

DAVID J. CLOTHIER

David J. Clothier
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Profile:

I have over 14 years of extensive IT Architecture experience in a variety of market sectors. I am an accomplished professional in designing, implementing and configuring a wide variety of hosting, web, application and systems solutions; with proven experience in managing multiple large-scale infrastructure projects across matrix environments, and multi-phased, complex migration programmes that address technology, people/organisation and process change.

I am a dedicated, confident and highly motivated team player. As a leader I lead from the front and present a clear and concise vision on delivering goals and objectives. In my experience good communication skills, coherent IT solutions and a sound understanding of how the vendor/customer relationship can collaborate together are key to successful IT business partnerships. I am very passionate about technology and the way we in which maximise productivity using it.

Demonstrated performance in:

- ❖ Senior, Bid & Team Management
- ❖ Consulting Best Practices
- ❖ Risk management and mitigation
- ❖ Strong analytical and trouble-shooting skills
- ❖ Datacentre design, build and management
- ❖ Multinational experience
- ❖ Strategic Management
- ❖ ITIL awareness
- ❖ Internet and Hosting Technologies
- ❖ Project Planning & Management
- ❖ Project Delivery to BAU environments
- ❖ Platform/Product Delivery Life Cycles
- ❖ High Availability Environments

Key Technical Skills:

- ❖ Consultancy Methodologies, ITO best practices, Post- and Pre-Sales environments
- ❖ Bid & Team Management
- ❖ Business Analytics
- ❖ Hosting and Virtual Environments
- ❖ vBlock Architectures (VCE)
- ❖ Cisco Platform Control: Cisco PIX/ASA Firewall, Cisco Switching and Routing technologies
- ❖ VMware Infrastructure 3.5i ESX, vSphere 4 & vSphere 5.0
- ❖ VMware View 4/4.5, ThinApp and vCentre products and technologies
- ❖ Service Delivery within 24/7/365, high-transactional environments
- ❖ Platforms- Windows 2000/3/8, Windows XP/Vista/7
- ❖ RHES Linux/Solaris (Basic)
- ❖ Windows Server 2000/3/8 Terminal Services, Exchange 5.5/2000/2003/2007, Active Directory, Windows XP Professional, Windows Vista/7, 2000 Professional, NT 4.0 Workstation, Windows 9.x
- ❖ IIS 7/6/5 website building, implementation, administration and disaster recovery planning
- ❖ Apache website building, implementation, administration and disaster recovery planning
- ❖ Microsoft Network Infrastructure Design
- ❖ ITIL and Sarbanes-Oxley compliance and methodologies
- ❖ Application / Load Balancing Technologies: BigIP (LTM and GTM), Alteon, Cisco
- ❖ TCP/IP, WINS, DNS, and DHCP, RRAS, FTP, HTTP/S IPsec, L2TP, DFS
- ❖ Microsoft SQL Server 2005/7/8 – implementation and administration
- ❖ HP/EMC/Hitachi SAN Environments
- ❖ Clustered and Distributed environments
- ❖ Firewall, Security, Load balancing, Cisco Switching and Routing technologies
- ❖ Security analysis, network restructure, VPN design and configuration technologies
- ❖ SQL and Oracle Reporting Services – Design, Implementation, Reporting
- ❖ SharePoint 2010 and 2013 technologies, including document automation and workflows
- ❖ Scotland Basic Disclosure Security Cleared

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Current Employment:

Qorus Software PTY Ltd

September 2012 – Current

Global Pre-Sales Architect

I am primarily responsible for the technical architecture of proposed client infrastructure within Bids and Tenders, at a Global level (North America, South America, EMEA and APAC regions). My role sits within the Sales Organisation at Qorus, and covers both direct sales activities and Partner led sales opportunities. I am expected to bridge the gap between business challenges and the delivery of Microsoft based technical solutions.

Other responsibilities and duties:

- ❖ Provide subject matter expertise in a pre-sales capacity for prospects, partners and strategic business alliances on all Qorus products and their associated Microsoft eco-system integration.
- ❖ The production of written responses to Request for Proposals, Requests for Information and Requests for Pricing.
- ❖ Development of Industry specific and technical whitepapers.
- ❖ Align with Sales Director responsibilities, providing product, business and technical knowledge in support of pre-sales activities, as well as mentor internal infrastructure teams within design and security capacities.
- ❖ Build and deploy demonstrations for use by the direct Sales team as well as those of the Partners.
- ❖ Liaison with Product Managers and R&D to understand details of product direction and design and communicate information back to sales organization.
- ❖ Responsible for staying abreast of Microsoft product roadmap as well as understanding the scenarios, features and functions within each of the products and how these are applied to address business and technical problems. This includes interacting with Product Management and Development on an on-going basis to stay current.
- ❖ Responsible for understanding business and technical problems addressed by the products including key regulations, business drivers, evolving business needs, etc.
- ❖ Consulting support for the Partner's pre-Sales teams.
- ❖ Responsible for staying current on competitive analyses and understanding differentiators between the company and its competitors.
- ❖ Responsible for working with Product Management to develop and deliver training on business problems, products, and messages (classroom and OJT) for new pre-Sales team members and Partner pre-Sales.
- ❖ Coordinate requirements for proofs of concept with Product Management/Consulting

Previous Employment:

Extended Leave & relocation

March 2012 – September 2012

Geographic relocation to Cape Town, South Africa due to an extenuating family crisis.

Atos International (formerly Siemens IT Solutions and Services)

Nov 2007 – March 2012

Principal Solution Architect (Infrastructure)

With a presence in more than 42 countries and a workforce of 78,500 business technologists, Atos offers its clients in-depth market expertise, an extended global reach and an impressive services portfolio.

My role at Atos involves performing Solution Design, Solution Lead and Solution Architect/Manager roles, successfully delivering cost effective solutions into Bids (Pre-Sales | new business) and Projects/Programmes (Post Sales | current Accounts), from inception stages through to handing off to Business as Usual operational teams. I am required to provide strong technical and commercial leadership across all portfolio items (datacentre, server, desktop, storage, networking and security) utilising IT as an enabler to drive Business benefits to both internal and external clients; guide solutions at various levels, and interface with several internal/ external peers and teams to ensure timely delivery of thorough Bid and pricing documentation.



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As part of this overall requirement, I am also customer facing; placing significant importance on the engagement of that customer into solutions from an early stage (making them feel part of that Solution). Understanding Unique Selling Points and being able to draft Business Cases that show compelling solution elements, I am required to articulate this to both Technical and Board level decision makers, in both Pre- and Post-Sales environments. I have a proven track record in working with CxO level members on Infrastructure Service bids and deals.

I work in a highly collaborative environment, and understand fully the dynamics that exist between internal and external partners, as well as working in Virtual environments or teams. I have experience in managing vertical as well as horizontal teams in high-pressured, ever-changing environments; successfully contributing to the resourcing element of Bids and projects; including post activity review and feedback sessions. Often this leads to mentoring less experienced consultants; providing useful insights.

Full Pre-Sales bid life-cycle involvement from interpreting customer business requirements, set technology direction models, technical storyboards, business & technical risk management, through to technology agnostic conceptual design into technology platform selection and functional specification through logical and physical design levels. This includes full documentation, with financial modelling to show both project (Transition, Transformation) and operational (managed service, staff-reassignment/rebadging, asset ownership transactions) costs over contract periods. Pre-Sales bid activities include the documentation and effort estimation to a standard suitable for inclusion in bid responses. This work includes pre-sales presentations, presenting complex technology concepts to non-technical audiences.

TCV for the Pre-Sales Bids and Post-Sales Projects I have worked on range from £10m - £850m (typically over 5-10 year contract periods). I was promoted from Architect Lead Consultant to Principal Solution Architect in January 2011. Siemens IT Solutions and Services became an Atos business on 1 July 2011.

Atos/Siemens Pre-Sales Engagement Work:

UK Nuclear Decommissioning Authority

Sector: Industry, Energy & Healthcare

Full ITO Bid; spread across 29 locations in the UK, Scotland and Wales, 19,300 users. Requirements include lowering IT Operational Cost, Cost Certainty, Flexibility, Low Risk T&T, the simplification of IT processes, and take ownership of overall Service Delivery responsibility

Role: Solution Architect covering off all technical infrastructure aspects of the Bid: End User Computing, Infrastructure Cloud Services, Network and Telecoms and Service Delivery. Managing a team of Solution Architects, performing Solution Loop reviews, cost modeling/scrubbing, strategy setting, 3rd party contract consolidations, and customer dialogue sessions. This included the consolidation of multiple datacentres into two primary datacentres and migrating server technologies onto a VMware platform to create a private shared services Cloud offering. Principal Solution Architect for a 19,000+ seats Windows 7 rollout and desktop/laptop refresh, with a further migration to VMware VDI using View4/5 and ThinApp from VMware for ~14,000 seats (using vBlock architectures). This required a high degree of imagination; close stakeholder management as well as the ability to 'sell' this idea into IT Exec and Board Levels.

Contract / Bid Value: ~ £275 million

BAA ITO

Sector: Industry, Energy & Healthcare

Full ITO Bid; spread across 7 sites in the UK. Aspirations include being the #1 Travel Hub of Choice in World. Requirements include lowering IT Operational Cost, deliver innovation and commercial opportunities into the Account and its clients, support capital investment plans, simplify procurement and supply chain, and take ownership of overall Prime Service Delivery responsibility. A detailed understanding of complex infrastructures is why I was chosen to be part of the Bid Team.

Role: Solution Lead for a 12,000+ seats Windows 7 rollout and desktop/laptop/tablet/smart device refresh, with a further upgrade to VMware VDI using View4 and ThinApp from VMware. Within this is also a consolidation of mobile devices/smart phones to an Enterprise Blackberry solution, as well as investigating newer technologies such as iOS (v4) devices (iPhone, iPad) and how they interact with current enterprise solutions; keeping the workforce mobile but still 'in sync' with the latest information was a key theme throughout this solution design. This required a high degree of imagination; close stakeholder management as well as the ability to 'sell' this idea into IT Exec and Board Levels.

This is across 7 major sites across the UK and Scotland, as well as circa 5 other minor office sites too.

Contract / Bid Value: £650-£800million



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Account: Environment Agency

Sector: Government

My responsibility was to ensure completeness and quality of the Enterprise Agency bid deliverables in the End User, Infrastructure, Internet Services, LAN, WAN, Mobility, Remote Access, Storage, Telemetry, Thames Barrier, Voice Network services and Audio/Videoconferencing services space. Alignment of pricing matrices to portfolio items to ensure traceability leading up to BAFO pricing round.

Contract / Bid Value: £700million

Account: Vehicle and Operator Services Agency (VOSA)

Sector: Government

Full technology refresh and migration to an Open Platform; including all MOT testing kit and applications; IL3 Security accreditation enabling the use of Government Gateway authentication services. Acting as Solution Architect Lead on this Bid, I was responsible for managing the technical solution team in the Datacentre, server, end user device, storage and network portfolio items. Full Operational Lines, and Heads of Service review and approval processes.

Contract / Bid Value: £70million

Gatwick Airport Limited (GAL) SAP / ERP Bid

Sector: Industry, Energy & Healthcare

As part of the sale of Gatwick Airport to Global Infrastructure Partners (GIP), Gatwick Airport required a migration of Back Office data to a new ERP system as part of that airport divestment. The delivery model utilises Siemens Global Production Centres in India and Romania as support locations to lower overall operating costs.

Contract / Bid Value: ~ £35million (leading to a further £30million on other opportunities)

Guardian News Media

Sector: Media

Full ITO Bid; with the primary purpose being to lower Guardian News Media's operational costs. The bid centred on virtualisation of many of their Infrastructure components, a rollout of Desktop VDI across their sites and leveraging the commercial opportunities available within their current contracts and infrastructure.

Contract / Bid Value: £10million

Irish Department of Environment, Heritage and Local Government

Sector: Government

Design a Conceptual and Logical model for the migration to Active Directory & Exchange covering hardware requirements, labour estimates, etc. Full cost modelling of project and Managed Service costs, as well as seek Heads of Service approvals and presenting solution to the customer.

Contract / Bid Value: €10million

Atos/Siemens Post Sales Project / Programme Work:

Account: MetLife UK Services Ltd

Sector: Financial

MetLife US and MetLife UK (and Ireland) ran autonomous AD Forests, but a transition to migrating the UK Forest into the US Forest was required, making the UK AD Domain a Child Domain of the US Forest, with further plans for similar actions for MetLife Belgium and Poland. This entailed working alongside the Engineering teams for MetLife US.

**Account: National Savings and Investments (NS&I)
Programme: NS&I Infrastructure Refresh Programme**

Sector: Government

The NS&I strategy is part of a requirement for Siemens to completely refresh all aspects of the NS&I infrastructure across its four key locations and condense the estate's data and network services to two hosted datacentres.

My role as Architect Lead Consultant was to have responsibility for working with the sales team and Solution Architect



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defining both the high level and detailed solutions. Our approach allowed Siemens to demonstrate the competitive advantage of the solution, and we were subsequently nominated for the Project Team of the Year Award.

I was responsible for and gave solution direction/assurance on the following areas:

- ❖ Datacentre and Hosting strategy
- ❖ Wintel Server consolidation/transformation
- ❖ Expansion of the UNIX environment
- ❖ Transition and Service wrap
- ❖ Transformed Network Environment
- ❖ Application migration/consolidation
- ❖ Desktop consolidation/transformation
- ❖ Full approval process

Programme Value: £70million

Account: BBC Internet Operations

Sector: Media

Assess the current server estate and its monitoring back-end, with a view to migrating to a full suite of BMC Patrol products. The overall requirement was to centralise the monitoring resources within the NOC and provide a platform that allowed suitable capacity planning as an ongoing concern.

Collectivity Ltd

Jan 2006 – August 2007

Technical Operations Manager (fixed term contract)

Since 2001, Collectivity has been leading the way in mobile e-commerce development and distribution, thanks to a winning combination of unique and proprietary technology, product expertise and marketing networks.

Responsibilities:

- ❖ Implement a number of service level agreements to improve and stabilise the 24/7/365 production platform.
- ❖ Project managed full re-design of web and back end architecture, using ITIL as a framework.
- ❖ Managing a team of 17 (DBAs, Developers, Network engineers and Wintel/UNIX Admin).
- ❖ Assuming the role of Technical Lead on multiple projects.
- ❖ Analysis of Business Model and steer the technology used towards Business Growth.

Achievements:

- ❖ Eradicated all single points of failure on productions systems.
- ❖ Implemented ITIL focussed change and release teams to ensure timely and secure release process.
- ❖ Implemented a reliable problem and incident management process through a 1st, 2nd and 3rd line support team escalation procedures.
- ❖ Designed and installed a reporting system (in-house) for problem and incident reporting as well as BI reporting.

Espotting Media/ MIVA Media UK

Apr 2002 – Dec 2005

European Infrastructure Manager

MIVA is a leading online advertising network, processing approx. 2 billion transactions a month. The Company operates in North America and Europe. During my time with MIVA the company grew from a start up to a mature NASDAQ registered enterprise. I was promoted from the role of Infrastructure Architect to European Infrastructure Manager, taking the infrastructure from serving 500'000 transactions per month to 2 billion +

Responsibilities:

- ❖ Managed and led a team of 10 (DBAs, System/network engineers and technical support)
- ❖ Hosted and supported Affiliates/Partners websites on systems, both .asp and .pup based websites. This included the advisement of site builds/parameters as well as active monitoring and maintenance thereof.
- ❖ Successfully project managed and delivered all changes to European infrastructure.
- ❖ Attended bi-weekly CAB (change advisory board) meetings, in line with SOX compliance.
- ❖ Played a key role in re-design and merging of global infrastructure architecture.
- ❖ Budget control
- ❖ Recruitment, training, assessment and development of all team members
- ❖ SAN and Clustered environment installation and control

Achievements:

- ❖ Successfully delivered production infrastructure into 10 new European locations.



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- ❖ Successfully delivered Architectural design, budgeting, vendor selection and implementation of new global infrastructure.
- ❖ Successful consolidation of global IT services.
- ❖ Successful installation of a multi-country, multi-SAN infrastructure, with a clustered architecture.

Cevas Data Systems Ltd
Network Manager

Nov 2000 - Mar 2002

eBookers.com
Systems Engineer

Jan 2000 – Nov 2000

Barclays Offshore Services (contract role)
Systems Engineer

May 1999 – Jan 2000

Professional Training:

- ❖ Siemens Mgt. Foundation Platform
- ❖ ISEB Cert. in IS Consultancy Practice
- ❖ Outsourcing Framework Fundamentals
- ❖ ISEB Business Analysis Essentials
- ❖ Chestra Fundamentals
- ❖ Solution Design and Delivery
- ❖ Non-Conformant Cost Management
- ❖ Microsoft Windows 7 Deployment
- ❖ VMware Infrastructure 3.5i ESX
- ❖ Microsoft Certified Systems Engineer
- ❖ Cisco Certified Network Associate: CCNA
- ❖ Citrix Certified Administrator: CCA
- ❖ Juniper Firewall Administration
- ❖ Microsoft TS/Citrix Metaframe Admin
- ❖ Microsoft Partner Network Sales and Services Assessment for Microsoft Online Services

References:

- ❖ Available upon Request.