

## Professional Biography



### **Concerto Networks® San Diego**

**Dylan Natter and Eric Rockwell**

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Dylan Natter and Eric Rockwell joined Concerto Networks® in November 2004 as franchise owners in San Diego, California. Together, they bring more than 14 years of Information Technology (IT) experience and 12 years of small business operation experience to their positions with the company.

Dylan and Eric first learned of Concerto Networks through a colleague who was familiar with the company and suggested they develop a relationship. They had been working together for two years since Dylan founded an independent IT services company called Centrex Data Corporation and hired Eric as Lead System Engineer. Dylan placed his first call to Concerto Networks at about seven o'clock in the evening. He was surprised to be put through to the company's CEO, Ray Hivoral, at that time of night. Ray took the time to explain the unique business model and all the history and research that went into its development. Dylan was already familiar with the IT market for small- and medium-sized businesses and he was impressed with the amount of accurate data and conclusions Ray had accumulated. It was immediately clear to Dylan that Concerto Networks was in a position to fulfill a major need for a growing market. Dylan shared what he'd learned with Eric and together they decided Concerto Networks was the way to take their business to the next level. As franchise owners with a pre-existing client base, they would benefit from corporate marketing and bring additional value to their customers. Further research on the franchise opportunity and more discussions with company executives and existing franchisees led Dylan and Eric to purchase two Concerto Networks franchise licenses to service the Downtown Area of San Diego. They began operations of their Concerto Networks franchises in April 2005 after completing training at Concerto Networks headquarters.

Prior to coming on board with Concerto Networks, Dylan spent 2 years operating and growing Centrex Data Corporation. Prior to founding the company, he spent several years as a subcontractor for Cox Communications. He worked for Cox in both San Diego and Phoenix, Arizona as a High Speed Data Troubleshooting Technician and Supervisor. He is a Microsoft Certified Professional and a Microsoft Certified Partner. Eric was recruited as Lead System Engineer for Centrex, where he designed, established and managed enterprise-wide information systems. He was responsible for overseeing Help Desk operators and administrators, managing field technicians and handling all high-level support issues for clients. He was a key designer of the infrastructure behind Centrex's premier product, a remote server application that allows customers to access their personal computer from anywhere in the world. Prior to working with Centrex, Eric was a System Engineer and Tech Department Manager for Geomar Computers, Inc. There he worked with all major Microsoft operating systems and acted as Chief Engineer for 35 of the company's largest clients. He was the youngest employee in the company to ever receive a management position. He is a Microsoft Certified System Engineer, a Citrix Certified System Engineer and he completed the Microsoft Advanced Infrastructure Solutions Competency.

### **About Concerto Networks®**

Concerto Networks, Inc. is a national franchise business providing professional, consistent-quality computer and Information Technology (IT) solutions to small- and medium-sized businesses (SMBs), serving a critical function for this rapidly growing market. Concerto Networks goes beyond simple troubleshooting and repair, providing the same holistic approach to IT support and management enjoyed by large companies, while offering significant savings and value to SMBs. The company's model is to build a national business technology solutions network with the expertise, processes, systems and support necessary to provide superlative service to SMBs. Franchises are independently owned and operated by experienced professionals equipped with the latest diagnostic hardware and software for providing on-site service.