

User Summit | Executive Speakers



Morris Panner
CEO
OpenAir

Since 2001, Morris Panner has been CEO of OpenAir. Under his leadership, OpenAir has been named one of the Fastest Growing Private Companies in New England in both 2006 and 2007, a Deloitte & Touche Fast 500 Company, a Finalist in the 2005 Software and Information Industry Association CODiE award competition and a Top 25 Global Service Provider by ASP News. Furthermore, under Morris' tenure, OpenAir was awarded the 2008 CODiE for Best Business Software Solution by the SIIA.

Morris was previously an attorney for the U.S. Department of Justice in Washington, D.C. and spent a year fighting narco-terrorism at the U.S. Embassy in Bogota, Columbia. Before that, he was a Federal Prosecutor in New York City, an attorney at Wachtell Lipton and a banker at Lazard.

A graduate of Harvard Law School and Yale, Morris is co-Chairman of the Board of the Software Division of the Software and Information Industry Association and on the Board of the Washington Office on Latin America, a leading advocacy organization for human rights and social justice in Latin America. He is a frequent speaker and has been featured in the Boss column of the The New York Times, Forbes and Fast Company.



Zach Nelson
President & CEO
NetSuite

Zach Nelson has more than 20 years of leadership experience in the hi-tech industry, where he has held a variety of executive positions spanning marketing, sales, product development and business strategy with leading companies such as Oracle, Sun Microsystems, and McAfee/Network Associates.

Zach has been CEO of NetSuite since 2002. Under his leadership NetSuite's revenues have grown ten-fold, workforce has quintupled to more than 500 employees, and its customer base has expanded to thousands of companies around the globe. Recently named as CRM Influential Leader of 2006 by CRM Magazine, Nelson has led NetSuite to be one of the hottest software companies in the world.

Zach holds a patent in the field of application integration, and has several others pending approval.

He holds B.S. and M.A. degrees from Stanford University.

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David Maister
Author

David Maister is widely acknowledged as one of the world's leading authorities on the management of professional service firms.

In 2002, he was identified as one of the top 40 business thinkers in the world (BUSINESS MINDS, Financial Times/Prentice Hall).

For twenty-five years he has advised firms in a broad spectrum of professions, covering all strategic and managerial issues, building a global practice that finds him spending about 40% of his time in North America, 30% in western Europe, and 30% in the rest of the world.

His first book on professional businesses, "Managing the Professional Service Firm", was published in 1993. It was followed in 1997 by "True Professionalism". In 2000, he wrote "The Trusted Advisor" with Charles H. Green and Robert M. Galford. In 2001, he published "Practice What You Preach". In 2002, he co-authored "First Among Equals" with Patrick McKenna. In January 2008, he self-published his latest book, "Strategy and the Fat Smoker" based on a series of articles written during the previous year.

His books are currently available in English, Arabic, Dutch, Estonian, Finnish, French, Spanish, Indonesian, Japanese, Korean, Polish, Russian, Serbo-Croatian and Chinese.

A native of Great Britain, David holds degrees from the University of Birmingham, the London School of Economics and a doctorate from the Harvard Business School. He began his teaching career at the University of British Columbia, Canada, and then joined the Harvard Business School faculty, where he taught courses in managing service businesses from 1979 until 1985.

Maister lives in Boston with his wife and coach, Kathy. He is an avid collector of popular music, and owns more than 15,000 CD's and a rapidly growing number of DVDs. In March of 2005, he finally took his own advice, gave up smoking and lost 30 pounds.



Randy Mysliviec
President
RTM Consulting

Randy Mysliviec leads RTM Consulting, providing high impact advisory services for technology companies professional and consulting service businesses. RTM Consulting provides strategic and operational advice helping technology companies increase revenues, grow margins and profits, and deliver best-in-class solutions by leveraging professional and consulting services more effectively. Acknowledged by industry sources as an expert in Global Resource Management (GRM), Randy helps multi-national companies with the complex challenge of operating professional services teams serving global markets.

Prior to establishing RTM Consulting, Randy was SVP, Consulting and Professional Services for Convergys, successfully managing and growing a multi-hundred million dollar business with 1600 employees in 31 countries across six continents. During his tenure with Convergys beginning in 1999, Randy served as SVP, Sales and Marketing for the IMG Division, SVP of Corporate Marketing, and President of the Wireless Business Unit.

Randy began his career with 18 years at IBM, serving in a variety of sales, marketing, and general management roles. After IBM, Randy was VP and GM at Seer Technologies, a publicly traded software and services firm located in Raleigh, North Carolina. After Seer, Randy was President and CEO of a start up services firm in the Carolinas.

Randy holds a B.S. from California Polytechnic State University, San Luis Obispo, California where he majored in Business Administration with a concentration in Management Information Systems. He is a founding member of the Technology Professional Services Association (TPSA) and served as a member of the TPSA Advisory Board. Randy is also a licensed instrument rated private pilot.

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Cydney Berry
SVP Customer Delivery
and nGen Expertise
nGenera Corporation

Cydney is responsible for Customer Delivery at nGenera. Prior to joining nGenera, Cydney was Vice President, Services and Customer Support for TransactTools, a software company acquired by the New York Stock Exchange in 2007.

Cydney has been in the technology business for over 20 years and held executive leadership positions at both software and services companies, including Atos Origin and Parametric Technology. Cydney has extensive global experience, having held leadership positions with responsibilities for operations in Europe, South America, Latin America, and Asia Pacific.

Cydney has an MBA from the University of Houston and a BBA from the University of Texas at Austin.



Jodi Cicci
President and CEO
TOP Step Consulting

Jodi Cicci, President & CEO, has been involved with IT for over 20 years in many roles ranging from software developer to project manager to operational director. This has given her a breadth of experience in technology services to understand the uniqueness each company offers and how tools and processes can improve the efficiency of business operations.

With her heavy involvement in the OpenAir system and work with OpenAir as Lead Customer Advocate of the annual User Summit, she founded TOP Step Consulting in 2007.

TOP Step Consulting understands the challenges and rewards of managing an on-demand PSA/PPM system in a multi-office, even multi-national environment. They can serve as your in-house advisor when you are considering a complex deployment of the OpenAir system. Once you deploy your OpenAir system, TOP Step can help you get the most out of it, including release management, system administration, ongoing training and overall business efficiency consulting.

James Cho
Director of Service
Operations
SPSS, Inc.

James has more than 17 years of professional services experience. He is currently the Director of Service Operations of SPSS, Inc. His main responsibilities include supporting the global services organization with resource planning, forecasting, revenue recognition and other general support functions.

Prior to joining SPSS, James held various business and sales operation positions at companies such as Microsoft, CSC, and MCI. James has a BA in Government Politics and Economics from the University of Maryland – College Park, MD.

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Daniel Cohen-Dumani
Founder & CEO
Portal Solutions, LLC

Daniel Cohen-Dumani is the founder and CEO of Portal Solutions, LLC. Daniel has more than 20 years experience in the computer science field. Since 2002, Mr. Cohen-Dumani has been focusing on building a successful practice focusing on Microsoft SharePoint Product and Technologies solutions. Portal Solutions (<http://www.portalsolutions.net>) is a fast-growing SharePoint solution provider known for its innovation, superior technical expertise, and exceptional focus on customer satisfaction. Combining “off the shelf” SharePoint with customized capabilities and enhancements, Portal Solutions uses efficient yet flexible design and implementation processes to deliver long-term value to its clients.

Prior to founding Portal Solutions, Mr. Cohen-Dumani was a Chief Technology Officer for On Campus Marketing, a leading fund-raising firm for the college market-place. Mr. Cohen-Dumani was also a Chief Information Officer for Execustay by Marriott from 1997 to 2000. During his tenure at Execustay, Mr. Cohen-Dumani successfully built a technology organization to support the company mission and growth strategy. Mr. Cohen-Dumani earned a Masters Degree in Computer Science from the Swiss Federal Institute of Technology in Lausanne, Switzerland.



Amy C. Hassinger
Director, PMO Operations,
Professional Services
Witness Actionable Solutions
Verint Systems Inc.

Amy Hassinger joined Verint Witness Actionable Solutions in 2003, and has served as technical instructor, systems engineer and professional services consultant. Currently, as Director of PMO (Project Management Office) Operations for the Professional Services organization, Amy is responsible for all strategic back-office and business system initiatives, and manages all business processes that take new and existing customers through the complete project lifecycle – from sales booking through implementation and training, as well as process and change management, performance management and solutions consulting. Amy became a Director at the beginning of 2008.

Verint[®] Witness Actionable Solutions[™] is the leader in analytics-driven workforce optimization software and services. Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience. Verint Witness Actionable Solutions is a business line within Verint Systems Inc.

Amy was recently nominated for Woman of the Year by the Women in Technology (WIT) group.



Markus Kuepper
Director of Global Operations
for Professional Services
Software AG

Markus Kuepper has 20 years experience in the European IT Market. He has worked for large European system integrators and is now Director of Global Operation of Software AG's Professional Services division. In the last 20 years he has gained experience in different areas of the IT professional service business. Markus started his career in software development projects as functional analyst, IT Consultant and project manager in the Telecommunication sector. After 5 years he moved to finance and became head of controlling, first in the German branch, later with international responsibility. Finally he was CFO and HR director of the German branch of a European system integrator in the Telecommunication sector. Markus became Director Global Operations for the professional service division of Software AG two years ago; he is responsible for international resource management, the Global Project Office with a team of international project manager, and the definition of the global methodologies, processes and tools.

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Beat Neuhaus
Head of Global Services
Operations
Siemens PLM Software

Beat Neuhaus is the leader of the Global Services Operations of Siemens PLM Software, a business unit of the Siemens Industry Automation Division. In this role Beat is responsible for the successful implementation and deployment of Siemens PLM Software to their customers so they can unlock the business value of Siemens PLM Software.

The other aspect of Beat's role is to drive the constant improvement and optimization of Siemens PLM Software's services value chain by implementing world class business processes and systems.

Beat has been appointed to his current role in 2006. Before this he was living and working in Hong Kong building up the services business for his company in Asia Pacific (2003 to 2005). Prior to that assignment he was a project manager in Central Europe and then managing the services business in EMEA (1999 to 2002) for SDRC (that became EDS PLM Solutions in 2001, UGS in 2004 and Siemens PLM Software in 2007).

Beat has a degree in Mechanical Engineering. He lives with his family in Fribourg, Switzerland and in his spare time he likes reading and hiking in the Swiss mountains.

Melanie Winfrey
Director
Corporate Operations
ITA Software

Melanie Winfrey is Director, Corporate Operations at ITA Software. Many of the world's leading airlines and travel companies use ITA's innovative solutions to better serve their customers, improve the economics of their business, and tap into a deep well of potential revenue.

Prior to her current position at ITA, Ms. Winfrey served as Operations Manager at ProfitLogic.



Jonathan Schultz
Senior Project Manager
Court Square Group, Inc.

Jonathan Schultz is a Senior Project Manager with Court Square Group, Inc. For the past two years, Jonathan has been supporting many different clients' project management needs through mergers and acquisitions, data center consolidations, and enterprise application implementations such as OpenAir.

After earning his Bachelors of Science Degree in Information Technology from Penn State University, Jonathan has worked in various key roles in IT and PM. His experience has given him in depth knowledge of the pharmaceutical, semiconductor, and automotive manufacturing industries. In addition, Jonathan also provided support to the US Navy as a government IT consultant. His IT experience ranges from desktop, server, telephony, network, and data center support to senior leadership. His PM experience ranges from global manufacturing consolidations, facilities expansions/consolidations, ERP implementations, and large technology transitions.

Jonathan is an active member of the Lehigh & Delaware Valley Chapter of the itSMF, PMI, and a Philadelphia Advisory Board Member for the Project Summit & BusinessAnalystWorld.

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Ryan Cantrell is the Director of Operations and is responsible for the successful delivery of RTP's Internet solutions. As a member of the management team he is also responsible for setting strategy and direction for the division.

Ryan has 12 years experience delivering Internet enabled solutions to companies in the Silicon Valley. Prior to joining RTP, Ryan worked as a Manager with Accenture's San Francisco practice.

Ryan Cantrell
Director of Operations
Resort Technology Partners



Carrie Cox has been an employee of Digital Technology International (DTI) for 8 years. During that time, she has worked as a Project Coordinator, Special Projects Team Leader and currently as DTI's main OpenAir Administrator.

Prior to that, Carrie worked as a Marketing Specialist at the Pinnacle Music Group in Salt Lake City, Utah.

Carrie has a Bachelor of Arts degree in Communication Studies from Brigham Young University.

Carrie Cox
OpenAir Administrator
Digital Technology
International

Nicole David
Senior Project Manager
PreVisor

Nicole David is a Senior Project Manager at PreVisor, which is a leading provider of pre-employment assessments and other talent measurement solutions. Employed by PreVisor since 2006, Nicole serves as the OpenAir administrator for her organization in addition to performing her client project management responsibilities.

Prior to joining PreVisor, Nicole worked as an intern and Project Manager at Gantz Wiley Research (now Kenexa) from 2001 to 2005, focusing primarily on employee opinion research.

Nicole graduated from the University of St. Thomas in Saint Paul, MN with degrees in Psychology and French. She is currently pursuing a Master's degree in Leadership from Augsburg College in Minneapolis, MN.

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Erika Imhoof
Operations Manager
Beaconfire Consulting

Erika Imhoof is Operations Manager for Beaconfire Consulting in Arlington, Virginia. Working exclusively with progressive nonprofit organizations, Beaconfire provides Web technology consulting in the areas of Web Design & Development, Online Campaigns & Marketing, Strategy & Planning, and Software Evaluation. Clients include the ACLU, the American Lung Association, Heifer International and Share Our Strength. Prior to Beaconfire, Erika was the Director of User Experience, Design & Development at E-centives, and Sr. Manager of Web & Print Publishing at Phillips Investment Resources.



Jignesh Jain
Senior Director
Niteo Partners

Jignesh Jain is a Senior Delivery Director at Niteo Partners, Inc. Niteo is a leader in providing business intelligence and enterprise planning services to Global 2000 customers. In his role at Niteo, Jignesh is responsible for the services delivery function – including resource management, project management recruiting, training, and skills management.

Jignesh brings close to fifteen years of experience in the consulting and system integration space having led strategic IT initiatives for diverse clients such as American Heart Association, Citicorp, John Deere, Sun Microsystems, and Wells Fargo.

A graduate of the Indian Institute of Technology (IIT) Bombay, Jignesh earned his MBA from the University of Chicago.



Keith McInish
Vice President,
Professional Services
Seagull

Keith McInish has twenty-five years' experience in IT, with more than twenty in professional services. His career spans ten years with large systems integrator and MCS organizations (EDS and Price Waterhouse), and more than eleven years running professional services organizations within software companies.

He has a track record of building successful organizations through recruiting and developing top talent, partnering with his sales organization, and at the same time relentlessly focusing on delivering a healthy P&L to ensure an appropriate profit contribution back to the company.

Tina Wheeler
Applications Program
Manager
PRTM

Tina Wheeler is Applications Program Manager at PRTM. Prior to her current position at PRTM, Ms. Wheeler has held various management positions within the organization as well as served as Controller and VP of Finance at Maser of Austria. She holds a degree from the Bentley College – Elkin B. McCallum Graduate School of Business.