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Alan Chen

Software Engineer
Hangzhou, Zhejiang
SunnyTech, Inc.

Connections 26
Grow your network



Mike Penterman • 2nd

Customer Success, Operations, & Product Leader | Track reca...
2w • 🌐

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It's a sad day for e-commerce. I worked at [Digital River](#) for over 21 years, and I learned so much during my time there. They were founded in 1994 by [Joel Ronning](#), and they were an e-commerce and Merchant of Record pioneer. First in the digital and subscription space, and eventually in physical goods. Digital River is the reason you no longer buy a software box off the shelf at a retailer. They led the online e-commerce revolution.

Digital River has employed some of the best and brightest e-commerce experts in the world. They have grown e-commerce for some of the biggest brands in the world including [Microsoft](#), [Samsung Electronics](#), [Adobe](#), [Avast](#), [Electronic Arts \(EA\)](#), [Major League Baseball \(MLB\)](#), [LG Electronics](#), [Logitech](#), [ASUS](#), [NVIDIA](#), [Autodesk](#), [Lenovo](#), and so many more. They made multiple acquisitions over the years to add to their capabilities and global reach. They were once a public company with over 1500 employees and \$450M in revenue. With offices in the US, Taiwan, Germany, Ireland, UK, Brazil, China, and Japan, they were truly a global company with global scale and reach.

Since being sold last summer, the company has taken a precipitous decline. It now looks like they are at the end of the line. I have added an image of a message that was sent to customers over the weekend. Customers are being left with the prospect of losing their e-commerce channel. Employees are being left with nothing.

If I can be of help for anyone, please reach out. If I can help make connections, I am happy to do so. If you are a customer who has been notified, and you are facing your e-commerce channel being disrupted, please contact me. I am happy to help find you an alternative. There are options that can be enabled quickly.

- [#EndOfAnEra](#)
- [#DigitalRiver](#)
- [#MerchantOfRecord](#)



General Counsel
Important Update Regarding Our Services

Dear

We would like to provide you with an update regarding the current challenges we are navigating in our business. Despite our efforts to consolidate operations, unforeseen factors have placed additional strain on our financial resources. These challenges have affected our ability to sustain operations.

In those circumstances, we will immediately cease facilitating transactions in respect of your offering on our platform.

Thank you for your understanding during this challenging period.
Best regards,

Keith Bush

Digital River, Inc. | Digital River Ireland Ltd

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Excellent work Mike
Looks great
Great service
Impressive

Add a comment...

Most relevant ▾

Maggie Lee • 1st
 Head of Digital Business APAC | Verifone | NUS EMBA candidate 2w ...

It is very sad for DR alumni too, but glad I've spent the precious 7 years time before siris acquisition. Being able to meet and work with the best talents in e-commerce world is bless and I'm glad the friendship continues!

Like · 7 | Reply

Steven Cheung • 2nd
 Project Management | QA Engineering | Solutioning | Consultation | SaaS |... 2w ...

It is really sad to hear this. I too, learned a lot during my 13 years at Digital River. We were truly a global team, from US to APAC. Growing with the APAC team moulded me into the person I am today. I will miss the great people I worked with over the years. Truly exceptional people and peers that were there at Digital River. ...more

Like · 23 | Reply · 1 Reply

Mike Penterman Author
 Customer Success, Operations, & Product Leader | Track record with... 2w ...

[Steven Cheung](#) I miss spending time with you in Taiwan. It was always such a pleasure to visit. You were clearly a leader in the office, and your empathy and concern for everyone was always on display. I enjoyed our conversations about family and life in general. It's too bad your a Packers fan. You are a friend, a colleague, and son ...more

Like · 6 | Reply

Gary Braun • 3rd+
 Partner at Pivotal Advisors, LLC 2w ...

Holy cow. A sad day indeed. I learned a lot during my 11 years there.

Like · 16 | Reply · 4 Replies

Mike Penterman Author
 Customer Success, Operations, & Product Leader | Track record with... 2w ...

[Manuel Heilmann](#) live and learn

Like · 3 | Reply

Ruthie Felker • 3rd+
 10 years of global eCommerce Project Management 2w ...

Thank you for taking a chance on me Mike! My time at DR has been incredibly amazing. I have learned and grown so much, and have to say... I enjoyed the trip down the river. I am happy to have shared my adventure with someone as inspirational and kind as you. Thank you, Mike, I am forever grateful to know you!!!!


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Mike Penterman Author
 Customer Success, Operations, & Product Leader | Track record with ... 2w ...

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 **Ruthie Felker** • 3rd+
10 years of global eCommerce Project Management 6d ...

Mike Penterman I remember you telling me "If you make it 6 months, you will be here till the end". At the time, it was so motivating... now it stings a little.

I will never forget what a great leader you were during the hardest times to hold us all together (shark and bunny costumes on Fr ...more

Like · 🗨️ 2 | Reply

 **Sayan Mukherji** • 3rd+
Technology Transformation Leader - Wealth Management at U.S. Bank 2w ...

It' s really a sad day. I spent a major part of my career there worked with some of the best and brightest in the industry. It really hurts to hear the news

Like · 🗨️ 17 | Reply · 2 Replies

[See previous replies](#)

 **Mike Penterman** Author
Customer Success, Operations, & Product Leader | Track record with... 1w ...


Sayan Mukherji You were always helpful, Sayan. I know I brought quite a few customer opportunities (challenges) to you over the years. You never turned me away. I enjoyed working with you at DR!

Like · 🗨️ 3 | Reply

 **Chris Cooke** • 2nd
Cofounder, Positive Foundry | helping leaders build high-performance, en... 2w ...


I have so much love for all the people I had the chance to learn from and call my friends during my 12 years there. DR was one of the true pioneers in e-commerce. We did some amazing things together. I will not miss the -15-degree Minnesota winter sales kick-offs.

Like · 🗨️ 24 | Reply · 1 Reply

 **Mike Penterman** Author
Customer Success, Operations, & Product Leader | Track record with... 2w ...

SKOs in Minneapolis were not the ideal situation. Much prefer San Diego or Miami in January,

Like · 🗨️ 8 | Reply

 **Vincent Ong 翁詩迅** • 2nd
eCommerce | DTC | Payment | SaaS | Technology Solution | Technical Sales... 2w ...

I was lucky to be part of the journey for 10 years and learned so much about e-commerce at Digital River working with a group of smart and fun people. A truly work hard play hard environment. It is definitely sad and shocking news to hear the fall of such a great company who was once a pioneer and innovator of the e-commerce space.

Like · 🗨️ 9 | Reply · 1 Reply

 **Mike Penterman** Author
Customer Success, Operations, & Product Leader | Track record with... 2w ...

Vincent Ong 翁詩迅 I enjoyed working with you, Vincent. You were always a great travel guide and a friend. I will miss our culinary journeys in Korea and Taiwan. Maybe someday down the road we will meet in person again.

Like · 🗨️ 2 | Reply

Rhonda B. • 2nd
EdD Doctorate Executive Leadership | Program & Project Initiatives | Lead... 2w ...

Some of the best years of my career working with **Mike Penterman Amy Patton Joel Ronning Pete Geherin Kristin Ploetz Brian Wilson John Sekevitch Don C. Peterson Kathy Tompt Alex Danzberger Briana Birkholz** and so so many more. Working with these wonderful people definitely contributed to my growth as a leader. Forever grateful to ...more

Like · 🗨️ 17 | Reply · 1 Reply

 **Mike Penterman** Author 2w ...

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Tom McGurran · 3rd+ · 2w ...
SVP and General Manager Hospitality at Kipsu

Foundational Mpls tech co and now the DR genetics are all over current MN tech companies. Great memories of my time there in the early days, and still have many fantastic friendships with the peeps that were there back then. Appreciate Joel taking a chance on us youngsters!

Like · 11 | Reply · 1 Reply

Mike Penterman Author · 2w ...
Customer Success, Operations, & Product Leader | Track record with...

Tom McGurran I still remember the Corolla, Tom. Always enjoyed working on your deals. You landed some great ones. I learned a lot from you back in the day.

Like · 4 | Reply

Matthew Moses · 3rd+ · 2w ...
Data / Solution Architect | Salesforce Certified | AWS Certified

Wow, hard to see it fall that far! I know commerce is always changing but DR seemed to also be on the forefront during and after my time working there. Best of luck to anyone left as you tackle this crazy job market.

Like · 4 | Reply · 1 Reply

Mike Penterman Author · 2w ...
Customer Success, Operations, & Product Leader | Track record with...

Happy to see your photography business is still going, Matt!

Like · 1 | Reply

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