib-remarketing.com  
 Paris France (see profile)

Certified Retail Solutions  
 Bill Lovejoy, V P 603 516 1711  
 Depot, Parts, Break/fix  
 blovejoy@certifiedretailsolutions.com

Parts Now  
 Bill Potts, Vice President Sales  
 800 886 6688 WPotts@partsnow.com  
 Ian Berger, Business Development  
 Richardson, TX

16 new  
 members, 3  
 new sponsors  
 for late  
 December until  
 today

## SIA President's Letter from Tom York, President Essintial Enterprise Solutions

SIA Membership,

The past 90 days has continued to be an exciting and busy period for both the association and the board of directors. As a follow to my last communication, the board just reviewed and approved a revised version of our bylaws. This effort was led by board EVP, Jerry Edinger, board member, Bill McCubbins, and past Chairman, Rich Guglielmo. These gentlemen invested significant time and effort to ensure that our bylaws allow us to govern the regulation of the association's internal affairs in today's global business environment. Thanks Jerry, Bill, and Rich!!!!



We continue our effort to enable our member data to be leveraged optimized internal to the association and externally to assist potential members to find existing member companies that could assist them. More information is forthcoming.

As indicated in this newsletter, the European meeting in Dublin was a high-energy session that, among other things, helped me understand how the association can bring further value to this region. I expect to accomplish similar results in the upcoming October meeting in Kuala Lumpur, Malaysia.

We piloted a local networking meeting in Atlanta, where industry companies located in Georgia, Florida, and South Carolina came together. An agenda of both local and broader industry topics were presented along with time for peer to peer networking. Thus far, indications are that this kind-of localization was well received, and we are collecting feedback on how we can enhance this format further. The board's vision is to one day enable a global platform of company to company, peer to peer, localized venues as well as with broader, region based (Americas, Europe, and Asia Pacific) venues. These would culminate in an annual global conference for companies to network and stay informed on industry relevant information locally, regionally, and globally. The power of the association is in how we can keep member companies connected and informed regardless of where they are located.

In the most recent board meeting we agreed that it is time to start an initiative to build a formal global market plan for the SIA. Clearly defining the association goals and building an image and message that demonstrate that we are "up to date," providing valuable industry best practices and thought leadership will be one of the most critical endeavors we will undertake.

We are building momentum and the timing is perfect for your association to escalate the game! We all win big when we all participate. Your SIA Board and I are committed to building the best association to represent the global services supply chain ecosystem. As always don't hesitate to reach out to us with questions and suggestions.

Regards,

**Tom**

SIA President



**SIA President,  
Tom York  
discusses  
board actions.  
New bylaws on  
website under  
"About  
Association"**



Special thanks  
to the Georgia  
Chairs: Joe  
Barna and Dave  
Wiedman

## Atlanta Inaugural local focus meeting



44 service peers from around Georgia and on the Board discussed relevant business, industry and technology trends in the region in Georgia on September 18. The half-day meeting kicked-off with a keynote by Kerry Defler, Partner & CPA HA&W to discuss how Georgia companies can take advantage of local state and Federal initiatives to improve their bottom line. Kerry addressed federal incentives such as Research & Development Tax Credits, Domestic Production Activities Deduction, IC-DISC and Accelerated Depreciation as well as Georgia-specific incentives such as Retraining Tax Credit, Jobs Tax Credit, In-

vestment Tax Credit, Port Traffic Credit, Property Tax Exemptions and Sales Tax Exemptions. If you are a Georgia member and were unable to attend, please contact me for the presentation if interested.

The next topic Trade Restrictions and Initiatives in Georgia presented by Joe Barna, President, CDE Services and SIA Board member. Service providers around the globe are being challenged by trade restrictions imposed by OEMs. Joe discussed how some Georgia-based companies are working together to bring the issues to light with local government leaders.

The last session of the afternoon was a panel discussion led by Stephanie Williams, President ignite Marketing and Chairperson of the SIA Global Communications Committee. The panel included Joe Barna of CDE, Dave Wiedman, President, Lexicon Technologies, and Art Kohl, CFO, Team One Repair. The panel discussed trade restriction and other challenges service providers are facing, potential solutions, and how Georgia companies can help.

The afternoon ended with an open discussion followed by a networking cocktail hour.

Future local Georgia focus meetings content, timing, location and format will be determined from the survey results of the participants.

Special thanks to Stephanie Williams for her support in writing the meeting invites and conducting the survey underway.

The Board is currently reviewing other locations where local focus events might be planned in 2015. Please share your thoughts and interests.

## Roundtables 2014

SIA roundtables and networking events continue to be the best in the industry. These events create an environment for networking, partnerships, and interaction that can only happen with face to face interaction. Here is the program content for the final two of 2014 with a review of Ireland.

**October 15 - 16 in Kuala Lumpur Malaysia** (Special thanks to our Sponsors: Basis Bay, Solid Global and ASVIDA Asia) Each sponsor will chair a session will sponsors & TERiX on all of the panel discussions.

Regional Business Expansion Plans & Growth Markets in APAC

What are your business expansion plans for APAC, and what makes you choose that approach?  
How do you intend to ensure quality service without compromising the SLA?

Growth Market in APAC

Recent survey results suggest that China has the biggest growth potential for independent maintenance & professional services in the near future. Does this align with what you are seeing?  
Are you considering other markets? How do you plan to enter these markets?

Logistics Challenges in APAC

**December 11 Scottsdale Arizona Biltmore Phoenix AZ**

A transformation of a service company

Marketing 101 – What is Marketing and what does it mean for your organization?

### Dublin, Ireland Roundtable Review

On August 28 SIA held their largest European roundtable to date with content, participation and a fun night of Irish River dancing. Tomas O'Leary, the host Ireland member from Origina, kicked off the event in Dublin with a warm welcome. Gay Gordon-Byrne, Executive Director Digital Right To Repair, was the beginning speaker with a review of the global marketplace, size and profit motivations by the OEM's. She shared the changes, how the business models of the past are dying but how technology changes are bringing new customer types, recycling initiatives, and the vast amount of new technology products to be repaired.

Next came Leo Donovan, CEO WEEE Ireland. WEEE Ireland is Ireland's largest Electrical and Battery compliance scheme organizing the environmental management of Waste Electrical and Electronic Equipment (WEEE) and waste Batteries on behalf of its members. WEEE Advises and assist the Irish Government as appropriate. In the past this has included submissions on the Producer Responsibility Initiative Review Report, National Waste Prevention Plan Review Report, WEEE Regulations Consultation Report, National Waste Strategy Review Submission. The afternoon included a panel discussion with the Board from Free ICT and DRTR. The discussion was the progress of both organizations and their respective goals going forward.

Tom York, President of SIA ended the day with a discussion on the SIA Value Proposition that included results from a committee and several members from all over Europe over the past few months. He discussed the new Board structure in SIA that will include a global board made up of members from EMEA, The Americas and APAC. He asks for a volunteer leader to organize the election and head nominating committee. Alfried Netzband of Technogroup in Germany volunteered to head the efforts with Tomas O'Leary volunteering for UK/Ireland.

The group voted on the location for next year's EMEA SIA Roundtable and since there were two countries that offered to host, Germany and France each gave a talk on why it should be in their country. The vote results named Germany as the location at the Technogroup headquarters in Frankfurt Germany planned for September. After the meeting, the evening included a dinner and show at a 100-year old pub on top of the Dublin Mountains, the highest elevation pub in all of Ireland. At the end of the show the Irish dancers pulled members from the SIA to dance on stage.



**Ireland  
Roundtable  
review;  
content  
program  
details for KL  
Malaysia and  
Phoenix AZ**





## **“ Building on the future in a smaller connected world”**

**Sunday March 15 Welcome Reception**

**Monday, March 16—Strategic**

**Continental Breakfast**

**Welcome – Tom York, President SIA—Board election results**

**Claudia Betzner, SIA Exec. Dir. & Summit Chair**

**Keynote—A noted Industry Leader announced soon**  
**“Building on the future in a smaller connected world”**

**BIG DATA John A. Thompson, Founder & Managing Director**  
**Information Professionals GmbH**

**Chairperson: Bernd Appleby, President, TERiX**

*Learn how to implement BIG DATA in your company from an expert, what makes difference, predictive analytics, how service companies take advantage of it, how to use it, what are costs, how do you get started. Follow on panel discussion led by Bernd Appleby after lunch.*

**Networking Lunch**

**BIG DATA Panel Discussion**

Bernd Appleby, President TERiX & Session Chair, Dwight Strayer, C.O.O. SEI, Jerry Edinger, Chairman CSDP, Tom Clauser, Dir. Essintial Enterprise Solutions

**Making Customers Stickier**

Dave Wiedman, President Lexicon & Session Chair; Americas, EMEA, APAC

- *Customer Satisfaction - Sats Metrix review with data info prior to discussion*
- *Why do customers love you?*
- *What makes them stay?*
- *How do we make customers “stickier”?*
- *What are unique challenges in APAC, Americas, EMEA for our members?*

**Roundtable Discussions**

- *Understanding & doing business in the Asia market, challenges, barriers*
- *Supply chain challenges in the Global Market*
- *Understanding & doing business in Europe, challenges, opportunities, barriers*
- *Partnership Strategies*

**DRTR & Free ICT (Closed)**

**Big Data—John Thompson (Private Meetings)**

**Cocktail Reception**

**Introducing**  
**SIA**  
**Summit**  
**2015**



## Monday, March 17—Operational

### Continental Breakfast

### State of the Association

Tom York, SIA President & President Essintial Enterprise Solutions

### BIG Marketing Chairperson TBD

- *Lifestyle growth vs. BIG Growth*
- *Building your brand*
- *End goal build business or sell*
- *How does proliferation of technology fit your growth model – challenge or opportunity*



**SIA Global  
summit  
March 15,  
16, 17, 2015**

### Break

### Panel Discussion – Expanding Service Markets – shifting models

**Chairman: Dwight Strayer, COO, Service Express**

**Panelists: Depot, On-site, contingency labor model, nontraditional services**

*MSPs and CSPs are beginning to dominate the IT industry, changing market dynamics, including emerging Cloud Computing & Virtualization. Purchasing power shifts from end user to service/cloud/telco provider.*

### Keynote Speaker

*“Building on the Future” - Motivational speaker and author*

### Lunch—concludes summit

### Grand Finale

**Special Thanks to our Sponsors who have signed up:**





**ESSINTIAL**  
ENTERPRISE SOLUTIONS

**SINGLE SOURCE ONSITE, REMOTE,  
AND LOGISTICS SERVICES**

Eliminate OEM dependence with our innovative support solutions for distributed enterprise technologies nationwide, 24x7x365.



**Redefining technology field service.**

Learn more about FieldSolutions and our 40,000+ North American technicians at:  
[www.FieldSolutions.com](http://www.FieldSolutions.com)

**Lowest Cost. Highest Service Level Performance.  
Complete North American Coverage.**

Self Service Platform | Managed Deployment Services | Reactive Services

- 100% Retention of Enterprise Clients
- Responsible for Results, Accepts SLA Flowdown
- We only serve Technology Service Companies
- We never sell direct to end customers

**FieldSolutions.**  
Quality Field Sourcing

952.288.2509 | [www.FieldSolutions.com](http://www.FieldSolutions.com)





Systems Maintenance Services

Providing enterprise data center maintenance and support services since 1981.

### Enterprise Data Center Computer Maintenance

- Global support
- Flexible service level agreements (SLAs)
- Remote monitoring and analysis
- Phone-home and error notification support
- Response options: 2-hr, 4-hr, 8-hr, and Next Business Day
- 100% parts sparing locally stocked
- Fix-It-First™ policy eliminates administrative delays
- Hot Spares™ maintained at local SMS service center
- Complete stand-by systems available locally
- All Field Engineers are W2 employees

### Supported Manufacturers (not all manufacturers listed)

- |                   |          |           |
|-------------------|----------|-----------|
| • IBM             | • Cisco  | • DELL    |
| • EMC             | • NetApp | • Fujitsu |
| • Hewlett Packard | • Sun    | • Hitachi |

### Contact Us For More Information

Sales: 800-505-4365 | Service: 877-405-0330 | [info@sysmaint.com](mailto:info@sysmaint.com)  
[www.sysmaint.com](http://www.sysmaint.com)



**Contract Holder**  
 Contract GS-35F-5082H



### Data Center Relocation

- All staff are trained Technicians, not general purpose movers
- Engineers are platform neutral and support all major OEM brands
- Strategy & consolidation planning
- Asset swap or swing equipment
- Migration timelines & budget planning
- Application checklists & data synchronization
- Communication plans & command centers



### IT Lifecycle Management

- Asset retirement
- Data erasure (certified) - DOD 3 pass/7 pass
- Data destruction (secure)
- Asset redeployment
- Asset purchase
- Asset recycling



### IT Lifecycle Management

- Physical tracking
- Firmware & patch tracking
- Support tracking
- Support personnel & contact information
- Engineering specifications
- New features continually being added



Your IT Support Specialist out of the USA

Middle East, Africa, South America, Europe, South Asia



#### INTERNATIONAL GROUP

We operate in more than 80 countries through 13 subsidiaries



#### IT EXPERTS

We handle over 10,000 requests per year all around the world



#### PROVIDERS IN MANY SECTORS

We're working with more than 3,500 multi sectors international customers



#### RECYCLING SPECIALISTS

We recycle over 500 tonnes of hardware per year



#### MAINTENANCE PROFESSIONALS

We support over 100,000 systems worldwide



#### MULTI-BRAND DISTRIBUTORS

We stock over 300,000 items

Contact:  
[online-request@ibremarketing.com](mailto:online-request@ibremarketing.com)

Call Now  
 +33 14 81 99 020



## Full Service Lifecycle Management Software from CSDP

### Everything you wanted to know about Revenue Leakage but were afraid to ask

Is your service organization leaking revenue? Do you know where and how to fix it? We invite you to read our blog *How to Stop Field Service Revenue Leakage* where we've outlined 10 critical questions to determine if you have a leaky field service revenue pipe and recommendations for ways you can fix it: <http://www.csdpcorp.com/RevenueLeakage.aspx>

### About Customer Service Delivery Platform (CSDP)

CSDP is the only service relationship management solutions provider that employs a process-driven approach to software delivery. We offer scalable, flexible solutions that can be implemented on-premise or in a cloud-based SaaS model and easily integrate into existing systems infrastructures. Our software includes solutions to manage:

- ♦ Field Service
- ♦ Reverse Logistics
- ♦ Customer Service
- ♦ Service Warranty, Contracts & Entitlements Management

CSDP's clients have realized increases in service profitability exceeding 10% and improved customer satisfaction by up to 15 points.

For more details, visit our website [www.csdpcorp.com](http://www.csdpcorp.com) and contact Ray Miller at (888) 741-2737 ext. 107 or [ray.miller@csdpcorp.com](mailto:ray.miller@csdpcorp.com).



**Choose Maintech as your IT Service Partner to consolidate service delivery and improve your bottom line.**

**Single Source.  
Global Reach.**  
*Supporting Your IT Infrastructure.*

Contact maintech today to learn how we can:

- Optimize IT Service Delivery across multiple platforms
- Deliver enhanced escalation management and reporting
- Improve client/vendor communication
- Reduce account administration costs

**Maintech. Servicing IT since IT first needed servicing.**



# MAINTECH

[www.maintech.com](http://www.maintech.com) 1-800-426-TECH





**APEX**  
Computer Systems, Inc.

13875 Cerritos Corporate Drive, Suite A  
Cerritos, CA 90703  
Toll Free: (800) 969-APEX  
Phone: (562) 926-6820  
Email: info@acsi2000.com  
Website: www.acsi2000.com







## Your Nationwide Field Service Management Provider

### ISO 9001:2000 Certified

### Specializing in:

**Field Service**

- IT Lifecycle Support
- Parts Logistics
- Equipment Disposition
- Maintenance Support Services
- Overall asset management processes surrounding the IT asset lifecycle

**Microsoft Dynamics NAV ERP**

- Specialization in FSM
- Supply Chain Management
- Manufacturing
- MRP
- Forecasting
- EDI
- SaaS/Hosting model available

**Professional Service**

- Business Continuity
- Security & Privacy
- Desktop Managed Services

## *"Extend Your Reach"*

PC SOS is a multivendor service provider specializing in Whitespace Coverage for other service providers and VARS. A partnership with PC SOS will extend your coverage area to include; every Zip Code in the United States, every Province in Canada, Puerto Rico, Guam and Bermuda.




*"Strategic Alliances for the Future"*

Desktop \* Laptop \* Server \* Printer \* POS

Repairs \* Rollouts \* Retrofits

Next Business Day \* 4-Hour Response \* 24X7

Service Industry Association

2164 Historic Decatur Road, Villa 19  
San Diego, CA 92106

Phone: 619 221 9200  
Fax: 619 221 8201  
Email: cbetzner@aol.com  
Cbetzner@servicenetwork.org



The Network for  
High Technology  
Service Promoting  
Customer Choices

-----  
W w w . s e r v i c e n e t w  
o r k . o r g

Service Industry Association is a non-profit organization made up of high technology service companies promoting partnerships & customer choices.



Claudia Betzner, Exec. Director

## Sponsors & Board

### Sponsors

**Essintial Enterprise Solutions**  
Tom York, President & CEO

**POSDATA, A Control Solutions Co.**  
William McCubbins, President & COO

**SMS System Maintenance Services**  
John wozniak, President

**Paladin Consulting Inc.**  
Enoch Timothy, President & CEO  
**IFS North America**  
Tom DeVroy, V.P

**Lexicon Technologies**  
Dave Wiedman, President

**Apex Computer Systems, Inc.**  
Dennis Rice, President

**Customer Service Delivery Platform**  
Jerry Edinger, Chairman

**Maintech**  
Frank D'Alessio, Pres.

**Field Solutions** Mac Lewis Pres;  
Marty Reader EVP

### PC SOS

Tom Bozeman, President

### IB Remarketing

Bruno Demolin, President  
Paris FRANCE

### Exec. Board Officers:

*Chairman:* Randy Parks, V.P LMS  
RParks@lmservice.com

*President:* Tom York, CEO & President  
Essintial Enterprise Solutions  
tyork@essintial.com

*Exec. Vice President & Chairman*  
Finance committee, Bylaws Committee  
Jerry Edinger, Chairman President  
& CEO  
Customer Service Delivery Platform  
jerry.edinger@csdpcorp.com

*Sec-Treas:* Michael Lipson, Vice  
President & Principal MedEquip  
Biomedical;  
mikel@medequibiomedical.com

*Exec. Dir.* Claudia J. Betzner  
[Cbetzner@aol.com](mailto:Cbetzner@aol.com) or [cbetzner@servicenetwork.org](mailto:cbetzner@servicenetwork.org)

### Chair Global Communications Committee

Stephanie Williams, President ignite Marketing  
ignitemarketing@bellsouth.net

### Board of Directors: Members at large

Bill McCubbins, Pres.. POSDATA, A Control Solutions Co.  
bill.mccubbins@csi-posdata.com (Chair Membership)

Michael Blumberg, President Blumberg Advisory  
MichelB@blumberg-advisor.com (Chair Member software)

Craig Youngblood, President & CEO LMS Service  
cyoungblood@lmservice.com (Benefits & Advisory Comm.)

Bernd Appleby, President & CEO Terix Computer Service  
Bappleby@terix.com (Value Prop APAC & Summit)

Joe Barna, President CDE Services  
joebarna@cdeinc.com (Benefits/Advisory Board Chair)

Dave Wiedman, President Lexicon Technologies  
dwiedman@lexicontech.com (Summit Committee)

Dwight Strayer, COO Service Express dstrayer@seiservice.com (Summit committee)

### Honorary Board member

Rich Guglielmo C.O.O. AMCOR  
Richg@amcorss.com (Bylaws, Value Prop EMEA)