ANDREW WAGNER

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Professional Profile

Mr. Andrew Wagner is an information systems and business professional with 17 years of industry experience providing executive management, project management and advanced network consulting services to a wide variety of Fortune 1000 companies. These clients and employer organizations range from banking, financial and insurance to manufacturing and service providers. Andy has earned professional certifications for CSOX-IT (Sarbanes-Oxley) from the SOX Institute, three levels of Certified Network Expert (CNX), and the Novell's Certified Network Engineer (CNE).

As Director of Technology for Nationsbuilders Insurance Services, Inc., Andy was responsible for overseeing the technology infrastructure of a rapidly growing $150M company. He prepared and managed departmental budgets of over $5M while reducing the overall IT operating expenses by 10% through analyzing vendor relationships and re-negotiating contracts Additionally, Andy filled a senior role in pre-acquisition due diligence of the target company's technology infrastructure and led the $250K integration of that infrastructure into the corporate technology environment post-acquisition.

Andy also served as the Director of Professional Services with Baseline Solutions, Inc., where he focused on business development, account management, and the planning, management and delivery of consulting engagements that effectively apply technology to solve real-world business problems.

One of Andy's notable projects is the work he performed with a top-five cable service provider headquartered in the southeastern United States. During this engagement, Andy managed multiple concurrent technology projects and participated in the design, implementation and the national deployment of a cross-service *(voice, video & high-speed Internet)*, cross-technology network monitoring and event management architecture/strategy. This strategy included the development of operations team procedures, definition of roles and responsibilities for key personnel, assisting in the design of a consolidated event management tool suite, the creation of network element configuration guidelines and the development of overall system documentation including end-user manuals. Additional duties included supervising team members, interfacing with external vendors and overseeing project deliverables and risk management. He also, assisted in managing project budgets and equipment procurement. Other activities included network protocol analysis and facilitating meetings with operations personnel in various subscriber markets such as New Orleans, LA, Phoenix, AZ, Omaha, NE, Providence, RI and Manchester, CT.

Subsequent to his position with Baseline Solutions, Inc., Andy provided pre-sales/post-sales support for the Micromuse Netcool suite of network management products. His primary responsibility was supporting a top-five cable service provider as the technical account manager. In this role, he was responsible for ensuring that technical issues within the client's environment were properly documented and that appropriate resources were assigned for resolution. Additionally, he worked directly with the product development team to ensure optimal product operation and performance as well as facilitating product enhancements in accordance with client business and functional requirements. Other responsibilities included offering product demonstrations and delivered training classes on the Netcool/Precision product for employees, customers, and channel partners.

Prior to his work at Micromuse, Inc., Andy served both as a manager and a service delivery consultant within the Network Associates, Inc. *(formally Network General Corporation)* global professional services organization. As a manager, he supervised the day-to-day activities of his team, assisted the sales force in qualifying consulting opportunities, and managed the region's P&L statement within corporate guidelines. As a service delivery consultant, he provided on-site advanced network consulting services to customer accounts throughout the U.S. These services included: conducting network baseline analyses, troubleshooting a broad range of problems on local and wide-area networks, providing in-depth performance analyses of network applications, reviewing client network designs and providing recommendations for enhancements. Some of the clients for whom Andy performed network analysis and troubleshooting are: United Nations Federal Credit Union, U.S. Department of

Agriculture, ABN Amro, American Express, Nissan Motors, East Jefferson General Hospital, Ciba-Geigy, Office Depot, Pepperidge Farm, LaSalle Bank, John Alden Insurance and Spiegel.

Early in his career, Andy participated in a number of complex network integration, implementation and migration projects for such clients as Georgia-Pacific Corporation, Chase Manhattan Bank, GE Capital Exchange and NationsBank. His responsibilities included the management and coordination of day-to-day project tasks, implementation and troubleshooting of complex customer networks, developing network operations processes, and serving as a technical escalation point for network integration specialists. As an example, Andy participated in the build-out of two high profile call centers and approximately 30 manufacturing facility network migrations, for Georgia-Pacific Corporation. These call centers collectively housed over 1,500 sales people and utilized a fully integrated, voice-and-data infrastructure. Both Ethernet and Token-Ring network topologies were used throughout the client's network which, supported TCP/IP and Microsoft Windows NT.

Andy also participated in a network migration and consolidation effort resulting from the merger of C & S Sovran Bank and NCNB forming NationsBank. Additionally, he assisted in NationsBank's effort to recover from natural disaster, by acting as a member of their hurricane-response team following the devastation in south Florida caused by hurricane Andrew in 1992.

Andy is very experienced with Novell and Microsoft client and server platforms; Ethernet 10/100/1000, Token-Ring 4/16, FDDI and Frame-Relay network topologies; various supporting protocols, such as TCP/IP, SMB, IPX/SPX/NCP/NDS and LLC/NetBIOS/NetBEUI. He is also experienced using various analysis tools, such as the Sniffer® Network Analyzer.

Andy holds a B.S. in Management from Florida State University, majoring in Management Information Systems with a minor in Computer Science.