

CATCH THE WAVE

THIS NEWSLETTER IS DEDICATED TO THE MEMORY OF WARREN MURRAY



Good Bye, Warren! We will miss you!

On March 23, 2019, Warren L. Murray, our dearest friend and Intelligent Waves family member, lost his brave battle with cancer. Warren was the Task Order Administrator and Senior Systems Analyst for the ATC support contract at the Department of Veterans’ Affairs Health Eligibility Center in Atlanta, GA. A United States Army veteran, Warren had worked with Intelligent Waves for 2 years and brought a unique mix of creative and technical skills to the team.

We are pretty sure that Warren never met a stranger, and equally sure that he only knew how to be positive. Warren could see the good in any situation, no matter how challenging things appeared. He always put the needs of others above his own and looked out for everyone around him. He could often be heard humming or singing in the office, and he always had time to encourage anyone who crossed his path. He was loved by many family, friends, and co-workers, and he will be greatly missed.

Warren leaves behind his loving wife Shalanda, mother Roma, his children Marcus, Maya and Michael, and his grandson Silas. He was preceded in death by his father Alexander.



Above: Darren covering Warren on the “greatest pass play of all time” at the ATC Contractor’s Summer Picnic on August 12, 2017. Bottom right: Warren on ATC Contractor’s Summer Picnic on August 18th, 2018.

A FRIENDLY SECURITY REMINDER

TRAVELING ABROAD THIS SUMMER?

REPORT FOREIGN TRAVEL TO YOUR FSO

FOREIGN TRAVEL REQUIREMENTS MUST BE COMPLETED BEFORE AND AFTER TRAVELING ABROAD

- COMPLETE FOREIGN TRAVEL BRIEFING QUESTIONNAIRE
- PROVIDE COPY OF ITINERARY
- VISIT THE DEPARTMENT OF STATE WEBSITE AT [HTTP://STEP.STATE.GOV](http://step.state.gov) AND REGISTER PRIOR TO TRAVEL
- COMPLETE FOREIGN TRAVEL DEBRIEF QUESTIONNAIRE UPON RETURN FROM INTERNATIONAL TRAVEL





A MESSAGE FROM THE CHIEF OPERATING OFFICER

Since becoming Chief Operating Officer of Intelligent Waves, I have experienced first-hand the strengths of the three diverse divisions of our Company and, in short, what I understood about the culture of IW before moving to this position has proven to be true. Intelligent Waves' strengths start with the drive, expertise, and experience of our employees, coupled with strong management teams, engaged leaders, and is distinguished by a collaborative spirit.

The COO position I now hold was created to provide an "operating officer" in the truest sense of the title. As COO my role is to assist the CEO by executing the business plan, monitoring Intelligent Waves' performance and supervising day-to-day operations. The decisions I make are always based on the core values we as a Company adhere to and support our "Mission First" commitment to our customers.

As COO, my priority is to keep a close watch on IW's performance to ensure that we deliver our commitments. There is no doubt that we have the strong employee base, and leadership and management teams capable of sustaining the high level of performance required to reach these goals. With IW quadrupling in size over these past few years, we have become a learning organization in the sense that we have had to rapidly adapt to our new environment having fully integrated the changes that began during the drawdown in the middle east and continuing to shape our business in the future.

What distinguishes Intelligent Waves from the majority of our competitors is that we execute in a cross-functional way across the three distinct business units which make up IW. These cross-functional activities are particularly important to our success; along with cross-functional thinking, they have helped create an organization of singular structure, focus and culture. In this organization, employees representing each of IW's business units such as Professional Services, Value Added Reseller, and the Products Group which includes the Research and Integration Division (RaID), functions such as services, integration/engineering, and products—are actively encouraged to work together to maximize overall effectiveness and to avoid a 'silo' mentality that is only focused on their immediate operational group.

Our employees continually seek to grow and fortify the IW brand, and are not afraid to speak out on issues and openly discuss challenges that face their customer and the business. I call this "healthy conflict"— and it is strongly related to my belief in transparency and accountability. This is the essence of the growth that continues to empower our company. While we have the kinds of advantages I have mentioned, we also have risks. One of those risks is complacency. During these past few years, we have made significant achievements and consistently met tough commitments, but countless challenges remain. Our industry is immensely competitive, our customers more demanding than ever and we have no time to rest and congratulate ourselves. We strive to create and maintain a culture where employees are always motivated to challenge themselves and the company, and to make an impact.

IW is well known in the DoD and VA circles as a reputable and customer-driven company. I ask that everyone on the IW team continue to promote this customer-driven culture throughout the company, whether services, VAR, or product. I truly believe that by enhancing our focus and continuing our customer-driven approach, we can provide more value to all our stakeholders: employees, communities, suppliers, partners, and, of course, our customers. I trust our employees and other stakeholders are as optimistic about Intelligent Waves' future as I am. I believe this is a company with a significant amount of profitable growth on the horizon, and the people, strategy and means to get there.

Sincerely,
James Howell



We Passed!

Thanks to our awesome staff for their due diligence to follow processes and a commitment to continual improvement, we passed our ISO 9001:2015, ISO 20000-1:2011, and ISO 27001:2013 audits for 2019.

These certifications show the significance of quality, service delivery, and information security within Intelligent Waves. Each of our certifications reflects an independent assessment of our business practices and represents our capabilities of consistently producing high quality work to the satisfaction of our customers.

We completed a joint recertification audit the week of March 18th and we passed without any issues after reviews of documentation, artifacts and interviews with our staff. This means Intelligent Waves will maintain the certifications for 3 more years with a surveillance audit over the next two years. Next up is our CMMI-Service Maturity Level 3 appraisal in January of 2019!



“
Success is the sum of small efforts - repeated day in and day out.
”
Robert Collier



NEWS

We're pleased to announce that the Hypori team has been growing! With the addition of new teammates, we will be able to develop our Hypori product at a much faster rate than before.

What does this mean for Intelligent Waves? This means, we will be able to roll out Hypori company-wide towards the end of May as well as go to market faster with our Hypori as a Service (HaaS) offerings, which is planned for June timeframe.

The Hypori sales team has been busy and active in building a robust pipeline of over \$50M and has closed over \$3M in sales year to date.

Our first international event for Hypori was during Mobile World conference which took place in Barcelona in February. This was great for Hypori. Visitors to our booth were very excited to see Hypori in action!

It's a very exciting time for us!

Don't worry! Hypori training is coming soon...

Congratulations Mark Mackey

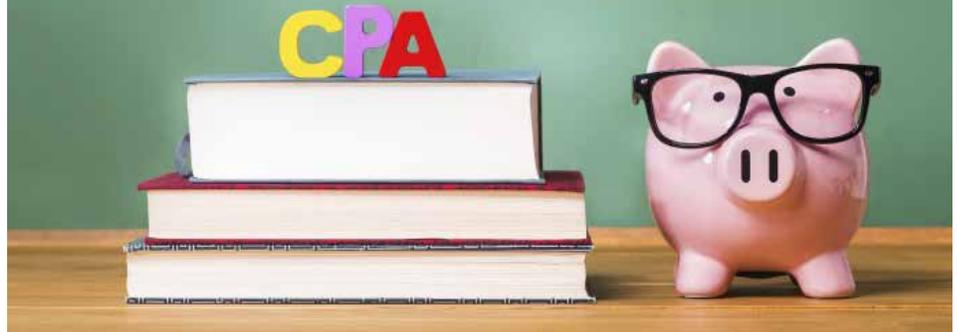


You think training for the olympics is hard? Try studying for the CPA exam.

It takes a considerable amount of time and education to obtain a CPA license and even more continuing education to retain it. With an appropriate Bachelor's Degree, you must pass the Uniform CPA Exam. It is a 14-hour test that spans multiple days and only available during certain testing window periods. Most people do not pass on their first attempt. It consists of four sections: business environment and concepts; auditing and attestation; regulation; and financial accounting and reporting.

Mark passed all 4 exams over the period of 12 months. Meeting the educational and experience requirements, he is officially a licensed Certified Public Accountant (CPA).

So what's next for Mark? He plans to continue learning and gaining experience with Intelligent Waves, while applying his new expertise to help the company grow.



CUSTOMER KUDOS

What an amazing job your AMO team has been doing, working collaboratively with our PSF team on making SaaS a more customer friendly process! There are several AMO people who have been great, but I wanted to say a special thank you to **Jasmine Ford** who has been fantastic on this. She is so collaborative and customer focused. It's been such a pleasure working with your team.

~ VA Customer

AWESOME!

YOU ROCK!

AMAZING!

The Deployed IT support team's support to the Phantom system was recognized by JIDO J2 for their support to get the system "up and running." **Mike Callender**, so professional and easy going, has made operability overly simple and user-friendly, answering all our questions whenever we had issues."

~ JIDO Customer

I appreciate the work that **Bente Basmajian's** team has done here at DGS-IN. She really went well beyond her teams objectives and helped us with other problems that have been plaguing us. I appreciate the professionalism and work that was done and is still being accomplished by **Shaun Hendershot**. There are a ton of variables to consider for these installs. I think that the procedures that they had in place this time around and the lessons we learned will make the future installs much smoother.

~ USAF Customer

SUPPORTING THE WARFIGHTER AT 1ST IO COMMAND



Supporting 1st IO Cmd at the Nolan Building: (from left) Nolan Wohl, Sean Keller, Oswaldo Abijaoude, Dan McInnis, Dave Sinclair, John Santini, and Robert Kollas. Not pictured: Alek Banks and John Ward

The 1st IO Cmd, located at Ft. Belvoir, Virginia, is the Army's only active duty Information Operations organization. The Command's mission is to provide Information Operations support to the Army and other military forces through deployable teams, reachback planning and analysis, and specialized training in order to support freedom of action in the Information Environment and to deny the same to our adversaries.

Information Operations is the integrated employment, during military operations, of information related capabilities in concert with other lines of operation to influence, disrupt, corrupt, or usurp the decision making of adversaries and potential adversaries while protecting our own.

Intelligent Waves currently has 14 employees supporting 1st IO Cmd; six IO Planners supporting the Brigade S3, four Intelligence Analysts supporting the Brigade S2, three Role Players supporting the Mission Readiness Exercise (MRX) Team and one IO Planner supporting the Field Support Detachment. One of these 14 IW employees is currently mobilized within the Army Reserve and is serving as an Intelligence Officer at the Joint Intelligence Operations Center Europe (JIOCEUR) Analytic Center (JAC) in Molesworth, England.

The IO Planners and Intelligence Analysts within the Brigade S2 and S3 are assigned to regionally aligned teams that support the respective Geographic Component Commands (GCC), Theater Special Operations Commands (TSOC), and Army Service Component Commands (ASCC). These teams provide focused IO reachback support to forward deployed teams, mission analysis and course of action development, and deliberate, adaptive, and crisis action planning to supported units.

The MRX Team validates the readiness of deploying IO Field Support Teams (FST) through the execution of a three week exercise. The FSTs are generally made up of four to six Soldiers from the 56th, 71st

or 151st Theater Information Operations Groups (TIOGs). The TIOGs are brigade level IO organizations from the Army Reserve and Army National Guard.

The Role Players on the MRX Team develop realistic scenarios based on the real world supported unit's information environment and tactical situation. During the exercise the Role Players replicate members of the supported staff and present the FST with a challenging scenario designed to stress the FST members.

The IO Planner within the Field Support Detachment is part of an organization that deploys FSTs from three to 12 months at a time to units supporting contingency operations. The FSTs are tailored to meet the supported unit requirements based on information environment. Typically, the FSTs are comprised of a mix of two to five Soldiers and

contractors.

Over the years, the Army has awarded the 1st IO Cmd with three Superior Units Awards to recognize its outstanding meritorious performance of a difficult and challenging mission carried out under extraordinary circumstances. Intelligent Waves employees are an integral part of the 1st IO Cmd team and have established an outstanding reputation for their significant contributions in accomplishing these difficult and challenging missions. IW employees look forward to supporting the 1st IO Cmd, GCCs, TSOCs, ASCCs and other supported organizations as the Army continues to evolve IO to keep pace with the ever-changing information environment.

*John Santini
Senior IO Planner
Program Manager*



Supporting 1st IO Cmd at Metro Park: (from left) Eric Vernon, Chris Miller, Yau Tsai, Richard Downey, and Steve Wright

EMPLOYEE SPOTLIGHT

Meet Lee Foster



When did you join Intelligent Waves?

Intelligent Waves won my tech support contract with Veterans Affairs in March of 2017 and I've worked for them ever since.

What is your current role at Intelligent Waves?

I am currently serving as both the local Operations Manager for the Alabama Integrated Campus Support (ICS) team as well as the Program Manager for the

ICS contract. In addition to my local site in Alabama, I am also supervising teams located in New York, Florida, Texas, Illinois, Colorado, Utah, and Washington DC.

Why do you like working at Intelligent Waves?

I've been with the VA for over 15 years now, and I've worked with many contracting companies in that time. Out of all of them Intelligent Waves is by far the most responsive and cooperative contractor I've seen during my time with the VA. If I need something for my program, IW makes sure that I get it. If I have a suggestion, IW listens. When one of my employees does an exceptional job, IW helps me make sure that they're recognized for it.

What advice do you have for someone just starting out in your role?

My advice for anyone starting out in a job like mine, or really at any level of the tech support career ladder, is to always be sharpening your skills. Take advantage of any training programs that may be offered; for example, Intelligent Waves has a generous training compensation program, and Veterans

Affairs has a number of free training programs accessible through the Talent Management system as well.

There are always opportunities for more training if you keep your eyes open. The tech field moves quickly, and if you're always making sure that your skills are up to date, you'll always have an advantage. Don't be afraid to diversify your skills and training as well! As a rule the more things you can do the better.

What do you enjoy most about your job?

Currently, I'm enjoying the challenge of multitasking -- managing a large number of employees and sites remotely while also keeping up with the day to day task of running my own local site. This provides a lot of opportunities to hone my juggling skills. There's something very satisfying about keeping that many moving parts running smoothly.

Tell us a fun fact about yourself, or share a hobby that you have.

I'm an avid hiker, and in my spare time, I have been working my way up the Appalachian Trail.

Meet SGT Patrick Highland



Current Position at Intelligent Waves:
Technical Integration Engineer

When did you join Intelligent Waves:
September 2016

Military Branch: Army National Guard

Rank: SGT

Length of Service: 9 years

Location of Service: Charlotte NC

Medals/Citations:

- Army Achievement Medal x3
- Army Commendation Medal
- Army Reserve Component Achievement Medal
- National Defense Service Medal
- Army Service Ribbon

What does being a "veteran" mean to you?

Being a veteran means the world to me. Some veterans don't have the opportunity to answer that question because they gave the ultimate sacrifice. So just to be mentioned in the same sentence, using the same word, is as gratifying as it gets. Even though I don't ask or expect anyone to compliment or thank me for my service, that is also a rewarding feeling.

Why did you join the military?

I joined the military because I needed a direction in life. I was working normal jobs as a cashier and stocking shelves and didn't really know what I wanted to do with my life. My father-in-law was also a big influence on my decision as he was a retired CSM. He guided me to choose an MOS that I could use to my advantage in the civilian world as well. That is the entire reason I got into the IT industry. Without the Army, the positive influences, and becoming a 25B, I wouldn't be at IW right now.

What valuable life skills did you learn in the military? How are you applying them in your job today?

The biggest qualities for me were dedication, teamwork, and leadership. I am always dedicated to the task at hand. I also love working with a team and getting everyone involved. That also goes into leadership. Having the ability to work with old/new team members and adapting to any situation to achieve success.

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Want to contribute to our newsletter? Let us know at comms@intelligentwaves.com.

Employee Service Awards

January - March 2019

Our Employee Service Awards Program is our way of recognizing your outstanding service and longevity with Intelligent Waves. We want to celebrate your important service anniversaries in appreciation of your dedication and loyalty. We have identified 1, 3, 5, 10, 15, and 20 years of service as your most significant career milestones. If you reached a milestone, we will share the news here. Join us in congratulating our most recent service awardees!

1 YEAR OF SERVICE

David Sinclair
Alexander Gonzales
Andrew Wagner
Jimmy Jordan
Steven Wright
Vincent Daniels
Thomas Hashem
Luke Boulерice
Ruben Villarreal

3 YEARS OF SERVICE

John Santini
Oswaldo Abijaoude
Christopher Miller
Stephen Johnson
Daniel McInnis

5 YEARS OF SERVICE

David Mitchell
Harry Belton



Join us in welcoming the newest members of Intelligent Waves.

January 2019

Mark MaGee
Matthew Szczurek
Dakota Gray
Jennifer Bell
Neil McDaniel
Rachel Berg

March 2019

Gene Lee
Frederick Howe
Wanda Kozlowski
Kirk Hollowell Jr.
William Bride IV
Michael Hedman
Angela Shrewsberry
Tori Dorshorst
Charles Boehle

February 2019

Patrick Kutschera
Jasmin Hurley
Sofia Riaz
Byron Husch
Zachariah Swary
Bradley Jones