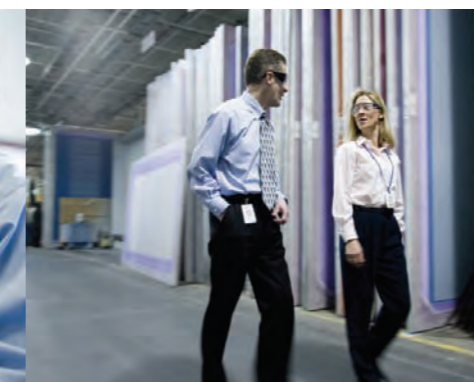
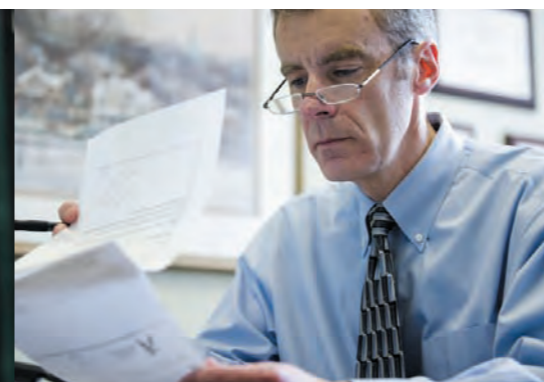
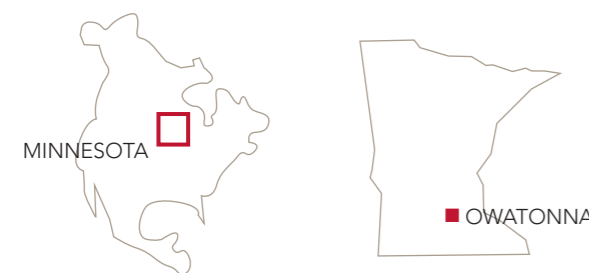


JERRY DRAKE IS UNDOUBTEDLY A PEOPLE PERSON: WHEN HE'S NOT MAKING THE EFFORT TO VISIT HIS CUSTOMERS FACE TO FACE, HE'S TEACHING LIVELY PROFESSIONAL DEVELOPMENT CLASSES AFTER HOURS OR FUNDRAISING FOR UNITED WAY. AS THE MAN IN CHARGE OF CREDIT MANAGEMENT FOR ARCHITECTURAL GLASS FABRICATOR VIRACON, HE NEEDS TACT, UNDERSTANDING AND ROCK-SOLID RECORDKEEPING; AVANTGARD GETPAID GIVES HIM THE LETTER, AND HE TAKES CARE OF THE REST



"SINCE 1985, I'VE WORKED HARD TO COUNSEL OUR CUSTOMERS AND HELP THEM GET THROUGH TOUGH TIMES. CONNECTING WITH CUSTOMERS IS THE MOST EXCITING PART OF MY JOB"



When not in the office, Jerry often makes personal visits to his customers. "Since 1985, I've worked hard to counsel our customers and help them get through tough times," says Jerry. "I like to make personal visits to help build relationships. Connecting with customers is the most exciting part of my job."

A MIXED BAG

The daily diversity of Jerry's work, as well as his commitment to staying active in his profession, have been critical to his sustained success and continued satisfaction. "In credit, you get a little bit of everything – accounting, legal, financial, sales and human relationships," he explains.

HOME LIFE

HOME: "My wife and I live in Owatonna with our two dogs and one cat. We are located 60 miles south of the Twin Cities."
FAMILY: "I have been happily married since 1971. We have three grown children and six grandchildren under the age of six, three boys and three girls."
HOMETOWN: Mankato, Minnesota.
PASTIMES: "I love to go camping and bicycling. And, every night, I run outside or on the treadmill. I can do a seven-and-a-half-minute mile. As a child, I was quite an instigator and wound up doing a lot of running."
VACATION: "We try to gather the whole family together at least once a year. In 2005 we went camping in Montana. My favorite vacation spot is a campground in northern Minnesota, near my aunt's house, which is situated on a lake."
CHILDHOOD DREAM: "To be an actor. I also always enjoyed helping people, so I thought a career as an architect or in the hotel business might have been fun."
CURRENT DREAM: "When I retire, I would love to act in community theater."
SECRET TO SUCCESS: "My success would not have been possible without the support of my wife and family over the past 35 years."

With more than 30 years' experience in the domestic and export credit field, Jerry Drake knows the importance of having satisfied customers. It is the human connections he creates with his customers that make his work as the financial services manager for Viracon rewarding. According to Jerry, "interacting with customers and forging lasting relationships are the biggest challenges of my job."

Jerry has been with Viracon, a member of the Architectural Products and Services segment of Apogee Enterprises, for over 20 years. An international leader in high-performance coated glass, Viracon has installed more than 500 million square feet of architectural glass products in more than 100,000 buildings around the world. As head of Viracon's 14-member financial services department, Jerry spends much of his time managing accounts receivable, corporate credit risk, customer relationships and collaborating with sales and operations. As he explains, "we work hard to counsel customers, to appropriately set credit limits and terms, helping them to grow their businesses responsibly."

Although Jerry's childhood dream was to become an actor, now he satisfies his creative side with the work he does as a member of the National Association of Credit Management (NACM). Jerry not only teaches classes for NACM, but also writes articles for the group's magazine, *Business Credit*. "I enjoy going out and sharing my experiences," says Jerry. "I've learned the importance of keeping it fresh and making my presentations entertaining." His involvement with NACM has also given him the opportunity to network with executives from other organizations in the industry, learning best practices that can be employed at Viracon.

CONTINUED EXPANSION

Jerry's commitment to innovation and ongoing development helped Viracon find a solution to effectively manage its growth. "The construction industry was experiencing an increase in DSO, a measure of the health of your receivables. At that same time, we conducted a Six Sigma study, in which we learned how we could improve collections and more effectively comply with Sarbanes Oxley," says Jerry. "Unfortunately we lacked the resources to implement these ideas over the long term. We needed technology to support our growth and help us better manage our working capital."

"Our DSO had gone up as high as 60," explains Jerry. "We implemented AvantGard GETPAID and brought our DSO down from 60 to an average of 55 days, while at the same time we watched our industry average climb to 70."

COMMUNITY FOCUS

With collections under control, efforts to further develop its business are already under way at Viracon. "We have facilities in

WORK LIFE

HOURS: "I am here by 7:30 a.m. and usually work until 6:00 p.m."
COMMUTE: "I live about two miles from the office, so my commute is short and simple."
LUNCH: "I have two cocker spaniels, so I try to go home to let the dogs out, unless I have a lunch meeting."
DESK HYGIENE: "My desk is covered with an 'organized clutter.' I receive a lot of comments about my unique array of paperweights."
OFFICE: "About 1,500 people work at the Minnesota campus, located in an industrial park. My office window offers a view of the snow outside. Inside my office, I have pictures of family, a map of the world and a painting by a local artist of old St. Paul."
ORGANIZATION: "I use Outlook to stay organized. I get at least 30 e-mails a day. But the first thing I do each morning, after grabbing my cup of coffee, is to check in with our AvantGard GETPAID program for my daily 'to do' list."
CORPORATE CULTURE: "Most people here dress in business casual attire. When it comes to dressing for the office, I am old-school and prefer wearing a suit and tie. To me, it has always been fun to dress professionally for work so that when you get home you have something to look forward to like changing into a pair of jeans."

Minnesota and Georgia and another one opening soon in Utah," says Jerry.

However, the company has an important focus outside of its own advancement, and that is supporting charities. Viracon's ASIST program encourages employees to become involved in the community: Viracon employees participated in a Big Brothers/Big Sisters fundraiser and Jerry heads up the accounting department's participation in a United Way fundraiser. "As an involved Owatonna resident, I'm really proud of our efforts," he says.