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HOUSTON, TX— [SmartVault](#) has announced the appointment of Rick Pharr, a veteran of the software industry, as Chief Operating Officer. The company is a provider of SaaS online document storage and secure file sharing solutions.

In his new role as COO, Pharr's primary objective is to ensure the overall success of customers during all phases of their engagement with SmartVault. He will oversee customer-facing business operations including sales, training, and support for SmartVault. With a laser focus on customer success and satisfaction, Rick brings over 15 years of experience in the software and Software-as-a-Service (SaaS) technology industry, including leadership positions in both small start-ups and large public companies.

"We are thrilled to have Rick join the SmartVault team," announced SmartVault Founder and CEO Eric Pulaski. "His relentless focus on customer satisfaction and his background in software and SaaS make him the right fit for SmartVault culturally, and in our ongoing efforts to grow, innovate, and delight our customers."

Prior to joining SmartVault, Pharr was the Vice President of Customer Enablement and Information Technology for Seismic Micro-Technology (SMT), a market leader in seismic interpretation software. Prior to SMT, Rick oversaw the Enterprise Security Management and Control Compliance Suite support functions for [Symantec Corporation](#) and led various R&D functions, facilities, global support, and I.T. groups for [BindView Corporation](#). He also led the successful creation of a multi-level support offering, 24x7 support operation, and self-service client portal web site.

“This is such an exciting opportunity for me, both professionally and personally,”

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