Good evening, members of the board, valued clients, colleagues, and most importantly, Maggie’s family.

We are gathered to honor Margaret Collins—Maggie to most of us—whose twenty-eight years with this company have shaped not just our performance charts, but our character as an organization.

Maggie joined us in 1996 as a senior analyst. I’m told her first week involved a stack of spreadsheets taller than a coffee mug and a market model that three teams had tried to crack. She didn’t fix it in a blaze of theatrics. She sat quietly, asked precise questions, and by Friday she had turned numbers into a map. It’s a small story, but it carries the theme of her career: clarity without fanfare, and results without noise.

In 2004, she led the Orion product launch. Many of you in this room remember those late nights and clean, relentless milestones. Orion didn’t just reach the market; it shifted it, tripling our share and giving our customers something they didn’t realize they were missing until they had it. The thing about Orion that I remember wasn’t only the headline. It was how Maggie ran that room: one agenda, one clear deadline, and everyone listened because the plan made sense. When something didn’t, she said so—and fixed it.

By 2010, Maggie became our VP of Strategy. Strategy can be a word that floats above reality. With Maggie, it never did. She connected the long view to the next meeting, the next hire, the next customer call. That bridge—between vision and the next practical step—is rarer than we admit. She made it look easy.

Then came two acquisitions—2015 and 2018. Integrations are where many good companies lose their footing. Maggie kept ours steady. She was transparent with both the teams joining and the team already here. She told people what would

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change and what would not. And when she didn't yet know, she said, "I don't know—yet." That honesty earned trust that no memo could manufacture.

In 2019, Maggie became CEO. No one could have predicted what the following year would demand. The move to a major digital transformation was already on her agenda; the shift to remote-first, at the scale we undertook, was not. She led both at once.

Here is the moment I return to, and I know many of you do as well. In 2020, an infrastructure outage hit the very heart of our service. Hours mattered. Maggie arrived at 5 a.m., set up a war room without fanfare, and then did something that doesn't show up in any crisis manual. She brought in breakfast for the team. She made sure the right engineers were in the right seats. And then, one call after another, she phoned every affected client personally. Not to offer excuses, not to promise what she couldn't. She listened, told them the plan plainly, and stayed with them until we had them back online. By evening, service was restored. We kept every account. That day taught us what her leadership looks like: calm under genuine pressure, transparency without hedging, and a focus that never loses sight of the customer at the center.

If you asked people across this company what they learned from Maggie, you'd hear four words repeated: integrity, transparency, customer obsession, mentorship. These aren't posters on a wall; they're habits she has lived.

Integrity meant she said the hard thing in the meeting where it mattered, not afterwards in the hallway.

Transparency meant we were trusted with the truth, even when it was complicated, and trusted to do something with it.

Customer obsession meant our roadmaps, our standups, our postmortems all began with one question: what is best for the person we serve?

And mentorship—this, perhaps, is the legacy that will outlast any product, any

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quarterly result. I have watched Maggie pause outside someone's desk to ask, "What are you working on?" and then stay long enough to listen to the real answer. I've seen her invest in a first-time manager to help them find their voice, and I've seen her champion people who didn't yet recognize their own potential. So many of us carry a version of the same sentence from her: "You're ready." It is a simple affirmation that changed careers.

Beyond the office, Maggie has always been more than her title. She sails on weekends, not to make a point, but to be on the water and feel the wind decide the pace. She paints in watercolor—an art that requires patience, the courage to leave a space unfilled, and the wisdom to know when to lift the brush. She hikes our national parks the way she leads projects: she studies the map, respects the weather, and delights in the view only when the team gets there together. And for years, she has volunteered with STEM programs for girls, offering a hand that says both "You belong here" and "You can lead here."

These passions are not footnotes. They're part of the same throughline: curiosity, steadiness, and a generosity of spirit that invites others to grow.

As we mark this transition, it's easy to talk about what we'll miss. And, yes, we will miss the late-evening emails that said, simply, "Good work. Keep going." We will miss the quiet confidence she brought into rooms where others were counting on a performance. We will miss how she, at critical moments, took a breath that felt like a pause button for the whole company, and then reset our focus.

But tonight is not about absence. It is about continuity and gratitude. The digital foundation Maggie set has modernized how we build and support what we sell. The remote-first culture she shepherded gave us flexibility without losing community. The acquisitions she steered expanded who we are. And the leaders she has mentored are ready—because she made sure of it.

To our board members here this evening: thank you for trusting and partnering with a leader who insisted on doing things the right way, not the easy way.

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To our long-time clients: thank you for the candor and loyalty that shaped our best decisions. Maggie’s calls to you were not strategic theater; they were conversations with partners. That way of working will continue.

To Maggie’s family: thank you for sharing her with us. You have lived the late nights and the early mornings, the calls at odd hours, and the weekends when a launch or a customer needed her attention. You gave us a leader who led with her whole self, and we are grateful.

Maggie, as you prepare for what’s next, we wish you fair winds and new adventures on the water. We wish you unhurried mornings with a sketchbook, trails that surprise you in all the best ways, and time—real time—with your family. May retirement bring you the same joy you have brought to us.

Before we close, a brief note for everyone gathered: after these remarks, we will present a commemorative leadership award in Maggie’s honor. It is a symbol, yes, but also a promise—that we will carry forward the standards you set, the care you gave to people and to the work, and the belief that excellence and kindness are not in competition.

Maggie, on behalf of this company, our board, our clients, and your colleagues past and present: thank you for twenty-eight years of uncommon leadership, including seven as our CEO. Thank you for the steady hand, the open door, and the insistence that we measure success not only by what we achieve, but by how we achieve it.

Congratulations on your retirement. May the horizon be wide, the water friendly, and the next chapter wholly your own.

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