



Welcome to the New Members of our Sales & TAC Teams!

This year has brought growth along with many positive changes to Advanced Network Systems. Besides the recent addition of two key sales management positions, we've gained two new employees in our sales department and a new coordinator for our technical services team. As you read the following staff bios, you'll quickly see that the result of all these changes is a stronger operational infrastructure and improved support capabilities—all to serve you better.

Allen Hughes Joins Advanced Network Systems as Director of Sales. Allen Hughes joined Advanced Network Systems in September as its Director of Sales, a key role responsible for strategy development and staff management of the inside and outside sales teams. Allen comes to the company with over 20 years of experience in sales management, sales operations and customer care. Prior to joining Advanced Network Systems, Allen was Global Channel Development Manager for GE Fanuc, and before that, he served as the East Coast Sales Manager for Sperry Marine, a division of Northrop Grumman. Allen is an active and dedicated member of the local community, having served as a long-standing volunteer and current Board of Directors member of the Thomas Jefferson Area United Way. You can reach Allen in our Charlottesville office at 434-220-8657/800-639-6757 or ahughes@getadvanced.net.

Herbert "Skip" Degan – Our New Northern Region Account Executive. In late October, Skip Degan joined Advanced Network Systems as its new Account Executive for the northern region. This position was previously held by Emily Bessell who has recently become our Inside Sales Manager. Skip, who is a seasoned industry sales veteran, brings significant experience in key account management and business development. Prior to joining our sales team, he held account manager positions with leading network infrastructure providers including ADC Telecommunications and ICC where he expanded sales in key vertical markets. During this initial transition period, Skip is becoming familiar with all of our existing accounts that fall under his care. Over the weeks to come, Skip, Emily and the rest of our sales team will be working together to facilitate a smooth handoff and to ensure that we continue to consistently meet your requirements and expectations. You can contact Skip at 434-220-8649/800-639-6757 or sdegan@getadvanced.net.

Emily Bessell – A Familiar Name in a New Position. In October, Emily Bessell began a transition from her role as the Northern Region Account Executive to her new position as Advanced Network System's Inside Sales Manager. The Inside Sales Manager position was recently added by the company to provide an extra level of management support for our company's growing inside sales and customer care activities. In her new role, Emily, who has been an integral member of Advanced Network Systems' sales team since 2005, is responsible for supervising the day-to-day activities of the customer service/inside sales department as well as managing its staff. In addition to her new managerial responsibilities, Emily is working to transition her regional accounts to

Skip Degan, our new Northern Region Account Executive. You can contact Emily at 434-220-8643/800-639-6757 or ebessell@getadvanced.net.

Heather Skeen – Inside Sales Representative. Heather Skeen is Advanced Network Systems' newest team member in inside sales. In addition to bringing a wealth of experience in inside sales and customer service, Heather offers our clients an upbeat personality, attention to detail, and a "can do" attitude. Prior to joining Advanced Network Systems, Heather worked for SAIC, a FORTUNE 500 scientific, engineering and technology applications company. Before that, Heather held inside sales and client services positions with Klockner Pentaplast and Technicolor Optical Media. Since joining us in October, Heather has filled the position formerly held by Jennifer Colvin who has become our new Technical Services Coordinator. Over the next few weeks, Heather and the other members of your account team will be working diligently to make this change as seamless as possible for you. You can contact Heather by phone at 434-220-8644/800-639-6757 or hskeen@getadvanced.net.

Jennifer Colvin – Our New Technical Assistance Center Coordinator. The next time you place a support call to our TAC, you'll be talking to Jennifer Colvin, our new Technical Services Coordinator. Jennifer, who has been in our inside sales department since 2007, is now managing the day-to-day activities (including service ticket management, project scheduling and billing) of this dynamic department. According to Steve LaRose, Advanced Network Systems' Director of Technical Operations, "One of our most important goals is to be responsive to every call that comes in and to make sure that we always get the service portion of our technical services right for each client." He added, "Jennifer has been a great addition to our team and her experience with our company in inside sales is a big plus in this position. In addition to already knowing our customers and what they expect, she is very detail-oriented and knows how to successfully juggle multiple priorities." Jennifer is available to help coordinate all of your pre-and post-sale technical requirements; requests for service can be placed directly with our TAC at 866.338.0361 or 434.220.9293.