*Note: C12 is about community and that is why we meet in our groups. However, there is a larger community of C12 members throughout North Texas. Look for a series of introductions that you can use to get to know others that share the bonds of C12. – **Tom Hawes, Joe Galindo, Mike Gullatt, Tom O'Dwyer***

Meet Eugene Han (C12: Addison)

Eugene Han lives in Lake Highlands, Texas and attends church at the Upper Room. He was born overseas in a military family, an army brat, and moved all around until the family settled in Texas when he was eight years old. He has a sister that lives in Denver and another sister that lives in Mansfield, TX. Eugene earned his degree from UT Dallas and is the owner of SNAP IT Systems which provides full-service Information Technology Systems deployment, management, and IT support along with consulting services in Dallas.

What are some of your favorite things?

I am really into cycling and I try to ride for at least 100 miles per week. I'm also into cycling off-road, hiking, camping, riding motorcycles, and doing anything that gets me outdoors.

What was the last trip that you took?

I just came back from a climbing trip in New Mexico. I am part of the group Climbers for Christ and we fellowshipped, hiked, camped and had a wonderful time. The group was open to teaching. A couple of the guys had gone to seminary, so it was kind of like a spiritual retreat.

How did you start SNAP IT Systems?

I worked for another guy over 20 years ago Then I spent a year working at Microsoft on their support team gaining a lot of experience and finishing up my undergrad at UT Dallas. After graduation, I went back to work for the same guy and did that for a while and I realized I could probably do this on my own, so I just went for it in 2011. I had a small base of clients that wanted to work with me which was a blessing from the Lord. I managed to gain some clients and slowly build the business. We have a core of a dozen clients that we interact with weekly.

What service does your company provide?

We manage IT infrastructure for our clients which includes everything that makes the system work. That includes workstations, servers, networking, applications, managing email, security, and remote work. We have expertise in IP-based phones, all the stuff that is moving into the cloud, and are continually crafting solutions to meet the requirements of our clients. We are the IT department for the company that does not want to hire a full-time guy. Our 'bread and butter' is a company with up to 100 workstations and everything in between.

How do you describe your mission and values?

This is something that Joe and I have been working on and is still a work in progress. We value independence; we value people that don't need a lot of managing

- We value doing the right thing for the client
- We value bringing efficiency to our clients' businesses
- I am a Jesus-follower, so I value integrity in all areas.

How did you come to C12?

I was dating a girl who is discipled by Joe Galindo's wife and we were doing some counseling with them. That is how I got to know Joe. I had heard that other believers owned businesses and I thought that it would be good to be surrounded by like-minded people. It has stretched me in ways that I was not expecting and has left a mark on me.

What do you value about your group?

Something that you must fight for in business is integrity. There are a lot of gray areas to balance out in terms of what is ok and what is not. I have gotten a lot out of the integrity piece. There is just something cool about being around other believers running businesses and it is comforting in that way. I have learned a lot of concepts from the topics, the curriculum, and the recommended books. It is like an MBA school in some respects. Hearing other people's struggles and helping them work through them has kept me going and is an encouragement.

What challenges as a business owner have you faced and how has your C12 group helped with these challenges?

I have had a few delicate situations come up where I needed guidance and direction. Once I had a client with some questionable content on his computer and the group was instrumental in helping me understand what action to take. My group has also helped me handle a situation where I was putting up with things that I did not need to put up with because the employee was a family member. They gave me the push I needed to make some tough decisions.

What do you bring to the table of your C12 group?

That is a tough one because I feel like a little tiny fish in a big pond in my group! I encounter a lot of small business owners and I see a lot of the inter-workings of people's businesses that we serve. Being able to see the inter-workings of a company gives me a perspective that is kind of unique. As an IT person, we are heavily involved in processes and managing those processes: knowing how a business works, knowing what they need and what they do not need.

How do you use your business as a ministry?

That is another question that was provoked through my group. The primary ministry is to the people that I employ. Seeing it that way

has changed me in a better way about being a boss. Also, being able to bring my faith and my spirit into these different environments and pray for people as I feel led. It's a small thing but doesn't have to be an overt action to be a ministry.