
OVERVIEW

Profile:-

A highly experienced senior infrastructure and general IT professional, having worked in global, senior infrastructure management and architectural roles, as a major programme manager and also as head of IT including the full IT integration of a significant financial services acquisition.

A long and consistent record of delivering highly effective and cost efficient business technology services in global businesses.

Demonstrates excellent business relationship skills and is a highly effective communicator, leader and influencer.

Experienced as a consultant and in significant change roles building strong programme management skills, and able to operate across roles ranging from senior leadership to more hands-on operational and change functions with global, regional or national contexts.

Key achievements:-

- Implemented global multi-sourcing infrastructure services, including the adoption of managed services covering Networks, Voice, Collaboration, Storage and Backup.
- Developed and implemented commercial infrastructure services across a USD160m portfolio.
- Led the IT integration of a funds management business into a global investment bank – that firm's largest acquisition.
- Globalisation of technology infrastructure – rationalising four regional technology units into a single, centralised hub, delivering improved business enablement and greatly reduced operating costs.
- Establishment of regional infrastructure hub servicing EMEA region, greatly enhancing delivery and service quality.
- Outstanding record of delivering global infrastructure solutions covering security, remote access, desktop and server standardisation and availability.
- Implemented significant structural organisational change to meet diverse and evolving business requirements resulting in cost reduction and capability improvements.
- Successful management of major infrastructure programs and projects including major re-locations, global network implementation, business integrations, standard operating environments across multiple platforms.
- Establishment of recognised high performing technology and infrastructure teams.
- Execution of multiple initiatives to create outstanding operational savings of 10-30% while improving or maintaining high quality and service levels.

EXPERIENCE

Macquarie Group

January 2006-

Role

Global Head of Infrastructure Services, Architecture and Strategy

September 2010-

Employment summary

Accountable for all infrastructure services, covering strategy, pricing and architecture, with an annual services budget of US\$160m. Key objectives were to introduce or accelerate the adoption of standardisation, virtualisation and consolidation across all infrastructure services, improve levels of service and drive greatly improved cost management through stronger commercial focus. Key outcomes:-

- Introduced three infrastructure service portfolios; Core Service (Telecoms, Storage, Backup, Datacentres), Apps Hosting (Database, Server Platforms, Tools) and Workplace (Client Devices, Personal & Group Productivity, Mobility, Compliance)
- Implemented strategic programs across all areas of infrastructure.
- Introduced savings in excess of US\$20m, with an ongoing target of US\$50m.
- Implemented Macquarie's first infrastructure architecture function
- Developed business services focus, replacing technology-led approach.
- Introduced managed services in a multi-sourcing model covering Networks, Voice, Collaboration, Storage and Backup.

Role

IT Program Director – Delaware Investments Integration
Head of IT, Macquarie Funds Group Americas

September 2009 to August 2010

Employment summary

Appointed to lead the IT integration of US-based Delaware Investments into the Macquarie Funds Group. Delaware Investments had been acquired by Macquarie from Lincoln Financial Group. Based in Philadelphia, USA, establishing the IT program and organisational structure including about 130 staff, working closely with the newly acquired business to define and implement the IT platform to support the successful integration of the business into the Macquarie Group. Built the ongoing IT team including its senior leadership and played an interim management role across IT. The role encompassed the management of a US\$40m budget for the integration and operational functions. Key outcomes:

- Successfully transitioned IT services within budget and timescale.
- Developed foundation business relationship.
- Implemented chargeback model for IT services.
- Worked closely and effectively with the outgoing IT services team in Lincoln.

Role

Regional Head of Infrastructure (EMEA)

February 2006 to September 2009

Global Head of Market Data Services

February 2009 to September 2011

Employment summary

Appointed to establish a full service infrastructure capability in London to service the EMEA region and meet business requirements in the face of aggressive growth by Macquarie in London and across Europe, Middle-East and Africa. Focus was on expanding the depth and strength of capability across all disciplines in the region, moving the capability from a local break-fix operation to a full-function infrastructure services team. Ensured that the team in the region was scaled appropriately to add the best value to the local regional businesses while recognising the need to avoid the high resource costs in the UK and to fully exploit both internal and external resources and services.

Role expanded In 2009, to include global responsibility for Market Data Services with a remit to ensure the organisation retains security of data delivery while optimising a significant cost base. Key outcomes:

- Creation of a regional global Infrastructure hub servicing up to 1500 business customers across the EMEA region, enhancing the capability and quality of IT services and underpinning the rapid business growth in the region.
- Establishment of a diverse and highly capable engineering team, highlighted by the development of the global wireless LAN service, the first global product to be developed outside Australia.
- Support the establishment of many new business locations, with green fields setups for over 100 staff in both South Africa and UAE.
- Developed commercial solutions alongside internal services organisation to achieve significant cost savings and synergy across Macquarie and associated companies.
- Development of an inexperienced management team into a group recognised as high performing globally.
- Directly responsible for an operating budget of A\$20m in EMEA and a Market Data spend of A\$90m pa.
- Achieved operational savings of over 20% in response to global financial crisis.
- Executed a number of regional initiatives that on average introduced 25% cost savings covering wide-area networking, mobile and fixed telephony and printing services.

National Australia Bank**August 2001 to January 2006****Role**

Global Head of Infrastructure &

August 2001 to February 2006

Head of Technology – UK and US

Employment summary

Appointed to lead the transformation of the infrastructure in the NAB investment banking division, responsible for all infrastructure services and architecture. Focus was on the definition and implementation of a global technology strategy with the goal of supporting the globalisation of that investment banking business, moving from a disparate, regionally-focused infrastructure to one based on a single processing hub using single-instance applications globally. Key outcomes:-

- Creation of global Infrastructure hub servicing NAB globally from Australia, greatly rationalising technology services, improving service, enabling the development of a global business, centralising design and management.
- Implemented an aggressive infrastructure strategy including:-
 - New global desktop managed operating environment significantly reducing support calls (by 80%).
 - Introduced tools and processes for automated build of Windows-based servers and desktops, creating much greater efficiency and reducing costs.
 - Implemented a mobility strategy, underpinning a 40%-mobile workforce and introducing highly secure, high performance capability.
 - Greatly improved global network capability, including centralising and rationalising key network services.
- Established ITIL-based Service Management capability in Australia and UK; implementing tools and processes to enhance problem, incident, change, asset and configuration management, resulting in far greater focus on service-impacting issues and business satisfaction as well as reduced incidents and improved quality of change.
- Directly responsible for an annual investment budget of A\$15m and an operating budget of A\$11m.
- Achieved year-on-year savings of 10-20% while improving service and exploiting new technology effectively.

Braxxon Technology

September 1998 to August 2001

Role

Senior Consultant

Period

September 1998 to August 2001

Employment summary

Appointed as Senior Infrastructure Consultant, working with UK-based global financial services clients, across a number of assignments. Key outcomes:

- Project management - Dealing Room Re-fit – Australian Investment Bank
- Programme Manager - Year 2000 Compliance Programme – Japanese Investment bank
- Programme Manager - Implementation of Front Office system – Middle-East Investment Authority
- Programme Manager & Managing Consultant - IT relocation programme – Australian Investment Bank

Daiwa Securities

September 1990 to September 1998

Role

Head of Infrastructure & Support

Period

September 1990 to
September 1998

Employment summary

- Responsible for all infrastructure services and delivery in the UK
- Programme Manager for infrastructure in European HQ new building