

# eNetwork News



## April in Paris Las Vegas for 2017 Summit

By: *Claudia J. Betzner, Executive Director*

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**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.**

We are very excited to hold the 2017 summit at Paris Resort Las Vegas as we previously announced to you last month. The initial program details are on our website and included here in the newsletter. Please be sure to save the date for

April 23, 24, and 25, 2017 with the grand finale ending the event around 9:30 PM on the 25th on the rooftop of Paris overlooking Bellagio waters and directly under the Eiffel tower. We have added much more interactive networking time between sessions to help you achieve your goal of partnering with other members. Our APP will be improved as well for the interactive networking and linking to social media profiles.



We are happy to announce Gartner will kick off with their analysis of the IT service industry and their insights and predictions for the future. Our theme this year “XaaS: Embracing the Digital Revolution” will be two days of insightful ways to expand your portfolio, selling everything as a service, which is the prediction for a majority of the fortune 500 companies by 2020. Global expansion, Big Data, an Equity Forum and Protecting your business will be major sessions.

Our closing keynote, David Houle, is a noted author, futurists, thinker and has been talking about the Shift Age we are entering now from his most recent book “Entering the Shift Age” and his predictions about what he calls the rental economy, we have been calling the on demand digital economy. His keynote will provide insights from both research and his vast knowledge of the economy. Some of you may remember a book called Future Shock, written by his grandfather in the 50’s, which further prepared David for the many books he has had published. If you go to his website you will see many predictions over the past ten years that have come to fruition and he has new ones you will see at the summit. <http://davidhoule.com/>

Additionally, we have moved the **2017 APAC meeting** to coincide just before the summit for the convenience of our APAC members since a majority also attend the summit. The APAC meeting will discuss relevant issues of providing service in the competitive and challenging Asia Pacific marketplace. Our APAC Board Member, Kow Ya, Executive Director DeClout, along with the SIA Executive Director and our Content Chair, Tomas O’Leary, President Origina will be developing the content for this meeting with the assistance and input from our APAC members.



## SIA President's Letter from Tom York



Dear SIA Colleague,

It is hard to believe we are entering the last quarter of the year. I'm sure you, like me, wonders where the time has gone. For the non US members you must be somewhat amused by the US Presidential election and it's feeling of a reality television show. While it does have its comedic moments, the reality is the outcome will have global economic implications that touch all our businesses as does Brexit. We will all monitor this closely.

I want to update you on the progress made by the board since our Strategic Planning session late last spring. As I discussed in the last newsletter, the board is defining the destination for SIA, what I call "The North Star." What is our long term strategy and what do we need to do to get there always keeping in mind what our members tell us they want from the association. What benefits are most important to our members?

In keeping with this I am happy to announce the Chairs, who have specific responsibilities with our new structure:

Finance Chairman—Jerry Edinger, Chairman Pres. CSDP Corporation

Membership Chairman—Scott Swain, Chairman Trident

Membership Retention—Bill McCubbins, Vice President & COO POSDATA

Communications Chairman—Dwight Strayer, COO Service Express

Advocacy & Outreach Chairman—Todd Bone, President XSi

Content Chairman—Tomas O'Leary, President Origina

Events Chair & Executive Director—Claudia Betzner

There is a collaboration matrix between the chairs who will work with each for continuity. I will continue to update you on our progress as we move forward with our plan.

We held a very successful September roundtable in Minneapolis at the Field Nation headquarters and for the first time teamed with a sister association ASCDI/NATD, for a welcome reception and keynote the evening before. We feel this was successful given the feedback and we will continue to look for opportunities to work with various associations.

We have two final events for the year with the program shown in this newsletter. Our Europe roundtable October 27 hosted by Systems Maintenance Services in Birmingham, England, and our last US roundtable for the year December 1 in Atlantic Beach, Florida hosted by OnForce. We do have a few seats available so please contact Claudia to register.

I would offer my thank you to our sponsors for the roundtables which again have been fully sponsored in 2016.

Insights from our  
President....



## SIA President's Letter—Tom York continued

Sadly, we say goodbye to a long term very active board member, Joe Barna, who has worked tirelessly for the association. Thank you Joe for your commitment and continued support of SIA. While Joe may no longer be on the board, he and his company continue to support the association through sponsorship and roundtable participation.

As has been previewed in the Newsletter, we are moving to a new venue for the summit for 2017, which will be held at Paris Resort on April 23, 24, and 25, 2017. While Mirage has provided us with a great space for many years we have outgrown it and the good news is Paris has a much larger space for us. Over the next few months we will be announcing more of the speakers and define the sessions. Many of you indicated we needed more time between sessions for networking so you will see in the 2017 summit more time for partnering and meetings between the members.

We continue to listen to our members and their needs which is why we are holding the APAC meeting just prior to the summit on April 23 so our APAC members can attend both conveniently and more board members have an opportunity to attend and support our important APAC members.

[Repair.org](#) is making progress with the “Right to Repair” bills now introduced in many states. I would encourage you to get involved with this important movement. Having your employees write letters to their respective state legislators is just one way you can support this effort.

I wish you much success as you enter the home stretch for 2016. I also wish you, your families, and loved ones a wonderful upcoming Holiday season.

*Tom*

## SIA says goodbye to our board member, Joe Barna

Joe is taking a break to focus on personal issues and decided to step aside for a while. We are hoping Joe will again consider being a part of the board. He has been involved in SIA as a primary participant and board member since 2006. Since that time Joe has provided much insight to the board, sponsored roundtables, the closing keynote each year and other activities. He has been an advocate of open service and conducted many meetings with the Georgia legislature. Joe's company CDE Services is a company that specializes in the remanufacture and repair of electronic transaction equipment. CDE supports point-of-sale terminals, printers and pinpads, as well as other transaction devices such as ATM machines, state fish and wildlife licensing equipment and much more. In addition to repair services, CDE provides just-in-time inventory management and deployment services for hardware and peripherals. Over the years, Joe's career took him through a full range of the electronics industry, from field-level to corporate. He developed an in-depth understanding of payment processing, as well as the hardware required to make it work. In the early 90's, the field of electronic transaction processing. After fine-tuning his company vision,



Joe launched CDE Services in 1991. Today CDE is the top provider of hardware support services to the transaction processing industry. CDE's main facility is based in Marietta, GA with additional factories and offices in Shanghai. Barry Madel is now the President of CDE Services. I know you will join me in wishing Joe well and hopefully you will see him at our events next year. Thank you Joe for all you continue to do in support of our association and our industry.



**Tribute to our  
board member  
Joe Barna**

**GOLD Members****Maintech****PC SOS****Decisionone Corporation****Technogroup Germany****XS International****SMS Systems Mtnc. Services****IB Remarketing (NEW)****Work Market (NEW)****SILVER Members****Apex Computer****Essential Enterprise Solutions****CSDP****Technology Recovery Group****Procurri****Onforce****Service Express****General Computer****ISC Group (NEW)****KelTech DataSafe (NEW)****Minnesota Computers (NEW)****Integrity Global Solutions (NEW)****NEW MEMBERS****ESP Global Services UK (Oct 2015 )Darren**

Richardson , Mngng

DirectorDarren.Richardson@esp.co.uk

**ROER International (Oct 2015) ARG**

Ernesto Rodriguez Lourido, Director

erodriguez@roerinternational.com

**General Computer ITALY (Nov 2015)****SILVER**

Roberto Barbieri, Pres.

roberto.barbieri@gci.it

**Highsource Technology CHINA (12/2016)**

Keynos Shen, CEO

kynos.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 &amp; Managing Ptnr.

j.thompson@infopro-gmbh.de

Freilassing GERMANY

**Ardent Support Technologies (3/2016)**

Jim Stevens, Co Founder

jims@ardentsupport.com

Dover NH

**KelTech DataSafe (4/2016)**

Mike Kelly, Director Operations CANADA

905 427 0886

mkelly@ktds.ca

Ontario, CANADA

**Minnesota Computers LLC (5/2016)**

Jay Farber, General Manager

763 577 0803

jay@minnesotacomputers.com

Minneapolis, MN

**Integra Multi Vendor Services, B.V. NETH (6/2016)**

Maarten Folmer, General Manager

31 (0) 88 900 6000

m.folmer@integramvs.com

LN Hoofddorp The Netherlands

**Shibuya (6/2016)**

Kjell Olsson, CEO 46 70 8662303 Sweden

kjell.olsson@shibuya.se

Kista, Sweden

**VizTech Visionary Technical Solutions (6/2016)**

Terri Austin, CEO

678 597 2300 Duluth, GA

Terri.austin@viztech.com

**PlanIT HARDWARE (7/2016)**

Matt Edwards, V.P. Ops &amp; Client Services

404 961 1167 Smyrna, GA

medwards@planithw.com

**Xuper Limited (9/2016) UK**

Katy Hibbert, Int'l Operations Manager

1 332 362 481 UK

Derby, England

Katy.hibbert@xuper.co.uk



Welcome new  
Silver Integrity  
Global  
Solutions

## SIA Welcomes newest Silver level member - Integrity Global Solutions

Integrity Global Solutions is a Twin Cities based company with more than twenty years of experience buying and selling new, used, and refurbished data center hardware and parts for companies and service organizations around the globe.

We have one of the industry's largest supplies of server, storage, and networking parts from major manufacturers (HP, Dell, IBM, Cisco, NetApp, Sun, EMC, and more) with new items arriving daily to our fully stocked 25,000 square foot warehouse. By utilizing used and refurbished products along with factory refurbished and overstock channels to source our hardware, we are able to carry a huge variety of equipment and parts, including many hard to find items no longer available from the OEMs.

Each of the over 120,000 parts we sell annually are meticulously verified by their part and serial numbers, physically inspected, and rigorously tested with diagnostics and given any updates when available or as required by manufacturer standards. Our technical engineers pride themselves on our less than half a percent annual return rate and do everything they can to make sure our refurbished products perform and look as if they were new.

In addition to sales of data center hardware, we also purchase equipment and assets, offering free fair market value estimations and custom drive formatting that meets the Department of Defense's strict standards for clearing sensitive company data. From the planning stages and purchasing to maintenance needs and end of life cycles, Integrity Global Solutions has you covered.

## SIA September Roundtable MSP hosted by Field Nation review & joint event with ASCDi/Natd

The joint event kicked off with welcomes by SIA & ASCDI, followed by introductions. Andrew Shore, General Counsel for ASCDI and lobbyist for the YODA bill now in the US congress provided an update on the progress. One of the highlights of the event was the Minnesota Senator, Dave Osmeck providing an overview of the Right to Repair (Repair.Org) bill now in the Minnesota legislature and his commitment to be the first state to pass the right to repair bill in Minnesota. He discussed how right to repair is an issue on both the republican side and democrat side where there is collaboration on the bill with environmental issues. He went on to say he believes he can get it passed in the early spring of 2017. The joint event concluded with the keynote speaker, Thom Singer mastermind of "The cool things project" and author of "Some Assembly Required." Thom provided insightful direction on how to best partner, use the tools of the trade and make meaningful business connections. The joint reception that evening was a very successful networking event. Special thanks to Joe Marion and ASCDI for all they did to make it so successful.

Our Roundtable on Thursday September 8 was hosted by Field Nation at their very impressive corporate headquarters and dynamic innovative facility where thought leadership and innovation are the rules of engagement. They provided a comprehensive presentation on workforce management systems and the variable workforce model highlighting benefits and their research. Billy Cripe, The Chief Marketing Officer made the presentation. This was followed by presentations on constraints and compliant restrictions. Barry Madel, President and Randy Siebold of CDE Services in Atlanta provided the PCI compliant restrictions on Point of Sale equipment and Dwight Strayer, C.O.O., of Service Express led the discussion on enterprise and midrange equipment. The final presenter and discussion of the day was led by John Kamen, President of Delta Computer on Opportunities and growth in the service industry. What his company is doing to add new services and use existing resources to grow the business. The day ended with a cocktail hour and dinner at an authentic Irish pub hosted by Field Nation. Special thank you to all the staff at Field Nation for providing the facility, all meals including cocktails and dinner, and such a professional tour with such dedicated and engaged executives and staff. Special thank you to Gillian Goranowski and her team for all the meeting logistics.



**Thank you to  
Field Nation  
for such a  
successful fall  
roundtable &  
ASCDI for the  
joint event**



## Advocates, Tinkerers fight for their “Right to Repair” devices

ANDREW THOMPSON (LAST OF NBC SERIES OF ARTICLES)

With electronics becoming ever harder to fix because of design and legal restrictions, a loose coalition of repair professionals and environmentalists is putting the screws to manufacturers that they claim are fattening their bottom lines by deliberately engineering disposability into their products.



Televisions available for rent line a shelf in the prop library at the Gowanus E-Waste Warehouse in Brooklyn. Jennifer Weiss / NBC News Loosely known as the "right to repair" movement, its advocates say the ability to tinker with products you

own is a basic property right and necessary to create a healthy sustainable market. Many efforts by manufacturers to block repairs, they maintain, are intended to force consumers to buy new products or expensive warranties — not protect their intellectual property. "We've been getting picked at little by little over 20 years," Gay Gordon-Byrne, the founder and director of the [Repair Association](http://Repair Association), said of the erosion of reparability in a host of consumer products, especially electronics.

The Repair Association — a coalition of service, security and environmental organizations founded in 2013 — is fighting restrictive repair policies and legal protections that prevent non-authorized repairs on many products that contain software — a quickly growing class of objects known as the "Internet of Things" if they also connect to the web. In addition to trying to push Congress to add restrictions to the Digital Millennium Copyright Act (DMCA) to prevent manufacturers from using it to broadly restrict the ability to fix their products, the association is fighting in states to roll back repair limitations. Last year the group helped win introduction of so-called right-to-repair legislation in four states — [Massachusetts](#), [Minnesota](#), [Nebraska](#) and [New York](#). None of the measures passed, but the Repair Association and other advocates expect them to be reintroduced this year.

The measures, all drafted with similar language that the Repair Association helped develop, would have prohibited digital equipment manufacturers from selling parts only to authorized servicers and required them to provide software updates whether a device is under warranty or not. They also mandated public information campaigns directed at repairers and owners of equipment "to inform them of their rights and responsibilities." **New York state Sen. Phil Boyle**, a Republican who introduced that state's version of the law, said the legislation is needed to rectify a steady chipping away of owners' rights. "To me it was a situation where if you bought a product, it should be yours as long as the IP (intellectual property) isn't protected," he said, acknowledging that the state laws would not address federal copyright issues that protect intellectual property. Some manufacturing groups have lined up against the bills.

Update from Gay: It only takes ONE state to up-end repair monopolies and with each additional effort, the odds improve. At our recent joint ASCDI/SIA Meeting in Minneapolis, Minnesota Senator David Osmek affirmed that he is teaming with Senator Jerry Hertaus in a truly non-partisan effort to make sure that Right to Repair passes in Minnesota in 2017. They are in competition with New York, Massachusetts, and Nebraska for the honor of being first.



We are looking to bring an additional 4-6 states into action in 2017. Anyone with a personal connection to a state legislator can light the spark that results in a bill. Please bring all ideas forward to Gay.

[ggbyrne@repair.org](mailto:ggbyrne@repair.org)

To get  
involved in the  
fight go to  
[repair.org](http://repair.org)

## SIA Announces the final roundtable of the year December 1 Atlantic Beach, Florida hosted by OnForce



The event will take place at One Ocean Resort and our discount rate is \$169. You will fly into Jacksonville, Florida and the resort is directly on the ocean about 20 minutes from the airport. It is also about the same distance from The Players Club golf tournament at Sawgrass, which you may want to fly in a day early to play at this prestigious course. The link for the hotel and the most updated information will always be on our website but here is the preliminary program:

11:00 am Welcome – Tom York, President SIA & OnForce Executive

11:15 am Introductions

11:30 am Competition and New U S Government regulations for independent service providers providing Federal services which came out of the counterfeit parts issue. With an estimated half of members providing parts, repair services to US Government in the supply chain, plus new regulations in the variable labor market, how will the new reg's affect our members and what can we do about it? Develop an action plan. Todd Bone, President XSi & OnForce

12:30 pm Lunch sponsored by OnForce



1:30 pm In Volatility lies Opportunities:  
Expanding your portfolio – What's going up, what's going Down. XaaS: how you sell everything as a service focusing on your expertise in the supply chain. This will be a brainstorming session that will feed into content for the annual summit on challenges and opportunities in *expanding your portfolio*, a primary session at the summit. The participants will then break into 4 groups to develop expansion plans in their area of services: (1) Depot, (2) Parts, (3) Data center storage & enterprise, (4) Point of sale. Scott Swain, Chairman Trident will moderate

2:45 pm Break & presentation by sponsor, OnForce

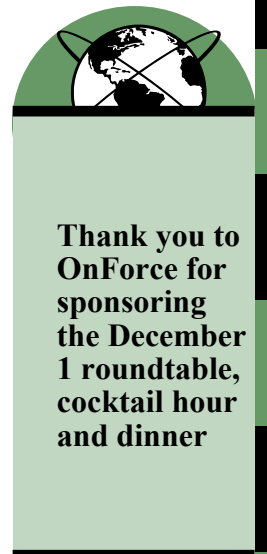
3:15 pm Continuation of brainstorming content session with results presented to all roundtable delegates by each of the 4 groups.

4:30 pm Wrap up – Open Discussions (this is meant to bring up any topic you would like input on)

6:00 pm **Cocktail Hour and Dinner @ The North Beach Fish Camp (Wheel House upstairs) TBD by OnForce, our Sponsor for cocktails and dinner – Town Center Mall across street**

Go to the website to register for hotel:  
<http://www.servicenetwork.org/events/end-of-year/>

Send email to me to register for the meeting:  
[Claudia.betzner@servicenetwork.org](mailto:Claudia.betzner@servicenetwork.org)



**Thank you to  
OnForce for  
sponsoring  
the December  
1 roundtable,  
cocktail hour  
and dinner**



## 2017 Service Industry Global Executive Summit for Service Leaders

### Paris Las Vegas April 23, 24, 25, 2017

**Sunday April 23 Welcome Reception**

**Monday, April 24 Strategic focus Day**

- Welcome—SIA President
- **Keynote**—Gartner Insights, Trends & Analysis  
Christine Tenneson, Director Research Infrastructure
- **XaaS: Expanding your Portfolio** (Selling everything As a service)  
Professional, Managed, Software, enterprise Support, storage +last mile touch.
- **Global partnership Expansion** The session will begin with map of member locations; discussion on how to start a business identifying cultural differences in (1) APAC (2) EMEA (3) North & South America
- **Social Media Marketing**—Josh Leatherman, Director Marketing, Service Express



2017 Summit will help you add to your services portfolio. Thank you to 2017 sponsors signed up

**Equity Partner Forum** Each will have 5 minutes to talk about their focus and clients they are seeking; interested Delegates will meet up separately; open discussion in room of companies that have gone thru the process and what to look out for.

- Reception

### Tuesday April 25 Operational Focus

- **State & Vision**—SIA President, Tom York  
A state of the association and the President's vision going forward to support our members goals.
- **Protecting your business & Review of repair.org**
  - (1) Bill Boyle, NY Senate Process & How you sell the bill
  - (2) Repair.org update and how to get involved
  - (3) Advice of Counsel—pitfalls to avoid
- Break—Mobile device showcase
- **Big Data** results & Analysis—Alfried Netzband, Managing Director Technogroup Session Chair & Dwight Strayer, COO Service Express
- **Data Centers Modernized**—A white paper
- **Closing Keynote**—David Houle, Futurist, Thinker, Noted Author—Entering the Shift Age. David will discuss his predictions for the future and the economic forecast for our industry.
- Grand Finale—April in Paris under the Eiffel Tower on the rooftop of Paris resort overlooking the waters of Bellagio at Chateau Nightclub.





## SIA Europe roundtable October 27 in UK hosted by SMS is shaping up to be a great one



Jury's Inn—245 Broad Street, Birmingham, B1 2HQ

**October 27 SIA Executive Roundtable will be at Jury's Inn ,  
Tour at SMS 55 Melchett Road, Kings Norton Business Park, Kings Norton, Birmingham, West Midlands, B30 3HP  
(Bus Provided)**

### The discussions open & dynamic - relevant to our industry



- 10:15 am Welcome – Tom York, President SIA & Jeremy Beavis, Europe General Manager SMS
- 10:30 am Market direction in Europe, major direction changes. Second part will be “Brexit” effects on European countries, what are the tax implications and M & A activity. Discussion leader from RSM
- 12:00 pm Lunch
- 1:00 pm Developing a European network of partners. What to look for, what is the decision criteria with a focus on first the European market, second globalization. SIA membership in Europe with map of countries where SIA members are today and how we fulfill new members from countries not yet SIA member. **Alfried Netzband, Managing Director Technogroup, SIA EU Board member**
- 2:00 pm Break
- 2:15 pm Update on Free ICT and Repair.org – Tomas O’Leary, President Origina & SIA Europe Board
- 3:00 pm SIA Big Data Project – John Thompson, Founder & Managing Partner, Information Professionals GmbH
- 3:45 pm Board bus for SMS & Tour of facility
- 5:30 pm Board bus at SMS for restaurant
- 6:30 pm Cocktails in Tepee gardens—The Boot
- 7:30 pm Dinner - The Boot At Lapworth

**Host for the roundtable:**



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UK event**



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**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



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## A BETTER PARTNER FOR DATA CENTER MAINTENANCE

seiservice.com

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### CUSTOM SOLUTIONS

Server / Storage Maintenance  
OS Support  
Hardware Sales  
Data Center Relocations  
Virtualization



### EXPERT SERVICE

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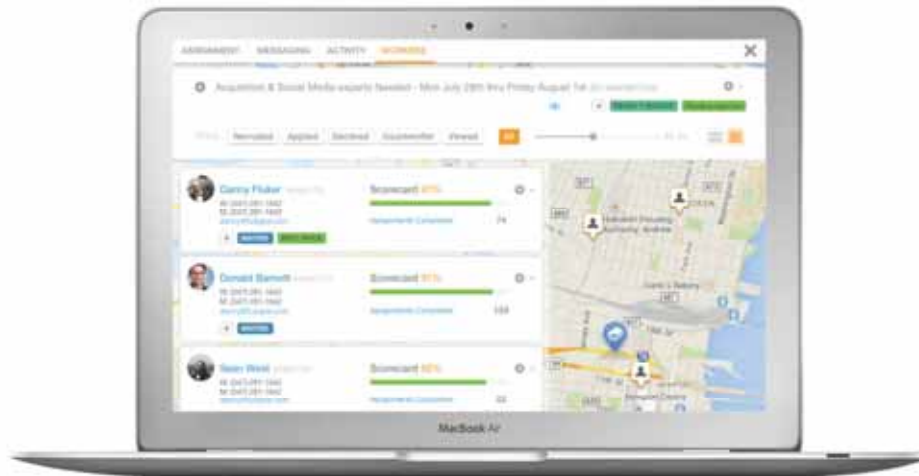
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