

RNX Consulting Limited

PROFESSIONAL PROFILE: Tom Northwood

Tom Northwood is a senior Technology Consultant with RNX Consulting Limited. He is an expert in understanding and implementing the technology architecture necessary to support the business enterprise. His extensive background in systems design and software engineering covers the entire life-cycle from development and deployment through to operations, service management and monitoring. He provides experienced technical and project leadership through the use of his excellent communication and organisational skills.

For the previous seventeen years he has specialised in the Internet and its related technologies. He has the skills and knowledge to assess the technical infrastructure of a company and its implications in terms of all aspects of service delivery and is subsequently able to provide technical direction of both a strategic and tactical nature. He has led and, in many cases, provided detailed input to technical procurements – driving the overall process from market survey work, to developing the Request for Proposal, agreeing evaluation criteria, supplier evaluation and facilitating the final decision.

Tom has a solid understanding of agile software engineering and development methodologies. He qualified as a Certified ScrumMaster in 2007 and has used both Scrum and kanban techniques for project delivery and product development.

His core competencies include:

- * Technical Project Management, Co-ordination and Facilitation*
- * Technical Audit and Assessment.*
- * Technical Due Diligence.*
- * Vendor/Supplier Selection.*
- * Interim Management.*
- * Leading software and systems engineering teams.*
- * IT operations and service level management.*
- * Implementation of Content Management Systems.*
- * Delivery of technical training to both end-users and technical staff.*

His achievements include:

- * As the Service Delivery Manager for a UK-based learning provider of massive open online courses he is ensuring that the platform developed can meet the requirements of both learners and partner institutions;*
- * As Agile Technical Project Manager for a commodity price ratings agency and publisher he managed the delivery of the redevelopment of their online presence and the selection and adoption of a content management system for their global editorial team;*
- * Was the Technical advisor on process and technology for the redevelopment of the digital presence of a major UK charity;*
- * As a Technical Project Manager in a Scrum team at a global business information publisher he oversaw four projects:
 - 1) New Product Development of an information systems portal. This involved the development of a new platform for content delivery using ASP.NET MVC technologies;*
 - 2) Data Cleansing of an underlying SQL Server data store to enable more accurate data to be displayed to both legacy and new data subscribers;*
 - 3) New marketing-led website for driving SEO-enabled traffic to the client's key online products;*
 - 4) Redevelopment of both the data store and editorial front-end for a core journalistic system;**
- * As a Consulting Technical Architect he performed an audit and assessment of the global roll-out of outsourced and shared infrastructure services across the EMEA (Europe Middle East Africa) region of the International division of an American multinational Consumer Products company. This audit looked at the processes in place for the deployment and delivery of regional data centres and shared networking;*
- * As advisor to the Managing Director and Chief Technology Officer he drove the selection of Managed Service Providers for a fast-growing digital agency for their desktop, network and server infrastructure – involving three separate, albeit related, tender exercises. Tom managed the complete procurement process and was the main author for the RFIs and RFPs; he also project managed the subsequent migration, implementation and cut-over;*
- * As advisor to the Chief Technology Officer he worked with the IT operations and Business Systems teams at a financial services company to create both internally-focused and externally-focused Service Level*

Agreements through the use of Service Definitions and Principles. The business had no experience of internal SLAs and tended to adopt an idealistic view; thus, Tom's negotiating skills proved essential in ensuring a realistic outcome, as did his coaching prowess;

- * As the technical team member in an assessment team conducted, for a leading player in Nurseries, outsourced Learning Services and International Schools, an independent review to determine (a) the root causes of the fragility of its infrastructure and software and (b) the remedial action necessary to restore service availability. Tom concentrated on the network, internet and telephony aspects of the review and contributed to the development of a detailed Stabilisation Plan;*
- * Using his systems design skills he defined the services a new integrated communications company (data, multi-media, voice and so forth) had to be able to offer the market as a prelude to its product launch. Tom's major challenge was rationalising the fragmented infrastructure that the new business had inherited as a result of its creation via numerous acquisitions;*
- * As technical architect he assisted the Internet arm of a consumers' association to define the SLAs needed to underpin a contract with a third party telecommunications provider. The client had no experience of managing third parties and its approach to SLAs was fairly immature. Again, Tom's negotiating and coaching skills were essential;*
- * As technical consultant he evaluated, for a public regulator, the options and recommended how best to migrate a corporate database and set of applications from a legacy platform to a more modern and flexible technology infrastructure;*
- * Used his technical and management expertise to assist a publishing company in the migration of its content hosting services from one virtual ISP Company to another. Time was very short as the end of the original contract term was a genuine "drop-dead" date - Tom ensured that the very tight time-scale was met;*
- * Advised a European broadcaster in the management of its systems and the creation of Service Level Agreements with its suppliers;*
- * Advised an UK government agency on Intranet strategy, software development and production methods;*
- * Acted as advisor to a major Internet service provider covering all aspects including – system and network infrastructure development and management, content production and management;*
- * Assisted a US Telecommunications Equipment Manufacturer with the roll-out of a company-wide Intranet application environment based on Windows Server technologies;*
- * Evaluated the future infrastructure needs of an UK-based Power Generation company;*
- * Provided technical leadership to development teams creating consumer-to-business and business-to-business applications for deployment on the Internet using XML, Microsoft .NET, Ruby and Java technologies;*
- * Assessed, for a UK Merchant Bank, its application integration methods; selected workflow management application packages; evaluated the network and system infrastructure and defined the strategy for and proved the design of the future network and system infrastructure.*

Prior to consultancy, Tom worked as a Managing Technology Consultant for the Digital Equipment Corporation in the US and the UK. Before this, he worked in the software engineering industry in the USA for companies that specialised in the delivery of turnkey solutions to civil, government, defence and private companies.

Tom has a BA in International Relations from Beloit College in the USA.

Tom is a Parent Governor at Holy Trinity Primary School. He is a dual-national (US/UK) and resides permanently in the United Kingdom.

LinkedIn Profile: <http://www.linkedin.com/in/tomnorthwood>

Company Website: <http://www.rnxconsulting.co.uk/>