

eNetwork News



SIA 2016 - Growing Stronger!

By: Claudia J. Betzner, Executive Director

Special points of interest:

- President's Letter
- 2016 Summit
- New Members
- New Gold Level Profile—IB Remarketing
- New Silver Level Profile—ISC Group
- Big Data—Bernd Appleby
- Roundtables 2016
- GOLD Member ads
- SILVER Member ads

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.

*I am happy to report as your Executive Director, the association is **growing stronger** each year.* Kelly Clarkson's song titled "What doesn't kill you makes you stronger" rings true, after we survived the great recession in 2008, 2009, 2010 through early 2011. Today, we are a stronger association than we have been in the 30 years of my tenure with SIA. I attribute the success to a very proactive board, President and communications expert, Stephanie Williams. Everything referenced in this newsletter—from the President's letter, to the Big Data Project, the 2016 summit program and our 2016 roundtables, ***we have grown stronger*** in every category and are providing more and more value to our members.



Our 2016 summit program is our strongest program to date. Two of the world's leading information technology research companies, Gartner and IDC, will deliver market trends and research reports, setting the stage for lively panel discussions on the growth and profit opportunities in today's environment with the mega technology trends evolving at rapid speed. Other presentations and discussions will address the results of our preliminary global growth surveys to help develop growth strategies. The final day one session "Valuing your Company" will be presented by investment bankers and equity partners. Why **are** we seeing such an interest in the IT service industry from investors and what is the difference in a strategic partner and an equity partner? The answers will be revealed in this session, and don't miss the Cloud & Cyber Security breakouts from two experts.

Day two will be kicked off by our President Tom York who will deliver the State of the Association and his vision for SIA in 2016. This session will be followed by "What keeps you up at night?" to discuss service leaders' greatest fears and how to cope with the operational pressures. Are technology trends depressing profits or providing new revenue opportunities? The final panel of the day will discuss Outsourcing: when to outsource, how much to outsource and when to use SIA members for partners? Our closing keynote will be delivered by Ron Alvesteffer, President & CEO Service Express. His engaging and passionate closing address will talk about "How to Build a Performance Driven Culture that drives great results."

The roundtables for 2016 are listed in this newsletter. This year we are partnering with another association for one of our roundtables to add more value to our delegates attending.

All events for the 2016 summit are sponsored and I am pleased to report we have increased our Gold Silver level members by 100% from last year. Event sponsors and Gold Silver level are listed in this newsletter and will be presented at the summit. Please join the Board and me, by thanking them for their support of our association. The 2016 summit app for smart phones and devices is available at your app store, "SIA Global Executive Summit 16." We will be asking all summit delegates for referrals; please be thinking of who you would like to see a part of our network that would add value. ***Together we are making SIA Stronger!***



7 GOLD,
5 new
9 SILVER
75% this year
international!

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Essential Enterprise Solutions
CSDP
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Procurri
Onforce
Service Express
General Computer
ISC Group (NEW)

NEW MEMBER (Recent)

ESP Global Services UK (Oct 2015)
 Darren Richardson , Mgng
 DirectorDarren.Richardson@esp.co.uk

ROER International (Oct 2015) ARG
 Ernesto Rodriguez Lourido, Director
 erodriguez@roerinternational.com

General Computer ITALY (Nov 2015)
 Roberto Barbieri, Pres.
 roberto.barbieri@gci.it

Highsource Technology CHINA (12/2016)
 Keynos Shen, CEO
 keynos.shen@highsource.com
 Shanghai, China

Super IT Spares AUS (Nov 2015)
 Ben Gardem, Director
 bgardem@superitspares.com
 Freshwater NSW Australia

Nationwide Tech Solutions (1/2016)
 Jack Barcroft, President
 jbarcroft@nts.help
 Gatesville, TX

Information Professionals GmbH (2/2016)
 John Thompson, Founder & Managing Ptnr.
 j.thompson@infopro-gmbh.de
 Freilassing GERMANY

Ardent Support Technologies (3/2016)
 Jim Stevens, Co Founder
 jims@ardentsupport.com
 Dover NH

SIA Proudly Presents our newest SILVER Member—ISC Group

Established in 2003 with global headquarters in San Diego, CA, we specialize in out-of-warranty data storage technical support. We understand the high cost of equipment downtime on your business. That's why we're dedicated to keeping your critical data systems in top working order by offering **technical support**, as well as **on-site professional services**. We operate in North/Central/South America, Europe and Asia-Pacific and have more than 400 field engineers available for on-site calls. We service customers in many industries, including government and public agencies, finance, banking, insurance, aerospace, IT, food & beverage, chemical, pharmaceutical, health, education, oil & gas, etc.

growing
Stronger

SIA President's Letter from Tom York, CEO & President Essential Enterprise Solutions



Dear SIA Colleagues,

2016 is out of the gates and already proving to be another exciting year in our industry. The momentum continues from 2015 where we saw record activity in the M&A and private equity investment in the TPM space. A great deal of these transactions involved SIA companies. There is also increased interest and inquiries from the technology analyst community around TPMs. This is all good stuff!!

With all of these changes, the upcoming 2016 SIA Global Summit will address all of these areas and more.

As you see in this newsletter, we have IDC and Gartner presenting as well as investment banking and private equity. We also have other meaty topics for you to hear from some of the top CXO executives of our global member companies.

You will also hear an update about our Big Data initiative that is now launching at the Summit. The output of this collection and analysis of blind data will not only benefit the participant member companies, it will also allow the association to create leverage with the analyst community. Cleaned and organized data is today's gold!!

The Repair.org (formerly Digital Right to Repair) and Free ICT organizations continue to make strong progress in the US and Europe in regards to end user rights regarding technology and software. These are meaningful issues that touch each SIA member company in some manner. There will be an update provided at the Summit.

We are on track for a record attendance this year for great opportunities to network with leaders from around the globe. We already have many partnerships between SIA members and expect to see even more.

I will update the membership on a number of other actions and activities the Board is working on.

As always, I want to thank our many sponsors who are critical to making this association and our events a reality.

If you are not registered for the Summit and made your plans, I encourage you to do so ASAP. We want to see you and you don't want to miss this Summit.

Tom



**SIA President,
Tom York
discusses
board actions
and looks
forward to
presenting his
vision at the
2016 summit**



Announcing the SIA Roundtables for 2016

Thursday, June 9: Boston—Sponsor open

Suggested topics (not confirmed) Interstate commerce—sales tax; Repair.Org update in MA
This will be a downtown venue, SIA MA members invited to Legislative sessions with Repair.org and MA legislators June 8.

Wednesday September 14, and Thursday September 15: Minneapolis, MN

The 14th will be a joint SIA AscdiNATD afternoon session with a speaker, cocktail reception and dinner. SIA's separate roundtable will be the afternoon of September 15. (AscdiNATD will hold a separate meeting on 13th and part of 14th).

October 6: Hong Kong (This is the annual APAC meeting) sponsor or host open

October 27: Birmingham England (This is the annual EU meeting)

The host sponsor is SMS Systems Maintenance Services. The annual US NFL football game will be played that weekend in London. Sunday, October 30, the [Cincinnati Bengals](#) will play their first international game when they host the [Washington Redskins](#) at Wembley.

December 1: Florida - Host or Sponsor open

(Warm climate other than Florida could also be considered)

Please contact me or members of the board for topics of interest or your interest to host or sponsor. A roundtable host/sponsor is a great way to increase your visibility and present your company to top level industry leaders. You can host a meeting at your facility or as a sponsor you could present in a virtual, power point or video at a nearby facility. RSVP as soon as possible; the 2015 roundtables were completely full, some grew so large we reconfigured the room and some had standing room only. According to the delegates, the Roundtables are the very best face to face networking and informational meetings in the industry. Members have said: "This was the best meeting I have ever attended and I attend global meetings all over the world;" "From the content to the networking, location, venue, excellent meeting;" "Thank you for helping my company grow our business;" "We just signed a partnership agreement as a result of your SIA roundtable last week;" "Thank you for the relevant content it provided us with a new way to solve a problem."



A very special thank you to our 2015 roundtable host and sponsors from the past year: Essintial Enterprise Solutions in Hershey PA & Mechanicsburg with PC Parts and CSDP sponsoring the cocktail reception, Service Express in Grand Rapids MI, Technogroup in Germany with Equitygate sponsoring the Ocktoberfest, Procurri (DeClout) in Singapore with Basis Bay sponsoring the Cocktail reception and ISC Group in San Diego with Terix sponsoring the Cocktail reception.



Special thanks to
Dwight Strayer,
COO SEI &
SIA BOD
member along
with his team for
the summit APP

BIG DATA

By: Bernd Appleby, Committee Chairman

Starting in March of this year, a group of SIA members have joined together to implement an SIA big data platform and analytics capability for the benefit of all SIA members.

The initial pilot phase of this initiative has already begun: under the guidance of SIA's Data Science partner, Information Professionals GmbH, we have begun identifying business questions which we think can be answered with data collected from various members and merged into a common Data Lake.

The project participants, currently eight SIA members from North America, Europe and Asia, want to prove the value of innovative data-driven technologies for the Association and its members, and to make early adoption of Big Data Analytics for business benefit a realistic option for all SIA members. The pilot project is still open to new participants, and anyone interested can get in contact with Big Data Committee Chairman Bernd Appleby (408-202-9935, bappleby@terix.com) or Big Data Implementation Lead John Thompson (+49-171-680-9398, j.thompson@infopro-gmbh.de).

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Our Big Data Project will also be a breakout at the Summit, for more info and to get involved contact Bernd Appleby, chair or SIA

SIA Proudly presents our newest GOLD member IB Remarketing

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2016 Summit: Growth & Profits through Partnerships & Mega Tech Trends (Understanding the Digital economy and the relevance to your company) April 10, 11, 12, 2016 Mirage

Sunday Activity April 10:

- Welcome reception

Highlights Day One Program April 11:

- **Keynote—Mega Tech Trends in the Digital Economy**—Rob Brothers, Vice President IDC Software & Hardware Support
- **Growth & Opportunities in the Digital Economy Panel Discussion**—Tomas O’Leary, Session Chairman & President Origina; Frank D’Alessio, President Maintech; Bill Comfort, President, DecisionOne Corporation; John Wozniak, President SMS Systems Maintenance Services
- **Global Expansion Panel** Bernd Appleby, President TERiX & Session Chairman (NA); Kow Ya, Executive Director DeClout (APAC); Thomas Wolff, Director Partner Management, Technogroup (Europe); Joel Chait, Director Sales ISC Group (Central & Latin America)
- **Valuing your company** Tim McMahon, Managing Director, Grant Grava, Director, Covington Associates, Michael Kosty, V.P. Bregal Sagemount
- **Breakout sessions** simultaneously (questions, sign up on app):
 1. **Big Data**—Bernd Appleby, Committee Chairperson—The Big Data committee will present actions, value, education, resources, access, privacy. The process uses bleeding edge open source software analytical tools, which will be discussed.
 2. **Cloud & Cyber Security**—Jeff Andrews, Chief Technology Officer, GT Software—Growth using cloud; Dr. Richard Schroth—what about cyber security, how to better use it?
- **Networking cocktail hour** Monday evening is networking night set aside for our members to get together for dinner after the cocktail hour.



Two Keynotes,
two Industry IT
Global experts, 2
experts on Cloud
& cyber security,
2 experts on
equity &
investment SIA
2016

2016 Summit Day Two Program April 12:



- **State of the Association and vision for the future**—President of SIA, Tom York
- **TPM Trends and Opportunities** - Christine Tenneson, Research Director, Gartner
- **What keeps you up at night?** - Dwight Strayer, C.O.O. Service Express & Session Chairman; Rich Guglielmo, C.O.O. Amcor Service Solutions; Greg Lorenzen, VP Sales & Marketing, Essential Enterprise Solutions
- **Outsourcing—when do you decide it is time to Outsource?**
Craig Youngblood, President LMS & Session Chairman;
Liz Benz, Executive V.P. Sales & Emerging Markets, Field Nation
- **Keynote: Building a Performance Driven Culture that Drives Great Results**
Ron Alvesteffer, President & CEO, Service Express, Inc (SEI)
- **Breakout Owners Rights session** with Repair.org and Free ICT
- **The Grand Finale** The flagship networking event: Location is LAVO in the Palazzo at the Venetian.



Ron Alvesteffer,
President &
CEO Service
Express closing
keynote

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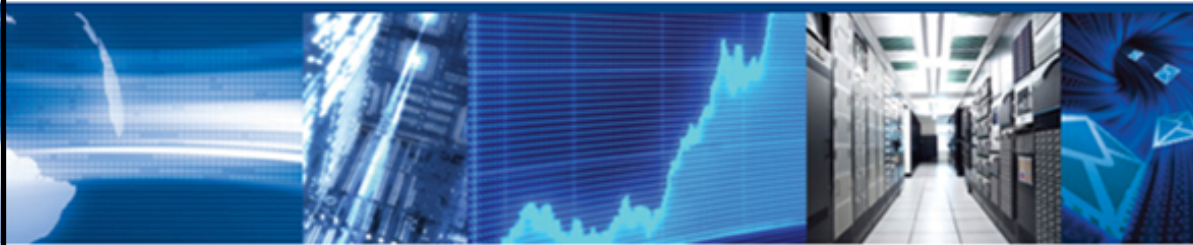
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