

Commercial in confidence



Centre for
Securities
Industry
Strategy

Jeff Fulton

SENIOR CONSULTANT

Nationality: Australian

**Educational
Qualifications** Bachelor of Engineering (Hons)

Overview: Jeff has 23 years experience in the architecture and deployment of distributed computer systems and networks. Prior to joining the Centre for Securities Industry Strategy (CSIS), Jeff was employed in senior technology management and consulting roles within both the vendor and private industry environments. These positions included some 8 years with Data General Corporation and a further 8 years with Sequent Computer Systems.

Jeff's knowledge of the IT&T industry is complemented by a strong background in business management, systems architecture and data communications. His data networking experience covers most aspects of proprietary and open systems environments, from desktop to mainframe. He is able to operate effectively at all levels from strategic systems architecture down to detailed technical analysis, including protocol and performance analysis.

A combination of project management and business management experience means that Jeff has the flexibility to evaluate and implement an entire computing infrastructure to taking responsibility for profit and loss, customer satisfaction, setting the business goals and directions for an organization and then progressively growing an organization for the future.



Key Skills:

- Network design and implementation
- High availability systems design and implementation
- Distributed Systems design and implementation
- Systems and Network management strategies
- Systems and networks security
- Electronic Messaging Systems
- Multi-vendor Interoperability and Performance Benchmarking

Recent Relevant Experience:

IT Infrastructure Manager Surfboard Financial Services is an internet start-up venture that is building a new generation financial services platform based upon web and internet technologies.

Surfboard Limited Jeff was engaged to lead the selection and implementation of the IT infrastructure for systems development and to manage the transition to production systems, including the selection and engagement of an external hosting provider.

Jeff also assisted with the architecture of core back-end trading systems for the Surfboard platform.



Services Manager Jeff acted as Services Manager for Integrand Solutions during their transition to
Avnet Integrand takeover by US-based Avnet Corporation. Avnet Integrand is Compaq Australia's (formerly Digital Equipment Corporation) biggest integrator of large systems.

This was a full-time role for a period of six months, during which time Jeff was responsible for day-to-day management of the customer services and consulting teams, as well as developing and implementing plans for a major expansion of the Professional Services Business.

High Availability Systems Architecture Working in conjunction with CSIS Director, Michael Aikins, Jeff was responsible for preparation of a technical position paper on High Availability systems that formed part of the Enterprise Technical Architecture Plan for the
Dairy Farm Group Group.

Systems Implementation Jeff was responsible for Project Management of migration of a legacy core business system for GEC Electrical Australia. The application provided on-line trading and warehouse management for a network of 130 stores Australia-wide.
GEC Electrical

The project included substantial development, testing & QA, and systems and network management components.

Director In 1995, Jeff was appointed Customer Services Manager for the Australian operations of Sequent Computer Systems. In 1997, this role was expanded to include responsibility for the Professional Services organization. In 1997, he was appointed a Director of the Australian subsidiary.
Customer and Professional Services

Sequent Computer Systems Australia Highlights include:

- Built a substantial technical services team, growing the group from 6 in 1995 to 20 in 1997.
- Achieved a substantial revenue turnaround from flat in 1995 to 30%+ growth in 1996 and 1997. This was achieved despite a flat product sales and service contract revenue base.
- Maintained very high levels of customer satisfaction, verified by independent survey.



- Implemented Asia-Pacific Customer Support Centre in Sydney, one of only three worldwide in the corporation. The Sydney CSC provided all support for Australian customers and second-line and escalation support for all countries in the Asia Pacific region, Japan through New Zealand.
- Acted as Managing Director of Sequent Australia for a period of three months while executive search for replacement of previous MD.
- Full financial responsibility for Customer and Professional Services cost centres, including budgets, forecast, revenue, expenses and margin.

Manager Jeff was Manager of the Open Systems Technology Centre. This technical centre was charged with facilitating the roll-out of Data General's UNIX product range.

Open Systems Technology

Data General Australia Highlights included:

- Establishing a national software porting centre
- Implementing benchmarking facilities
- Testing and demonstrating multi-vendor interoperability
- Testing and reviewing UNIX communications software