



## **CAST & CREW APPOINTS JULIE CASE AS VICE PRESIDENT, CUSTOMER CARE**

**BURBANK, CA – October 12, 2017** – Cast & Crew, the premier provider of technology-enabled payroll, accounting and production management solutions to the entertainment industry, today announced the appointment of Julie Case as Vice President of Customer Care. She reports directly to Kriege Janz, Senior Vice President, Operations.



“Continuous improvement is a hallmark of how we manage this company and we are delighted that Julie is joining us to oversee our new and dedicated Customer Care team,” Janz said. “This effort will centralize our product support initiatives and provide continuity in how we support implementation and training for our digital products. We are confident this step will deliver a significant upgrade to our already industry-leading service and support levels.”

Janz added that Case’s group brings together teams currently supporting Cast & Crew’s *Start+* and *Hours+* digital onboarding and time-capture solutions, PSL accounting software, CAPS Accounting Products support teams, as well as the company’s Production Employee Helpdesk.

Case brings to Cast & Crew more than 20 years of experience in driving business-process improvements and growth in the financial, technological and retail industries. This includes planning, deploying and managing on-demand services such as software as a service (SaaS), platform as a service (PaaS) and cloud computing.

Her experience includes positions as Senior Director, Cloud Operations at Genesys, Vice President, SaaS Application Infrastructure and Delivery at Yodlee, Inc. and Vice President, Production Operations (including Customer Support) at Responsys (now part of Oracle).

“I’m pleased to join Cast & Crew at this really interesting and important stage in its development,” Case said. “This new team structure will both strengthen and streamline the way we manage support requests and enable us to deliver greater timeliness, enhanced communications and more-efficient problem solving.”

Case has a Bachelor of Science in Business Administration (BSBA) degree in Information Technology from Colorado Technical University in Colorado Springs.

### **About Cast & Crew**

Cast & Crew Entertainment Services, LLC ([www.castandcrew.com](http://www.castandcrew.com)) is the premier provider of technology-enabled payroll and production-management services to the entertainment industry. Cast & Crew’s services include payroll processing, residuals processing, workers’ compensation services, labor relations, production incentives and production tax credit financing. Cast & Crew’s PSL production accounting software is the industry-leading accounting application serving the needs of the film, television and digital media industries. The company was founded in 1976, and its corporate headquarters are in Burbank, California. In 2015, Silver Lake became the controlling

shareholder of Cast & Crew with a goal of helping the company achieve its next phase of growth. Cast & Crew Canada, with offices in Toronto and Vancouver, is currently celebrating its 20<sup>th</sup> year of operation.

### **About Silver Lake**

Silver Lake is the global leader in technology investing, with about \$39 billion in combined assets under management and committed capital and a team of approximately 100 investment and value creation professionals located in Silicon Valley, New York, London, Hong Kong and Tokyo. Silver Lake's portfolio of investments collectively generates more than \$140 billion of revenue annually and employs more than 300,000 people globally. The firm's current portfolio includes leading technology and technology-enabled businesses such as Alibaba Group, Ancestry, Broadcom Limited, Cast & Crew, Ctrip, Dell Technologies, Fanatics, Global Blue, GoDaddy, Motorola Solutions, Red Ventures, Sabre, SoFi, SolarWinds, Symantec, and WME|IMG. For more information about Silver Lake and its entire portfolio, please visit [www.silverlake.com](http://www.silverlake.com).

### **MEDIA CONTACT**

Marcy Carmena  
Director, Marketing & Communications  
818.860.7780  
[Marcy.Carmena@castandcrew.com](mailto:Marcy.Carmena@castandcrew.com)

# # #