Nick Tupper

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PROFILE

Senior IT leader with blended infrastructure engineering IT Operations and services expertise. 15+ years of IT Transformation/Transition/Service Delivery experience working with internal and outsource partners. IT Service Operations specialist with a customer-centric mindset. Experience across multiple industries with proven success in retail, eCommerce, financial services & contact centre BPO. Service Management and Project Professional.

CORE COMPETENCIES

- Service Management (ITIL v3 v4),
- Project Management (Prince 2),
- IT Operations (IaaS, PaaS, SaaS)
- Digital Transformation (Azure & O365),
- Customer Service Initiatives
- AWS Certified

- Management of IT Infrastructure
- IT Service Delivery
- Leadership
- Team Building & Mentoring
- Stakeholder & Relationship Management
- Azure Certified

- Senior IT Leadership
- IT Operation Specialist
- IT Strategy
- IT Services Insourcing/Outsourcing
- P&L Responsibility
- ITSM Tools – ServiceNow

EXPERIENCE & ACHIEVEMENTS

OCT 2022 – CURRENT: – BROADGATE CONSULTANTS, LONDON – Consultancy

Current contract - Consultant Infrastructure Operations, IT Controls Refresh - MS Amlin – Financial Services
Advise, implement, support & maintain IT Controls aligned to JSOX & ISAE. Establish Governance & cadence for IT Control related activities.

Oct 2022 – April 2023 – Interim Head of Infrastructure Operation - MS Amlin – Financial Services (3K + employees)
Help with setup of new function and onboarding of technical SME's.
Establishment & monitoring of best practice for operational process and governance & cadence for tier 1 suppliers in a mixed outsource services model.

APRIL 2022 – OCT 2022: – EBRD, LONDON – Financial Services (4.5K + employees)

https://www.ebrd.com/

Contract – Interim Service Operations Manager
Lead for ITSM process transition for off-shore to on-shore governance & cadence
Responsible for operation & delivery of IT Services to circa 4500 customers (blended out-source/in-house model

JULY 2020 – APRIL 2022: – MPHASIS UK LTD, LONDON - Technology Services provider (20k + employees)

https://www.mphasis.com/

Associate Vice President
Reporting Vice President level, deliver a stakeholder engagement process for the customer to support IT service transformation and transition of specialist UK IT Services.

Engagements

Programme lead – June 2021 - Current
- Azure transformation (network segregation, removal of technical debt & automation)
  October 2020 – Feb 2021
- Requested to assist a global insurance client in the recovery of business-critical IT services because of a high impacting cyber incident. This included managing multiple workstreams and stakeholders around the clock to ensure that business-critical services lines were restored safely. This took approximately 6 weeks.
- Planned, coordinated, and Implemented remediation & preventative measures post cyber incident. Managed two project workstreams, to change/disable passwords for circa 5000 Active Directory Accounts and rebuild/decommission 70+ IT systems including applications. Work was delivered on time within budget.

July 2020 / Oct 2020

- IT Program setup - engaged in setting up PMO and governance mechanisms to facilitate digital transformation and services transition for a global insurance client. Produced terms of reference, project initiation document and stakeholder mapping artefacts.
- Supporting pre-contract activities - review and amending Master Service Schedules.
- Team building & key stakeholder engagement.

APRIL 2017 – MAY 2020 - ARDONAGH GROUP, LONDON - Specialist insurance provider (4500 + employees)

Programme Lead - IT Service Transition (Offshore): June 2019 – May 2020
Reporting to UK IT Director, migrate offshore IT service provider (Accenture) to offshore IT service provider (Mphasis), including Azure Cloud Platform (1000+ Virtual Servers), Service Desk and Service Management functions.

Key Responsibilities
- Pre-contract activity- Working with the new supplier to review and amend IT Service Schedules to be incorporated into the Master Services Agreement.
- Program Management - Overall IT lead facilitating & managing Tri-party activities and provision of conflict resolution where necessary.
- Stakeholder Engagement - Collaborate with Business Change, and corporate functions to ensure business engagement.
- Project Management – Ensuring multiple workstreams delivered tasks on time. Ensure that project **RISK & ISSUES** are documented, reviewed regularly, mitigated, and escalated as appropriate.
- Working with Service Management and Service Operations to ensure key ITIL processes are understood and in line with expectation.
- Previous Supplier off-boarding – removal of tooling and system access.

Achievements
- Agreed a customer & supplier charter as part of project initialisation so that both the businesses & supplier were aligned in respect of their respective responsibilities.
- Management of the deployment of infrastructure to support the implementation of ServiceNow, SolarWinds, Commvault & Tenable.
- Management of resource onboarding & off-boarding.
- ITSM tooling (ServiceNow) – worked with internal stakeholders to rationalise and validate data to populate CMDB. This ensured that data integrity was maintained between the legacy system and the new system.
- Worked with the business focus group to design, build & test **self-service portal** ensuring that the customer was engaged throughout the process.
- Knowledge Transfer - Overseeing activities and embedding knowledge through the facilitation of workshops, documentation review, playback and sign off. This process promoted confidence in the supplier's capability to understand and manage the environment.
- Management of final cutover & migration activities offshore ensuring smooth transition and service readiness at the agreed time for the business.
- Managed early life support issues & resolutions, ensuring that feedback from the businesses was dealt with appropriately.
- Produced hand-over documentation and chaired sessions to ensure BAU teams were engaged and service-aware.
- Delivered Project objectives within the agreed timeframe & budget ensuring that the organisation avoided financial penalties.
- Received positive feedback from both Group IT and business stakeholders for customer engagement during project implementation and the final transition of services.
- Completed final benchmarking of contract SLAs against the Master Service Agreement with the supplier.
- Provisioned remote working for circa 2500 employees to support organisations Covid response.

Head of IT Support Services: April 2017 – May 2019
Reporting to Director level, transform IT services across the organisation, whilst providing technical support for the migration of the organisation's IT solutions from on-prem to Azure Cloud. The transition of key service management functions, service desk and cloud support to offshore. The transformation also incorporated new WAN, LAN, telco platforms and end-user computing.

Key Responsibilities
- Support business restructures & change activities to ensure personnel requirements were aligned to support IT Services and solutions.

- Responsible for Line Management of multiple teams (6 Direct reports total team of 20+) – Application Support, Infrastructure architecture, SQL, End User Compute, Supplier Relationship & Service Delivery Managers.
- Matrix Management of multiple strategic IT outsourcing providers. Off-Shore Service Desk, Azure & O365 Support, Skype for Business, On-shore telecoms, LAN, WAN & IT Security.
- Delivery & provision of IT Services across the entire organisation.
- Manage & support key ITIL processes including Continual Service Improvement, Change & release (CAB Chairman), problem & incident (point of escalation for the critical incident process).
- Stakeholder escalation, engagement, and communication for business change & service-related issues.
- Service transition – working with stakeholders, project teams & Service Management to create a support model. Ensure handover of documentation to BAU support is of the required standard (sign off).

Achievements
- Successfully launched the ITHelpme brand for my IT teams improving customer engagement and satisfaction.
- Reduced critical incidents from 10-12 per month to 1-3 per month improving system availability across all platforms.
- Created a "Change to Change" program that defined the expected behaviours, culture and roles required at CAB, this resulted in improved quality, less conflict and time required to review & approve changes.
- Created training mechanisms for inhouse IT Teams to measure both team performance and manage their ticket queues, this resulted in the reduction of resolution times and increased customer satisfaction.
- Created internal reporting suite for IT Services published to key IT & IT Relationship Manager stakeholders weekly to improve stakeholder engagement.
- To support governance - ensured strategic outsource partners & suppliers were engaged, providing regular reviews of their services against contract SLA's. Ensured continual service improvement plans in place.
- Cost savings - achieved a 1-million-pound reduction in Azure costs through review & optimisation.

JULY 2014 – MARCH 2017- PAYPOINT GROUP, WELWYN GARDEN CITY (800+ employees) - Online & Mobile payment technologies specialist

https://paypoint.com

Head of Service Operations – February 2016 – March 2017
Reporting to Head of IT, Creating a Brownfield Service Management function. Responsible for Line Management of two functions, Applications Team (Postilion) and Service Management. (6 Direct reports total team of 14):

Achievements
- Defined the strategy & processes for the delivery of IT Services to be delivered & managed in line with the ITIL framework. This improved the team's performance and increased stakeholder engagement.
- Defined the high-level structure of the Service Portfolio and created the Service descriptions for each of the service stacks. This provided clarity for stakeholders and service owners.
- Completed the GAP analysis for the Postilion support model managed the onboarding of a 3rd party to remediate identified gaps. This resulted in improved transaction times & system uptime.
- Defined job roles and recruited staff for both the Service Operations and the Online Postilion function. (Graduate Training scheme). This resulted in a reduction of overall cost and the creation of a sustainable support model.
- Matrix management, working with technical teams & NOC to ensure services were optimised.

Online Services Manager - July 2014 – February 2016
Recruited to spearhead troubleshooting of IT service issues and implement remediation activities. Line Management of a team of 6 & matrix management across IT support functions.

Achievements
- Implemented new routines for system maintenance resulting in increased system uptime and availability.
- Improved system monitoring for online environments by implementing event-driven notifications and regular review of thresholds. This reduced the number of incidents and outages being reported.
- Created reporting suite for Online Services, regularly presenting information on service health to the IT Senior Executive. This created focus and with stakeholder support, issues were addressed quickly.
- Reviewed & improved processes for the IT Operations Bridge (NOC) in support of the Online systems. This initiative delivered improved response times to incidents and saved the team's time.
- Created the strategy and new support model for the Postilion team focusing on staff retention, & ongoing viability of the function, whilst also reducing cost.

Overall, the results achieved improved visibility of service performance and reduced financial impact and duration of critical incidents. The increased focus on maintenance and processes enhanced system availability. Team lead for PCI DSS with compliance achieved in May 2016.

OCT 2012 – JULY 2014 - IDEAL SHOPPING DIRECT LTD, PETERBOROUGH. *(1000+ employees)* - Digital retailer- television and online shopping channels.

https://ideal.shopping/

Head of IT Operations.
Reporting to IT Director, responsible for department restructure and facilitate the creation of an IT Operations function. Line management of the internal team of 14 and 3rd party providers. Matrix management of strategic suppliers. Budget responsibility for £3.2 million OPEX.

Achievements
- Recruitment of additional staff and review of the current capability in-house. Realignment of job descriptions and IT functions. The increased capability and performance resulted in increased team morale.
- Created SOW and performed due diligence for the transition of in-house e-commerce platform to out-sourced Datacentre provision delivered as IaaS & SaaS managed service (Rackspace). Worked with 3rd party to successfully transition services and setup service management governance. Circa £800k + provision.
- Introduced key ITIL processes into the organisation – Change Control and Incident Management. Re-launched Service Desk function and championed the integration of IT back into the business improving customer engagement.
- Completed review of current commercial IT contracts and set up governance for the delivery of products & services. This achieved significant cost savings and improved supplier performance.
- Improved availability & security of core IT infrastructure & applications through the introduction of routine maintenance. This improved uptime and facilitated adherence to corporate security standards.
- Completed segregation of the email environments for corporate and commercial mail (CRM, WEB). This initiative not only achieved significant cost savings but also allowed corporate email to be transitioned to Office 365.

FEB 2010 – OCT 2012 - Hinduja Global Solutions, LONDON, *(1000+ employees)*
Provider of outsourced contact centre service*s*, including customer care and customer acquisition.

https://www.teamhgs.com/

IT Technical Services Manager (the employee of the year 2011 winner)
Reporting to Director level, realignment of IT Strategy with Business needs and decrease technical debt. Responsible for the overhaul of all IT functions and services to allow the business to achieve its objectives. OPEX responsibility for IT Services (£1.8 m). Management of transition activities related to Careline's acquisition by a global BPO (HGS) Organisation. Management of the internal team of 10 across multiple sites and all external IT 3rd party providers.

Achievements
- Initiated IT 360 to understand current IT strengths and weakness within the organization, weighed against future growth plans and resource availability.
- Service Desk launch and roll-out of processes to enhance both IT service delivery and customer satisfaction.
- Re-Platform of CRM Applications and Email, therefore significantly improving application availability and stability.
- Implemented virtualization technologies (VMWare) to consolidate back-office environments, reducing the footprint promoting BCP and DR capability.
- Technical Lead & IT Project Manager for PAN European infrastructure deployment on behalf of Global brand.
- The completed roll-out of infrastructure and services to support PAN European client (bespoke SaaS CRM solution) across four regions in Europe. All new services delivered on time and within budget.
- Project Managed BCP and DR solution roll-out of CRM environment to support the London Olympics 2012 in house customer care offering.
- Project Managed successful UK email migration to global corporate solution despite tight deadlines.

OCT 2008 - DEC 2009 - ASOS.COM, LONDON

https://asos.com

IT Infrastructure Manager
Purchase, implementation, and maintenance of core IT infrastructure across multiple sites and data centres. Line management of ASOS technical staff (multi-site 10+). Management of infrastructure services and supply chain against agreed SLA's.