

## Growing Services Organizations

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“One of Neil’s biggest successes was the leadership he provided to develop and promote our Criminal Justice (now Homeland Security) practice. Neil took an initial win at Colorado and turned it into a global initiative. As a result, Sybase won large deals with numerous other states, counties and countries and built at least a \$60M pipeline of homeland security business.”

**Steve Morck**, Vice President Sybase

“Neil led a major turnaround of Brooks’ software support business (grew revenues by 50% in 2 years from 30M to \$45M, increased contract renewal rates from 75% to 95% and increased customer retention from 75% to 95%). He empowered the sales organization with sales tools and training and virtually eliminated the need for discounting. Neil personally directed the sales effort at several key accounts such as Samsung, Silterra, TSMC, ST Micro with some deal sizes approaching \$4M/yr.”

**Mike Smith**, SVP, Product Operations, Brooks Automation

“Neil because of his marketing background first understood the needs of the European customers and then worked hard to ensure that our offerings met their needs. He improved the quality of the services provided to the European customer base and established programs to allow us to maintain premium pricing for these services. Together we always found pragmatic solutions to the toughest sales situations and Neil provided great leadership to keep and grow the European customer base.”

**Hans Nuecke**, Director of Sales, Europe, Brooks Automation

