

STEWART G. McCLAIN

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CHIEF INFORMATION / TECHNOLOGY OFFICER

Championed continuous improvements leading to consistent profits.

Developed website with 100% availability and increased daily traffic nearly 1,000%.

Achieved \$1.3M annual reduction in IT development costs.

Highly accomplished, innovative, and profit-driven CIO/CTO with 20+ years' experience leading the creation of new products and acquisitions that increase profitability, expand the customer base, and drive revenue growth. Managed technical support and implementation of technology-based, presales solutions for a variety of businesses, including office equipment, Internet marketing, industrial warehousing and distribution, manufacturing, and corporate shared services. Demonstrated strengths in creating IT strategies for business startups, acquisitions, and turnaround efforts. Spearheaded eCommerce and website development resulting in multimillion-dollar revenue growth.

CORE QUALIFICATIONS

- **eCommerce Implementation**
 - **Product Development & Launch**
 - **Mentoring & Manager Development**
 - **Budgeting & Cost Containment**
 - **Supplier & Customer Contract Negotiation**
 - **Outsourcing & Staffing Optimization**
 - **Infrastructure Improvement**
 - **Global Business Partnership Development**
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PROFESSIONAL EXPERIENCE

NEOPOST – Hayward, California

2000-2006

Provider of mailing equipment, software, and services with operations in more than 130 companies supporting a \$5.4B revenue stream. Served as member of executive team of Neopost Management Services, a \$1B division that provides outsource services for mail processing, document production, and legal and government services.

Vice President, Solutions Management (2004-2006)

Oversaw all aspects of product development, management, and training for field personnel and sales. Led product management organization with responsibility for driving product profitability and opportunity analysis; managing current product portfolio; spearheading future technology innovations; and directing technology support and systems integration. Promoted to this turnaround opportunity to revitalize the business with new product offerings and customer-centric solutions in a division with flat revenue growth, no new product pipeline, and a shrinking, sales-win ratio. Provided intensive product and solutions training for field personnel and new “go to market” strategies. Supervised eight direct reports (five remote) with a total of 100+ FTEs.

Performance Milestones:

- Achieved 2004/2005 overall 58% EBIT improvement and more than 6% increase in productivity.
- Modified and launched project that had been stalled for two years, the first digital mail solution extending the product portfolio beyond paper-based mail.
- Achieved \$205M in 2005-contracted revenue with the introduction of secure mail solutions, currently deployed at UK House of Parliament and US House of Representatives.
- Introduced digital print management solution, with \$9M in 2005 revenue and presently deployed at Ameriquest, Siebel Systems, and nine Neopost offsite print centers.
- Yielded 133% increase in cross-sell in 2005 and achieved key initiative of CEO, President, and COO by creating product-training program including selling strategies, targeting, value propositions, and product awareness of the full catalog of products.

Vice President, Address Management and Data Quality (2003-2004)

Recruited by Group President for Information-Based Solutions to lead creation of professional services and software business strategy to extend the product portfolio in data quality and address management software. Successfully increased profitability and market share, leveraging “undeliverable as addressed” returned-mail opportunity. Led cross-business team in defining company’s growth strategy for standalone professional services business.

Performance Milestones:

- Added more than \$130M in revenue through the acquisition of Hasler, Inc.
- Developed business strategy targeting Syllogistic (\$50.3M) for acquisition.

Vice President, eBusiness and Product Support (2000-2003)

Charged with defining the strategy and operation of all global web-based properties including employee-facing, supplier/partner-facing, and customer-facing sites globally. Established and implemented company-wide standards for eCommerce, globalization, portal applications, personalization, and content management. Managed the infrastructure and applications for major online businesses.

Performance Milestones:

- Increased funds flow for online postage application from \$13B to \$15B in postage with 100% system availability during three years with more than 2M customers served globally.
- Designed and implemented applications and infrastructure for flagship line of digital postage meters and managed global deployment of systems.
- Increased average daily traffic to company website by nearly 1,000%.
- Improved application availability from 95% uptime to better than 99.9%, enabling product to serve as the USPS shipping engine behind eBay.
- Led conversion to Broadvision-based platform and massive consolidation efforts to promote the “single face to the customer” vision.
- Led global implementation of SAP HR application company-wide, serving more than 34K employees.
- Developed partnerships with several India-based IT services companies, creating onshore/offshore model for development and support culminating in \$35M IT services contract award and dramatic 22% reduction of US- and UK-based headcount with cost savings and increase in application availability and software quality.

EMANAGE.COM – Paterson, New York

2000

Startup specializing in the online brokering of products, services, and commodities serving the property and facilities management industry.

Senior Vice President and Chief Technology Officer

Co-founder of this Internet startup. Led technology development and constructed business vision into website reality, including selecting technology partners for software development, hardware, and co-location hosting facilities and negotiating contracts with Oracle, IBM, and Qwest to form the backbone of the website. Managed product supplier development initiatives, identification of venture capital funding, and business case development. Maintained company through several setbacks, including the loss of its original President and investor, a preemptive lawsuit by a major brick and mortar competitor, and an increasingly tight venture capital market for Internet businesses.

Performance Milestones:

- Generated 300 qualified leads and converted 15% to customers during two-month period with many citing unique cross-reference feature of the website and stored lists as motivating factor.
- Despite setbacks, identified new source of angel funding and completed website development and launch.
- Brought site live in June 2000 and served approximately 50 apartment complexes before closing due to lack of capital funding.
- Built staff loyalty and generated pride of ownership as demonstrated by decision of every employee to report to work to assist with shutdown despite the fact that they would not be paid.

STEWART G. MCCLAIN

- Page 3 -

- Researched interests of target customer base and brought legendary NASCAR driver Cale Yarborough to the company booth at national show during launch, generating waiting line of traffic to the booth and becoming the buzz of the show.

SIEMENS – New York, New York

1987-2000

Provided IT leadership for Support Services, a growing aftermarket parts business serving many corporate divisions of \$150B+ diversified technology services company with operations around the world, serving consumers, business, and governments.

Chief Information Officer –Support Services (1997-2000)

Directed creation of onsite technical leadership group that would support the business, facilitate business growth, and implement tools and solutions to improve productivity, transforming technology team from disconnected, remote support group into results-driven organization.

- Created seven separate Internet-based business solutions resulting in first month sales of more than \$6.5M and highlight on CNN's Money Line.
- Increased divisional revenue from \$260M in 1998 to \$360M in 1999 and profits from \$24M to \$37M.
- Drove \$56M in growth for 1999 with the integration of turbine parts program into Support Services.
- Identified portfolio opportunity with medical systems division, producing \$8M in incremental revenue.

Manager, New Product Introduction Systems (1995-1997)

- Achieved \$1.3M annual reduction in development costs while outsourcing more than 40 positions and driving another \$900K in direct material savings by recovering funds from off-contract buys.
- Achieved Six Sigma Black Belt certification, improving manufacturing turns in plant to 110 with 50% reduction in process defects.
- Implemented systems strategy for consolidation of 18 separate purchasing systems into single global Oracle application encompassing 52 manufacturing and administrative facilities with more than \$1.2B in annual purchases.

Manager, Payroll Systems, Corporate Applications (1987-1995)

- Directed disbursement of more than \$6B to 220K employees across all 12 core business units.
 - Led teams in converting 109 separate applications onto the corporate platform.
 - Initiated cost reduction programs and offshore development initiatives resulting in 20% savings in system development.
 - Achieved \$40K annual cost savings in preprinted forms and consumables for W2s alone.
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EDUCATIONAL BACKGROUND

CARNEGIE MELLON UNIVERSITY – Pittsburgh, Pennsylvania

BS in Information Systems

Professional development training: Harvard Business School Program on Strategic Negotiation, Leadership Curriculum for Senior Managers, Information Systems Management, Business Dynamics, Management Skills, and Advanced Information Management

Six Sigma Quality Black Belt Certification

Co-applicant on 4 US Patent Applications for Mailing-Related Innovation

Recipient of 11 Management Achievement Awards

Recipient of 9 Stock Option Grants

Two-year member of CEO Chairman's Council