

*Thank You, Tim!*

**Celebrating Twenty Years at TCS Software**

*1999 - 2019*





# **Thank You, Tim!**

For calmly & patiently helping others  
for over twenty years.

Here's what some of them had to say...

Tim is the ultimate professional, always finding an answer to the large and small issues that pop up. I admire his attention to detail. I, however, am the opposite.

Over these 20 years, we have gone from blackberries to flip phones to various "smart devices", and each and every time I change, I have to ask him to help me set up email. I know he's thinking "what a schmuck", but he never says it.

**Bless you, Tim, for a great job, and for being a friend. Here's to 20 more years of success!**

*Ernie Boyd*  
*Executive Director*  
**Ohio Pharmacists Association**



Congratulations on your 20 years with TCS.

And THANK YOU for always having a quick response to my many requests and questions.

*Cheryl Markino*  
*Director of Communications*  
**Ohio Osteopathic Association**

Congrats Tim on your work anniversary!

I can't thank you enough for all of your support since MASA  
chose TCS as their vendor.

You always answer your calls with a smile!

***Maryland Ambulatory Surgery Association***

Wow I had no idea you were so old (LOL)...you sound so much younger on the phone! I guess I might have had a hint when I heard your son was working there during the summer. It is quite an achievement to work at one company for 20 years.

I always appreciate your calm demeanor on the phone when I am having problems. You must have endless patience because I know I am only one of many.

**Congratulations on 20 years!**

- Kathy

*Kathy D'Amato*  
*Director of Administration*  
**NAIOP Northern Virginia**

Tim is one of those people that make your day better. He is incredibly talented at his job but also has the ability to make you feel like your question is important. I've worked with many software companies and always recommend TCS to my peers because you can't beat the service.

**Congratulations Tim! We appreciate you and the whole TCS staff.  
Thanks for making our lives so much easier.**

***DBX, MRCA, NFBA Staff***

Tim has always been ready and willing to help resolve any technical questions or problems.

**Congratulations, Tim, for your new title and completion of 20 years with TCS Software. We at Bethel Church have appreciated all you have done to keep our website and email systems up and running efficiently and effectively. Best wishes for continued success!**

*Gary Sams*  
***Bethel IUMC Church***

Tim is absolutely the most calm and patient person I've ever dealt with!! He has helped me with MANY questions along the way (without ever saying out loud "well that was a silly question!"). His knowledge of TCS Software is enormous and never disappoints. Congratulations Tim on your new title and your 20th year anniversary at TCS!!!! You are the best of what's around!

**CONGRATULATIONS TIM ON YOUR 20TH YEAR ANNIVERSARY WITH TCS!!!!!!**

*Sharon Kais*  
*Director of Education & Industry Relations*  
***NJ Society of Optometric Physicians***

"YOU had me with Prevail!"

Tim you've always made me feel like there wasn't a problem that couldn't get solved. Your positive attitude and chipper upbeat voice made me think you were just as excited that I was on the phone with a problem, as I was you'd picked up to hear it. Your attention to details are phenomenal.

**Congratulations on your promotion to COO and your tenure with TCS, is stellar.  
A match made in heaven!**

*Ruthie Smith*  
*Membership Director & Website Manager*  
***Texas Chemical Council***

Thank you for always being the answer to all of our emergencies, big or small. We appreciate your help with making everything run like it should!

**Congrats on 20 years & on your promotion!**

***New York State Podiatric Medical Association***



Congratulations on 20 years! Thank you for all that you do!

***NAIOP Central Florida***



Tim, you are the kind of person I would have wanted to hire in almost any position I had open, back in the days when I was active in business. You bring something special to the table every time we interact.

First, it is that infectious, unselfish eagerness to help solve "the problem." Then it is the tremendous arsenal of skills that you have to apply to "the problem."

I was very happy to see you take the Chief Operations Officer position at TCS, because it couldn't be in better hands.

I especially thank you for all you have done for the 100 Men organization.

You can take justifiable, personal pride in the collection and disbursement of over \$125,000 to small, worthy charities in the greater Columbus area.

**My best wishes for continued success.**

*Jim Mitchell*  
**100 Men Who Give A Damn**  
**Central Ohio**



Tim has always worked with us in a highly professional, expeditious, and friendly manner.

**Tim, congratulations on your promotion to COO. It is well deserved.**

*David Levien*  
***American College of Healthcare Trustees***

Tim patiently provides indispensable assistance with the PCI compliance and setting credit card blocks for this older, occasionally technologically challenged woman!!!!

**Congratulations on a successful twenty years and wishes meeting many more friends to assist in the future.**

*Mary Helen Smith*

*Treasurer*

***Ohio Environmental Health Association***



Tim is really great. Every time I have called him, he will go out of his way to resolve the issue.

**Congratulations Tim. All the best for your new position as COO.**

*Rashmikant Doshi*  
***New York State Podiatric Medical Association***



I don't know how many times I have called him from the road, long before we had smart phones, to get help on something silly that was preventing me from accessing my e-mail.

Tim, thanks for all your help over the years on matters large and small.

*Chris Kloth*  
***ChangeWorks of the Heartland***

I have known Tim since he started – so 20 years now.

I could not have run this one-person organization without Tim. He has listened to me scream in frustration, calmed me down, and explained things before he actually just did them for me! He has been a God-send. Tim has been more like a partner!

**Congratulations Tim! Cheers to many more!**

*Susan Carr*

***Ohio Association of Criminal Defense Lawyers***

I LOVE it when Tim answers the phone!

He recognizes my voice (don't disillusion me that it might be Caller ID) and says, "Fran" in such a calming way. Did I mention that he almost always answers the phone when I need to talk to him, rather than Kaylee or Jeff? With his great understanding about technology AND associations AND human nature, he always comes up with elegant solutions - and then, implements them! What a guy!

Tim, 20 years can seem like 20 minutes... I recently told some college students that they should find something they love to do and they won't work a day in their life.

**Congratulations for finding what you love to do and for doing it so well.**

*Fran Rickenbach*  
***Management Excellence, Inc.***



GWA is relatively a new customer of TCS. However, I have had several communications with Tim. He's beyond helpful, supportive and very patient! Not to mention knowledgeable!!

**Thanks Tim and congratulations on your years of service with TCS!! Wishing you many more!**

*Dawn Cheplick*  
***Georgia Watermelon Association***

Best Tim tech advice: DO NOT respond to widowed princesses wanting to just give you \$5 million if you give her your bank account info.

**Congrats Tim. Thanks for all your help and patience.**

*Dave Dillahunt*  
***Ohio Hematology Oncology Society***



*<- Dave*

I had to opportunity to visit TCS World Headquarters before Christmas. I brought me with a batch of my Yiayia's (Greek Grandmother's) very Greek cookie that everyone always found unique, and approached with wariness because of that.

Tim looked at them and said, "Hey, my grandmother made these cookies. We called her Yiayia." And then he promptly stuffed them into his mouth. I have NEVER had that response while bringing these cookies around. I knew there were some happy Yiayias out there.

He's also talked me down off the ledge, but he does that every day.

**Tim, Axios - Worthy! Keep talking us off the ledge.**

*Cathy Godfrey*  
***Ohio Center for Law-Related Education***

My typical email to Tim starts with "Help Needed" or "What's this??" and I can ALWAYS count on him to answer with "Done!", "Fixed!", or "I'll figure it out."

Everyone needs a Tim Rorris in their corner!

**Congratulations on 20 years, Tim! Thanks for all the great work you do!**

*Katie Van Hise*  
***New Jersey Society of Optometric Physicians***

Tim is just the best!

Technology clearly has its challenges and over the years Tim has been that calm, supportive constant that I know I can count on. He has a gift of pushing through whatever headaches develop, undoing whatever mistake I made, speaking a language I understand and helping me get my job done when I need his help most!

**Congratulations on your 20 years, Tim!! It's been an absolute pleasure to know you and work with you these many years!! Wishing you all the best!**

*Kam Yuricich*

***Ohio Association of Medical Equipment Services***

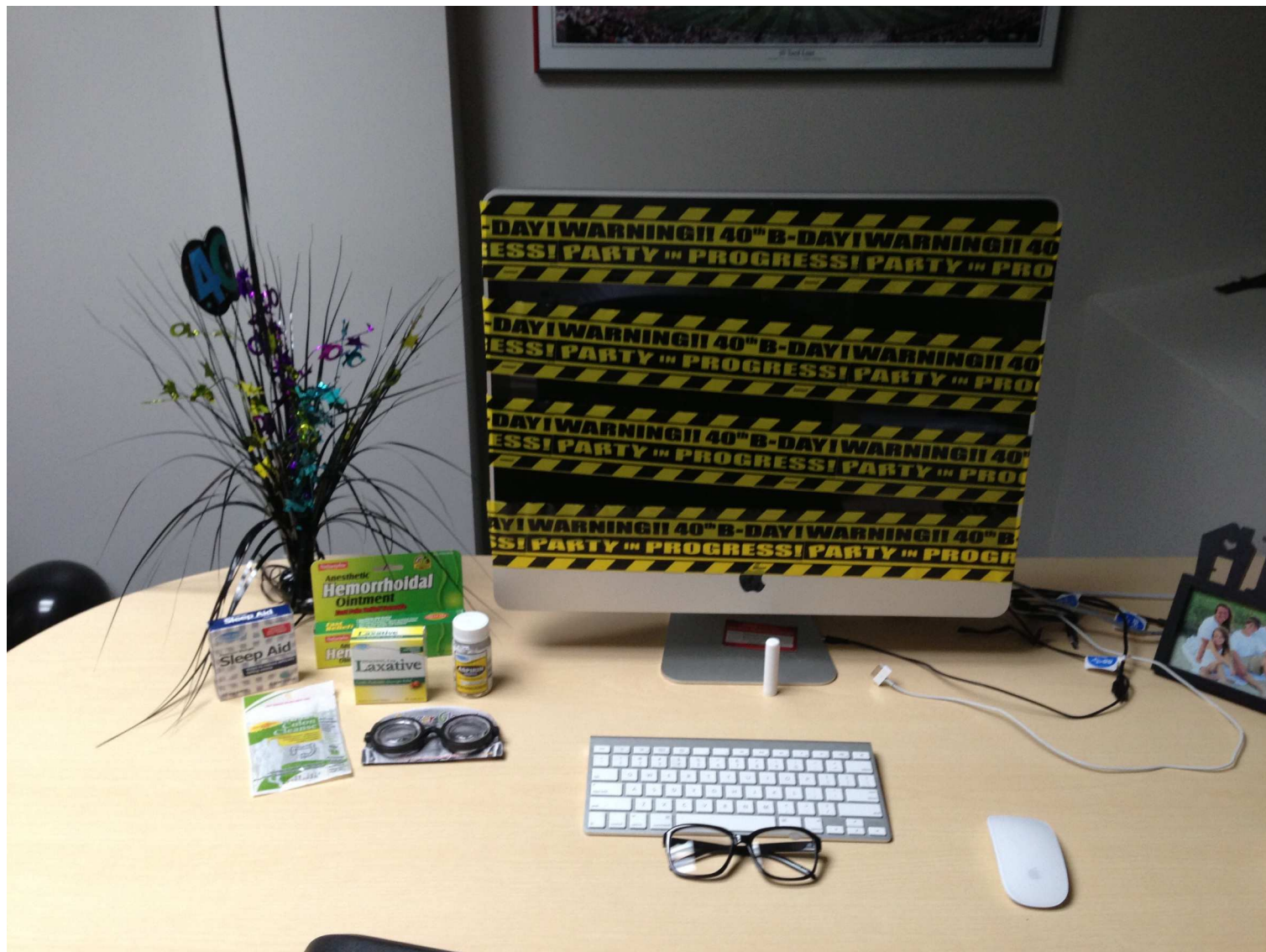
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Also from OAMES:

Congratulations Tim - no one deserves it more! You've always come to our rescue at OAMES and we love working with you!

Congratulations! You all have been so great to work with, and we appreciate your patience and support!

**- Council of Writing Program Administrators**



Tim's nickname is the "Answer Man." He always has the solution to an issue.

Thanks Tim for all your hard work to keep OPA running smoothly over the years.

**All the best to you.**

*Janice Johnson*  
**Ohio Pharmacists Association**

When I call TCS, it's usually because I need help with something. When you need help with something, it's usually because something has gone wrong or you have to spend time figuring out a process you're unfamiliar with - either way, it's never ideal.

Every time Tim answers the phone, I feel like it's my lucky day. Not only is he always helpful and expedient, he always answers the phone with a smile.

Working ten years in the hospitality industry, I think I'm a fairly good judge of excellent customer service and that is one of the best characteristics Tim brings to the TCS family.

Thank you Tim for always sharing a smile, and lending a helping hand.

**Congratulations on a huge milestone!**

*Halle Markwas*  
***Ohio Hotel & Lodging Association***



Saint Tim!

He has saved me from at least a hundred or more crisis moments with the several organizations I've worked with that use TCS.

Okay, probably not a real crisis. But for someone that wants to keep their amateur status with all things technical - it can sure feel like it. He has gone above and beyond to help make database and website things work and in a "saint like" understandable and patient way.

I've always appreciated his professionalism but also getting to know him over the years, sharing stories about our kids and the process of raising them.

**Thank you Tim! Congrats on 20 years!**

*Tracy Schiefferle*  
***BIA of Central Ohio & Ohio Society of Oral Surgeons***

Tim is always there to help - with a kind act, a kind word or a kind story. He's the definition of a good person, and I'm always happy when I get to speak with him about work and anything else really. More than once I've said, "Thank God for Tim Rorris!" He's a great part of our team at OSAE!

**Congratulations on your anniversary with TCS! Twenty years is a remarkable milestone. Thank you for your service to our organizations and my colleagues in Ohio's association community.**

*Jarrold Claubaugh*  
***The Ohio Society of Association Executives***

Congratulations Tim! Well deserved. Thanks for your patience with me always and your can do attitude you always show me when I call! Thanks again!

*Alicia Cheek*

***National Career Development Association***

\* \* \*

I've known Tim for years and years, but I've never him in person. However I always recognize his friendly voice and his ability to handle any of my many requests quickly. He is warm and friendly and so easy to work with.

Thank you Tim for all you do!! Always such a pleasure to work with!!

**Congratulations on 20 years. I hope you stay until I retire!!**

Deneen Pennington

***National Career Development Association***

Tim ... you are a colleague, sounding board and friend.

My time at NENA and TCS was, and is, so much better because of you and your unique talents! Here are just a few of the pieces that make you perfectly suited to what you do!

Tech Guru

Immediate Assistance

Modest

Rescuer!

Outstanding client service

Really Well Informed

Reliable

Integrity

Safe to share with ... never makes a person feel inadequate or diminished.

**With warm regards ...**

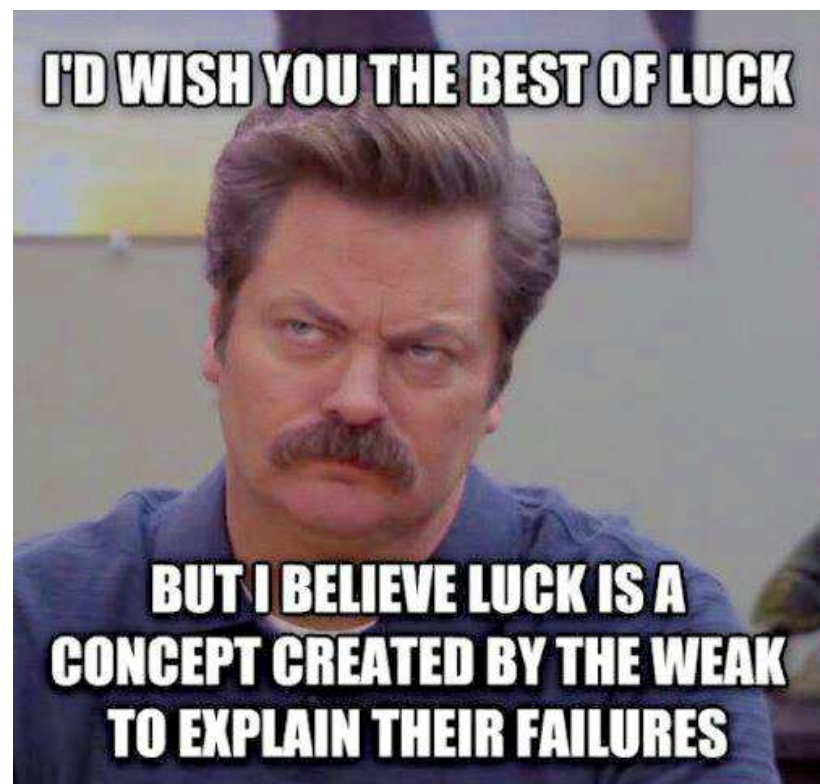
*Kathie Cesa*

***KOC Member Services***

My funny memory: One time, at band camp, my aunt made me buy her a separate box of chicken nuggets because she wouldn't share a 20-piece with the rest of us.

**What are we congratulating him for? :-)**

*Jeff Fuller*  
**TCS Software**



Before I call TCS I build a small fire on my desk and do a modest sacrifice in hopes that he'll answer the phone.

**I didn't realize you were so good looking!!**

*Eric Dobson*  
***NAIOP Northern Virginia***

As younger association members would say, “Tim is awesome!”

Being a long-time TCS client, you have helped me too many times to count. Your help has been invaluable to me and my clients. You are available, patient, responsive and thorough.

**Congratulations, Tim, on your twenty years with TCS!**

*Beth Adamson*  
***Association & Issues Management, Ltd.***

For twenty years, when Tim has answered our many phone calls, I've felt grateful. He is so nice!! No matter the issue, he seeks to find solutions and always sounds happy to hear from you. It feels like you've been chatting with a good friend!

**Congratulations on your well-deserved promotion and best wishes in your new position as COO!**

***Ohio Pharmacists Association***



Tim, thank you for your calmness in the midst of chaos, your humor and wit, and your kindness to everyone. Congratulations on your twenty years of service at TCS.

**Best of luck and rewards for your next twenty!**

Dave Zachrich  
***TCS Software***



So many memories... but the one that stands out the most occurred in October 2016. Those of us at OSAE knew we needed to make the transition from the Prevail database to WebSuite2. But various events had postponed it from actually happening and we hadn't scheduled a date to begin that process.

I returned to the office on a Monday, following a week's vacation. During a conversation with Tim that afternoon, he and I decided not only to start the transition immediately, but to have it completed by the end of the week!

Talk about easing back into the routine after time out of the office. Tim made it seem very "doable." And, of course, it was.

But when I think back to that time, I often wonder how I let him talk me into that quick turn around. Believe me, that event speaks wonders of Tim's powers of persuasion and his ability to build confidence in others.

**Congratulations on your 20th anniversary with TCS, Tim! You are a joy to work with and I can't begin to tell you how much I have appreciated your patience with me through the years. You are so much more than a trusted source of information and support. You've been a true pal and partner-in-crime. I wish you nothing but the best for the future!**

*Shar Wackman*  
***Ohio Society of Association Executives***

Tim is always funny!!

Congratulations Tim! You are my super hero!

Thank you for all of your help over the last 20 years and thank you in advance for hopefully, many, many more.

**I hope you celebrate like the rock star that you are!**

*Jeannine Windbigler*  
***Windrae, Ltd.***

Memories: Falling on your fortieth, moving the swing set, all the practical jokes, me 'fixing' everything because I don't like it, Land of the Lost being the greatest movie... probably EVER, 'Here, smell this...', I am Groot, and everything in between.

*I'll always be the sappy one...*

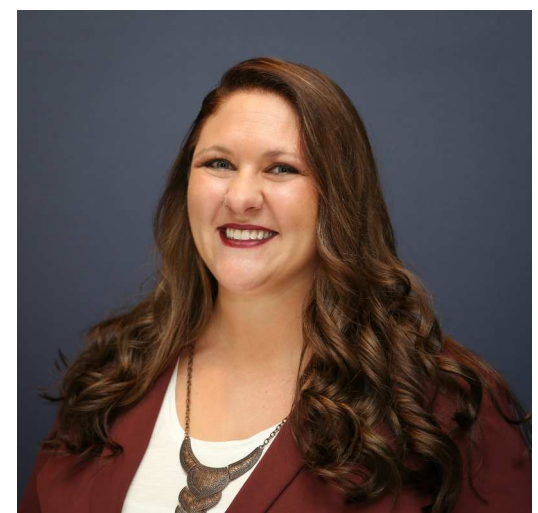
When I started more than 8 years ago, I never would've expected to find the crazy TCS family that I did. From day one, you've always been someone that I could come to with anything. Whether it be work-related, listening to my crazy stories, being my therapist and sometimes my life coach.

You stepped into your new role with confidence and without hesitation. Your leadership, positive attitude, willingness to help others and strong work ethic have had a direct impact on the success of our team. You always encourage us to do our best and see the potential in all of us. Tom may be 'the TCS of TCS,' but we couldn't survive without 'The Tim Rorris'... like Morris with an 'R'.

You cannot be thanked enough for everything you've done for the team and for me, personally. Thank you for being a great leader, a mentor, one of my favorite people, and most importantly, a great friend.

**Congrats on 20 years, you old man!**

*Kaylee Hoffman*  
**TCS Software**



Tim never ceases to amaze me with his quick wit and ability to stay calm when the pressure is on. I know if I'm having a difficult moment, Tim is always a phone call away to ground me!

**Congratulations Tim!!! I am truly grateful for everything you have taught me over the years and appreciate getting to work with someone like you.**

*Luci Ridolfo*

***Ohio Foot and Ankle Medical Association***



Memories: Two words... Meat. Burps. Plus that time you knocked Jake off the back of the golf cart at the lake!

**Congratulations on 20 years!! You're an awesome boss and an even better friend! Thanks for taking a chance on me!**

*Jen Rotolo*  
**TCS Software**

Tim is my absolute go to guy when it comes to technology! I have a small company and we rely on TCS products to exist - and Tim keeps me on track with everything. Not so much a story, but overall he has honestly saved me so many times!

**Congratulations on 20 years, Tim! Please don't even think about going anywhere until I retire. Which is probably never! Your pal, DebbieLee.**

*DebbieLee Dougherty*  
***TruePath Association Partners***

Congratulations Tim on so many years of excellent service to NCDA.

When I started with NCDA in 2002, I was told how awesome Tim and TCS were. Not only were these words reassuring to me, a new website editor, they were TRUE!

Early on, I appreciated Tim's way of educating me on how to do things, which grew into major support as new goals needed to be reached. Overcoming multiple challenges, while making it look easy, is Tim's gift. What I probably appreciate the most (in addition to the timely, helpful responses to email questions) is Tim's patience with my occasional “stupid” question!

We have had a few laughs about my silly mistakes! (Remember the time I asked why the entire bottom banner was missing from our website? Then I realized that I had not moved the window up high enough on my screen to see the bottom!)

Thanks Tim for never saying “You can't do that” or “That's not a good idea.” Your support and willingness to work through the issues make me feel confident that what NCDA does with the website is effective, easy, and 21st century. As a career counselor (and website editor), I am happy to see that you are obviously “doing what you love.”

**I hope you continue for another 20 years at TCS!**

*Melanie Reinersman*  
***National Career Development Association***



Tim works quietly behind the scenes, but he is a huge part of our team.

I can always count on him to respond quickly and calmly to my hysterics. This guy is rock-solid.

**TCS is lucky to have you. And so is CASA!**

*Shellee Randoll*

***California Ambulatory Surgical Association***

Tim is personable, professional, intelligent, supportive and upbeat. That's not a story, nor is it funny, but I think that it is pretty special. Thank you, Tim!

Tim, congratulations on this milestone anniversary!

That says so much about the company you work for, but even more about the type of dedicated, flexible person that you are and the work ethic that you embody.

**Thank you for all of your work and support over the years (for me, you have been helpful to me at two different association jobs I have had, and I appreciate it!).**

*Martha Mattson*  
***Ohio Society of Association Executives***

Truth be told, I ALWAYS called early in the morning as I knew I would get Tim and could ask him questions, not only related to our software, but other IT issues.

AND... talking to Tim was a great way to start the day during some "difficult days" at the association, due to his easy-going nature.

Thanks Tim for always being there no matter what issue we were having.

I am passionate about customer service and I would name you #1 of all of the folks I have worked with through my career.

As the years have passed, I have often thought that I should tell you how much I appreciated you and your way of making everything seem so easy to take care of.

**Congratulations on your position at TCS and on twenty years there! I am sure they know how lucky they are to have someone like you! Best to you always!!**

*Cheryl Dunn*



Thanks for helping the OTA out over all these years.

You're always available and eager to help us through every technological challenge.

**Here's to another 20!**

- Charley, Cheryl and the members of the OTA

*Charley Moses*  
***Ohio Telecommunications Industry Association***

I have always appreciated how professional and knowledgeable Tim is. He never hesitates to share helpful suggestions and patiently listen to my odd technical questions. I think he really likes the solving those technical quirks!

**Congrats on your promotion and continued success at TCS!**

*Judy Kellum*

***Graphic Media Alliance (formerly Printing Industries)***

Tim is the best!

Tim has always been respectful with our sometimes uneducated and silly questions. We have laughed lots with his logical responses that left us feeling valued and not ridiculed.

**NCDA congratulates you on your promotion and longevity with TCS. NCDA was one of TCS's first clients and it has been a privilege working with you all of these years!**

*Natalie Scrimsher*  
***National Career Development Association***

Congrats, Tim. Thanks for all you do!

***Ohio Travel Association***

\* \* \*

Congrats on your 20 years! Keep up the good work!  
It's been great to work with you!

*Lindsay Wright*  
***Armed Forces Optometric Society***

\* \* \*

Congratulations on 20 years at TCS. Your hard work is appreciated and does not go unnoticed. No matter how big or small the problem you are always able to help and do it with kindness. Thank you!

*Holly Dorr*  
***Ohio ACEP***

Tim was instrumental in our transition from inferior technology to TCS's powerful alternative: WebSuite2. He continues to help in major and minor ways as we expand our use of these terrific tools.

What I admire most about Tim is that no task is too small for his concern. Even if I contact TCS about an odd IT issue that is not directly related to TCS technology but impacts my ability to use it effectively, he helps find a solution.

Tim is helpful regardless of the issue or whose job it is - he has a "just do it" attitude that is so refreshing. He is very knowledgeable and always makes me feel confident that we've arrived at the optimal solution.

Tim thinks outside the box - and all this while being so pleasant. Thank you for having such a fine member of the TCS team!

**Congratulations on 20 years of helping people be more powerful in their jobs. Have you figured out what you want to be when you grow up yet?**

*Anne Mari DeCoster*  
***Arizona Self-Storage Association***





Whenever I would have an issue with not being able to do something in the system, Tim would always tell me I always seem to create the glitches. I prefer to think of it as 'stellar product development.'

**Congratulations Tim! Hope you never leave!**

*Jen Taylor*  
***LeadingAge Ohio***

Tim, you are a force to be reckoned with. Your expertise has made our special kind of crazy easier to deal with. Thank you from the bottom of our hearts for your prompt responses and help in our times of need.

**20 years is something to be super proud of. Cheers to 20 more!!  
Congratulations and Rock On!!**

*Chrystal Burris*  
**MRCA/DBX/NFBA**

I'm grateful for the opportunity to work with Tim. He has helped me build relationships within OSAE.

**Congratulations, Tim! I raise a virtual glass to you. Here's to 20 more! Come see me at Plank's some Friday or Saturday, and I can make that a real glass!**

*George Gugle*  
***Infintech***

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Tim has always been calm, cool, and collective even when the situation isn't and goes the extra mile to ensure our needs are met in a timely manner.

**WOW, twenty years! Way to go. Such an accomplishment in todays work environment.**

***PaymentsFirst***

Tim has been great to work with over the years. He cares about his clients!

When I call TCS and Tim answers the phone, he is always eager to assist me with my issue and usually has an immediate fix which in turn makes my job easier.

I am very appreciative of Tim's hard work and I look forward to working with him in the years to come.

I give Tim a 10++++!!! Did I mention that he is always really nice, kind, polite and much much more!

**Congratulations Tim! You Rock!**

***Ohio Funeral Directors Association***

I extend best wishes to you on your 20th anniversary with TCS.

Your dedication and enthusiasm to helping our business succeed doesn't go unnoticed.

Throughout the years I've enjoyed working with you and I appreciate your selfless service you've given to me for so many years.

**Wishing you continued success for many years to come.**

*Amy Luckado*  
***SEVEN12 Management***

Tim is unflappable. No matter what I throw at him, he responds patiently and precisely. It is always a joy to hear his voice when I call TCS.

**Congratulations on your promotion and years of service! You're the best!**

*Susan Barton-Nonno*  
***Southern Ohio Synod***

Tim is always so helpful and works until the issue is resolved. I told my office VP of Operations when he retires, so do I.

**Tim, you have been excellent to work with over the years, and you deserve the recognition and responsibility of COO.**

***SEVEN12 Management***

Tim is an amazing friend to all and his smile changes each day.

Tim, I hope you know just what a treasure you are to all who you meet.

**Congrats on the amazing accomplishment. We wish you many more years of helping us all!**

*Barb Burgie*  
***Burgie MediaFusion***



Thank you so much for all of your help over the years!

**Congrats on 20 years! Wishing you all the best!**

*Courtney Truelove*  
***SEVEN12 Management***

Tim is always so calm and cool.... by the time I call for help, I've probably waited too long and may not be on my best behavior. However, by the time our call ends, Tim has me smiling and back in control of my website issues.

Tim is the best at tech trouble-shooting and customer service by a mile!

We have been so pleased with our relationship with TCS, particularly with Tim, that we love sharing our website success story with our affiliate associations.

**Thank you Tim for all you do for us. Congratulations on your 20 years!**

*Susan Mena*

***Southern Cemetery Cremation & Funeral Association***

***Georgia Cemetery Association***

You've always been there to help when I would be panicking to figure out how to find something or make a query work correctly.

Thank you for your patience with customers like me! I'm not the techie on staff, but you've always taken the time to help!

**Congrats to you, with many more years to come.**

Warm regards, Cindy Sams

*Cindy Sams*  
***Ohio Hotel & Lodging Association***

I discovered awhile back that we both had classic Camaros. So we always talk about cars and kids when we see each other.

I especially appreciate how much Tim goes above and beyond to troubleshoot an issue or find a way to create a custom solution for my clients.

He is so knowledgeable, patient, and is always a calm and helpful voice on the phone!

**Congratulations Tim! Thank you for your hard work and dedication to TCS and their clients.**

*Sheila Fox*  
***Event In-Site***

Well, there you have it... Do you see what you've done?

In brainstorming ideas for how to show you how much I appreciate all you've done for TCS over the past twenty years, I knew I wasn't the only one who had something to say! These comments are really just the tip of the iceberg. They reveal a lot about the amazing, trustworthy, patient, and giving person that you are - *and* the huge impact you've made.

I've never needed to remind you of our guiding principle: treat others with respect and dignity - and expect the same in return. That's just who you were when you walked in the door twenty years ago - and who you are today. As I said to your parents a few weeks ago: "*You done good*, mom and dad!" And they, unsurprisingly, replied "Yeah... he's *always* been a good kid."

We have been and are, so very fortunate to have you as a coworker and a friend. I'm also speaking for all the people you've patiently helped, talked off a cliff, or offered wise counsel to - all without overreacting or making them feel 'stupid.' You can hear that common theme throughout the comments.

Best of all, you do it all with a kind and strong heart.

I'm excited to see the new energy, fresh ideas and direction that are evolving at TCS. And I'm confident in your ability to take the helm and take TCS even higher.

**Thank you again for twenty years of dedication, patience, kindness and - above all else - friendship.** As Fran mentioned, you're doing what you love and it shows.

*Tom Snide*  
**TCS Software**





