



Mike Crowley

Director of Customer Success |
IBM i

“
True value is delivered when solutions are clear, measurable, and built around the customer's vision.
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Professional Bio

Starting as an RPG programmer and evolving into a **customer success leader**, Mike has spent 30+ years shaping the IBM i landscape. His experience in IT, presales, and sales enables him to bridge business needs with technical depth. By simplifying even the toughest **IBM i modernization** challenges, Mike has become a trusted guide for enterprises nationwide. He shapes smart **account strategies** and lasting customer relationships that lead to meaningful, sustained outcomes. At Integrative Systems, Mike guides clients through IBM i modernization with clarity and confidence. His steady, relationship-first approach unites teams, elevates customer experience, and drives long-term growth.

Expertise

- Sales operations, business development & growth strategy
- Lead generation, account management & customer retention
- Solution selling, negotiations & pipeline optimization
- Technical sales presentations & enterprise relationship building
- Strategic planning, coaching & cross-functional collaboration

About Integrative Systems

Guided by the promise “**Futureproof Your Business,**” Integrative Systems is a trusted global technology partner with over **25 years of experience** in business software applications across IBM i, AS/400, and Microsoft toolsets. We provide 24/7 infrastructure management, data analytics, and back-office optimization - operating as an extension of your team to align IT strategy with business goals. A five-time Inc. 5000 honoree, we help enterprises modernize systems, enhance resilience, and achieve sustainable digital growth.

Projects & Achievements

- **Enterprise Sales Leadership** - Led major sales cycles across IBM i modernization, rapid development, code transformation tools, and consulting service engagements.
- **Market Expansion** - Expanded IBM i software and services footprint across Eastern and Midwestern U.S. through targeted outreach and partner strategy.
- **Technical Solution Enablement** - Delivered high-impact product demos and value-focused presentations, with RPG development and mainframe systems.
- **Customer Success Impact** - Strengthened enterprise accounts by aligning technology capabilities with evolving customer business goals and operational needs.

Technical Environment

- **Ecosystems** - IBM i / AS400, Mainframe Systems
- **Tools & Solutions** - Application modernization platforms, development tools, and code transformation technologies
- **Services** - IBM i consulting, modernization roadmaps & enterprise enablement
- **Domains** - Customer success, technical sales, and enterprise technology services