

User Summit | Executive Speakers



Morris Panner
CEO
OpenAir

Since 2001, Morris Panner has been CEO of OpenAir, the leader in Professional Services Automation software (PSA).

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 winner in the 2008 Software and Information Industry Association CODiE award competition, and a Top 25 Global Service Provider by ASP News. In June of 2008, OpenAir was acquired by NetSuite (NYSE: N).

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, Colombia. 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, the Boston Business Journal, 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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Jodi Cicci
President & 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.



Ronn Breaux
Vice President of Client
Services
TOP Step Consulting

Ronn Breaux, Vice President of Client Services, has spent his career solving business issues and striving for operational excellence. He has done so in many roles from CFO to Professional Services Management, giving him insight into the challenges of service oriented businesses. He brings unique skills in both business operations and system knowledge due to the fact that he has evaluated and implemented many tools to help businesses reach their business goals. He has been very involved with OpenAir system configuration and management and joined TOP Step in order to help companies achieve operational excellence using best-of-breed tools and processes.

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, online administration training, onsite customized training and overall business efficiency consulting.



Jeff Chandler
Corporate Analyst
Outcome Sciences

Jeff Chandler is a Corporate Analyst for Outcome, a leading provider for patient registries, post-approval studies, and integrated technologies for evaluating real-world outcomes. Jeff joined Outcome in 2008 to conduct quantitative analysis of financial and resource data aimed at improving the efficiency and effectiveness of services for business groups and projects. In that role, he initiated and led the implementation of OpenAir at Outcome and now serves as their primary administrator.

Prior to joining Outcome, Jeff owned and operated a business focused on assisting small business owners with improving marketability by designing and managing effective websites. Jeff has a Bachelors of Business Administration in Finance and International Business from James Madison University.

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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.



Melissa Brenner
Program Director
Eliassen

Melissa has been involved in IT for over 15 years. In that time, she has served in various roles ranging from web developer to QA & release manager to professional services practice manager and senior project manager leading multiple enterprise-wide international application implementations.

Melissa is currently the application program director responsible for the OpenAir system and its associated business processes from the sales process through to invoicing and revenue recognition including integrations to GL and payroll systems. In addition, she is responsible for providing best practice methodology and strategic vision as well as tactical tools for the project managers for eClinical Solutions, a division of Eliassen Group while serving as a consultant as needed.

eClinical Solutions, a division of Eliassen Group, provides an authoritative team of clinical data management, training and consulting experts who facilitate and expedite electronic management of data in clinical trials for pharmaceutical, biotechnology and medical device companies. eClinical Solutions provides Data Management Services, EDC Services, Statistical Programming, Training Solutions, Reporting Solutions, Strategic Consulting, User Acceptance Testing (UAT)/Validation Services, as well as Clinical Data Repository solutions for the pharmaceutical, biotechnology and medical device industries. For more information, go to www.eclinicalsol.com or call 866-961-3542.



Brad Reeves
Finance Director
AIPEX PTY LTD

Brad Reeves is Finance Director for AIPEX Pty Ltd based in Melbourne, Australia. AIPEX is an I.T. professional services firm with 70 employees, which principally services large corporations and government agencies in Melbourne and Sydney. AIPEX has used OpenAir as its PSA system for four years and has recently integrated OpenAir with NetSuite's ERP and CRM.

Brad has been in various finance and management roles in I.T. professional services businesses for 22 years and has a great interest in project accounting for consulting firms.

Brad holds a Bachelor of Business (Accounting) from Monash University and is a C.P.A.

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Alan Rubel
Database Administrator
JCR

Alan Rubel is the Database Administrator and senior architect at Joint Commission Resources (JCR). JCR is an affiliate of the Joint Commission, providing accreditation resources to hospitals and health care agencies worldwide.

Alan has over twenty years experience designing databases and building custom interfaces to load, transform and extract business information from data. In addition to his current role at JCR he has defined data solutions for such organizations as IBM, Kraft Foods and Discover Card.

At JCR he designed the back-end database and automated interfaces used to tie OpenAir to salesforce.com, MAS 500 (invoicing and financial reporting), UltiPro (payroll) and to Microsoft Integration and Reporting Services (for a variety of data transformation and user reporting needs). Some features of these interfaces include: 24 x 7 availability, audit trail generation, ability to run jobs via a scheduler as well as providing a user driven ad-hoc scheduling ability. These interfaces were critical to the successful implementation of OpenAir at JCR and provide a flexible platform for the addition of future services.



Joe Longo
Vice President
MetricStream

As the Vice President of Professional Services, Joe Longo is responsible for delivery of customer solutions and consulting services based on MetricStream's business applications. Before joining MetricStream, Joe was VP of PSO at Selectica, a contract management company. Prior to that, Joe was VP of PSO at Valicert, Inc and the VP of PSO at Worldtalk. Both companies went through successful IPOs during Joe's tenure.

During his career, Joe has provided direct consulting expertise to major enterprise customers such as the Federal Reserve Bank, Hong Kong Post, Wells Fargo Bank, MCI, and others.

Joe has a degree in Computer Science from the Royal Melbourne Institute of Technology, and a Post Graduate Diploma in Digital Communications from the Chisholm Institute of Technology.