

# Hannon Hill Corporation

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Makers of the Award-Winning Cascade Server content management software

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## Message From Our CEO

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The men and women of Hannon Hill are some of the most talented, ambitious, forward thinking, and genuinely caring individuals I've ever met, both in business and in life. It may seem odd that as the CEO of a successful technology-based corporation I am opening this letter with a discussion of people. But perhaps surprisingly, on a day-to-day basis I find that it's our people--and their commitment to understanding the importance of content management systems (CMS), the changing nature of the industry, and most importantly, client CMS needs--that make both our company and our product what it is today. Cascade Server is a profoundly powerful and flexible CMS; and while Cascade is our flagship CMS product, it is our people and their everyday commitment to improving your experience when creating and managing web content that make our organization and CMS system unique.

Instead of starting you on the CMS process, we nurture you through it; we are there every step of the way. So for example, let's say your organization uses Cascade and two years from now, you'd like to begin revamping the structure of your site. You might find it extremely easy to accomplish this on your own, but if you don't, we're here to help. Alternatively, say you decide after three years of purchasing Cascade, that you'd like us to add documentation of a specific feature to our Knowledge Base. No problem, once again, we're here to help. Even if you use Cascade via our Software as a Service (SaaS) program, you're entitled to making content management for your organization as best as it can be, and again, we're here to help you achieve that.

The Hannon Hill team takes the meaning of corporate responsibility to a new level. While the focus of many software vendors is the customer, and accordingly, his or her sales dollars, the Hannon Hill team upholds the highest level of integrity. Each employee at Hannon Hill is *genuinely* concerned with the well-being of our customers. I've witnessed our Engineering team go out of their way to add a newly requested feature to an upcoming release in order to accommodate the needs and requests of our clients. I've also seen our support team, which is significantly smaller than tech support squads working for conglomerates such as Microsoft, happily spending hours on the phone with clients just to make sure they are thorough in addressing any concerns and issues our customers come across. In fact, often times these issues are not Cascade Server related questions, and our committed support team is more than willing to do exactly what you expect from them – provide you with support.

Our desire to better the overall customer experience with Cascade is unconditional. Our team is selfless and always searching for new ways to innovate and improve Cascade Server and your experience with it. Over the course of 2008, we will continue to release new versions of Cascade Server that each seek to accomplish the overall goal of making your use of your CMS easier, more intuitive, and the best it can be.

We are truly looking forward to our continued work with you. If you ever have any suggestions, comments, or concerns that aren't addressed on our website, please always feel free to [share your thoughts with us](#).

Sincerely,

David Cummings

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