

## Professional Biography



### Concerto Networks® Professional Biography

#### Steven Karcher

333 W Vine St Suite 300, Lexington, KY 40507

866.ITCONCERTO (482.6623) dispatch

(859) 396.4584

skarcher@concertonetworks.com

Steve joined Concerto Networks® in September 2007 as the first franchise owner for the Lexington, KY area. He brings more than 10 years of Information Technology (IT), consulting and business experience to his position with the company.

Steve first learned about Concerto Networks through his internet research of technology franchise opportunities. Concerto Networks was a fit for Steve given his experience in technology consulting and his desire to grow his own technology service business with the support of a franchise organization. With Concerto Networks he and his clients would benefit from the growing multi-national brand and partnerships with leading technology companies. He also knew first hand the expanding market of small- and medium-sized businesses (SMBs) in need of proactive professional technology solutions. The unique business model presented by Concerto Networks and the opportunity to propel his business to the next level, convinced Steve to take advantage of the franchise opportunity. Steve began operations of his Concerto Networks franchise in October 2007 after completing training at Concerto Networks University™ in San Diego, CA.

Prior to coming on board with Concerto Networks, Steve held many positions for large companies such as Siemens Business Services, IBM, and Sullivan University Systems. Most recently he was a Customer Engineer for IBM Global Services, one of the largest IT service providers in the world. He helped integrate IBM's broad range of services, hardware, software and research to help meet the IT needs of a wide range of companies in eastern KY, including the Appalachian Mountains. Steve worked completely autonomously and managed an inventory of service equipment for IBM's entire customer base in his territory. Previous to this he was a Helpdesk Analyst for Siemens Business Services, one of the world's leading IT service providers, where he handled technical support for Toyota Motor Manufacturing North America. His team was responsible for over 11,000 desktops and laptop computers. In addition to his technical experience, he has been in the same business management situations as his small business customers and knows their pain in finding reliable support. Steve holds IBM certifications, is Lexmark printer certified and is a Master Dell Certified Systems Expert.

### About Concerto Networks®

Concerto Networks, Inc. is an international 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 an international 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.