



*For Immediate Release*

## **HelpSystems Names Chris Heim as CEO and Expands Leadership Team** *Long-Time CEO, Janet Dryer, to Retire at the End of December*

Minneapolis, MN, December 16, 2014—HelpSystems today announced that Chris Heim, who has served on the Company's board since 2012, will be joining the Company as its new Chief Executive Officer. Current CEO, Janet Dryer, has decided to retire after 30 years of successful leadership, including 16 years as CEO. She will continue on the Company's board, providing guidance and direction as Chairman of the Board. During Dryer's tenure as CEO, HelpSystems grew from \$20M to over \$110M in revenue, completed 13 acquisitions, and tripled its number of employees to over 285.

"The growth and success of HelpSystems is a direct reflection of the work ethic, passion, and drive of every person involved," said Janet Dryer. "I am looking forward to my continued involvement in my new position on the board."

Chris Heim has extensive experience leading high-growth technology companies. During his tenure as CEO at HighJump Software, the Company grew from \$8M to \$80M in revenue. Most recently, Heim has served as CEO for Amcom Software and Axium Software.

"Everyone at HelpSystems should be proud of the company they have built," said Chris Heim. "Janet has been a major force at HelpSystems, creating a strong culture and momentum of growth. I am honored to take over this role and excited to continue Janet's legacy."

The board has also expanded the depth of the management team to support its growth strategy. Mark Ties, current Chief Financial Officer of HelpSystems, will be promoted to a new role as Chief Operating Officer and take on additional leadership responsibilities across the organization. Dan Mayleben, who has held various executive leadership positions at multiple technology companies, will join the Company as its new CFO. Chris and Dan have worked together for the last 11 years, and have a proven track record in growing companies both organically and through acquisitions.

Jim Cassens will remain as President of Cross-Platform Solutions and continue leading efforts in the expansion and direction of this high-growth segment of the Company.

This expanded leadership team not only leverages the tenure and talent of Mark Ties and Jim Cassens, but also combines their experience with the proven growth and leadership capabilities of Chris Heim and Dan Mayleben.

"I am so grateful for the incredible years I was able to be a part of HelpSystems," said Janet Dryer. "I look forward to watching the Company continue to deliver high-quality IT management software, provide exceptional customer service, and generously give back to our community. I am so proud of what we've built and know I am leaving HelpSystems in good hands."

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### **About HelpSystems**

HelpSystems, LLC is a leading provider of systems and network management, business intelligence, and security and compliance solutions. HelpSystems software reduces data center costs by improving operational control and delivery of IT services. Founded in 1982, the company has 14 offices worldwide and more than 8,700 customers from small businesses to Fortune 100 companies. Based in Minneapolis, Minnesota, HelpSystems sells its solutions directly and through strategic partners worldwide.

HelpSystems brands include: Robot, SEQUEL, PowerTech, Skybot, AutoMate, Safestone, Bytware, ShowCase, InterMapper, CCSS, and RJS. Learn more at [www.helpsystems.com](http://www.helpsystems.com).

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