# **Phil Brunkard B.Eng.**

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Digital transformation leader with over 25 years’ experience in technology leadership, consultancy and enterprise architecture. Covering strategy and roadmaps; innovation and design-thinking; business development and complex transformation programme delivery roles across both business and public sector.

Track record for ensuring technology and innovative solutions combined with cultural change can meet business challenges and objectives and achieve sustainable outcomes and enhanced customer experience.

Enthusiastic people leader with history of coaching and motivating teams and individuals to perform at their best in designing excellent solutions to develop ongoing profitable client relationships and successful business benefits.

Visible profile as a regular conference speaker and author on the opportunities and challenges with emerging technology - covering: The future of work | Technology Leadership | Internet of Things | Smart Cities | Cloud | Artificial Intelligence & Machine Learning | 5G | Cyber Security.

## **KEY ACHIEVEMENTS**

* Developed and delivered strategy for IOT start-up to achieve business growth, enabling baseline for venture funding.
* Delivered cross-sector digital strategies and roadmaps, transforming the business to generate ~ £20M future revenue opportunities.
* Led solution strategy and delivery across several new complex infrastructure bids and implementation programmes, achieving ~ £50M revenue.
* Developed solution strategic roadmaps & product propositions to generate ~ £50m new revenue opportunities.
* Delivered successful new technology strategies and programme deliveries for infrastructure cloud services, application architecture and service desk delivery for key strategic client.
* Led solution architecture for £140M complex programme for Europe’s largest customer contact centre transformation (25,000 users). Led initiative to centralise and standardise infrastructure and service platforms achieving cost savings of £4.5m per annum.
* Published articles and blogs covering innovation, emerging technology, leadership and digital change

## **PROFESSIONAL EXPERIENCE**

### **Republic of Things LTD June 2019 – date**

**Strategy & Business Development Director:**

* Developed roadmap with commercial and technology strategy to deliver new business growth for innovative IOT proposition resulting in three customer innovation projects within six months.

### **Accent Group LTD (Housing Association) Oct 2018 – date**

**Non-Executive Director (CUSTOMER EXPERIENCE committee):**

* Mentored Executive and Customer Experience leadership teams and developed innovation and solution ideas and recommendations for developing strategy and 3-year service improvement plan.

### **Fractional/CIO LTD May 2019 – date**

**Director:**

* Authored cloud adoption strategy white paper for housing sector – sponsored by AWS and RackSpace.
* Delivered an ‘agile design sprint’ client project, leading and coaching a diverse team to collaborate to produce a solution prototype to solve key business challenges using agile/design thinking techniques.
* Produced digital leadership and innovation training for an executive leadership team as part of an executive development programme.
* Delivered Application Architecture review for large council that included cost analysis, risk assessment and recommended roadmap for change to address business risks.
* Completed As-Is Enterprise Architecture assessment for large housing association with recommended roadmap for cloud migration.

### **BT Enterprise 2007 – 2019**

#### **HEAD OF TECHNOLOGY STRATEGY & INNOVATION** **2017 – 2019**

* CIO within sector executive leadership team. - £300M annual revenue business across Public Sector, Universities, Utilities & Health – UK & Ireland. Created and led transformation strategy to shape the future solutions to steer business growth for BT’s enterprise market covering both client side and internal stakeholder engagement.
* Pioneered and produced sector transformation roadmaps to drive BT solutions and products portfolio, innovation and business development for 3-year business growth plan - £20M incremental revenue.
* Provided digital transformation and innovation advisory for clients across the sector contributing to 20% improvement in Net Promoter Score.
* Led engagement with client to develop and shape innovation ideas and initiatives from conception to prototype using customer centric and design thinking methods.
* Led client engagement (from conception) to drive innovation focused digital strategy with cross organisation buy-in and culture change through collaborative change programme using agile methods.
* Coordinated engagement and collaboration of start-ups, entrepreneurs and innovation partners with clients to enable their innovation agendas and shape future digital strategies with emerging technology.

#### **HEAD OF TECHNOLOGY (CTO)** **2014 – 2016**

* Headed up a team of enterprise architects responsible for infrastructure solutions across large-scale complex deals, propositions and transformation contract deliveries. This covered pre-sales, sourcing strategies, contract negotiations, programme management, service design, budgets and commercials and integration of supplier solutions and services.
* Led client roadmap and enterprise architecture consulting engagements.
* Overall solution governance and programme authority for private cloud managed services delivery under a framework contract - from £1M to £12M.
* Recognised and awarded for contribution to business development growth in 2015/2016.
* Achieved ~ £2.5M+ in year cost savings through driving technology and service efficiency initiatives across major contracts.

#### **HEAD OF NEW SOLUTIONS (Health)** **2013 – 2014**

* Led the digital strategy and design for complex high-performance computing, storage and data analytics platform cloud service programme for genome processing.
* Led multi-disciplinary teams across a joint venture partnership for £200M Oracle HR/Payroll outsourcing deal, covering overall enterprise architecture and all technology commercial and contractual aspects – across application, infrastructure and data.
* Achieved ~ £2M+ cost savings by driving technology & service efficiency initiatives across major contracts.

SOLUTION DIRECTOR 2011 – 2013

* Led digital teams across an ITO/BPO partnership (£120M) and developed and delivered propositions for managed application, data and infrastructure services.
* Successfully managed design and delivery for £5M managed compute services and £20M network services contracts.
* Produced transformation roadmaps and propositions to grow business in sector (~ £50M revenue).
* Orchestrated BT’s solution strategy and roadmap for smart metering – across a joint venture partnership.

#### **LEAD ENTERPRISE ARCHITECT** **2007 – 2011**

* Developed a private cloud IaaS and PaaS proposition, resulting in £3M new business. Deployed Service Desk transformation. Established Enterprise Architecture governance on major contract. Produced transformation plan for utility company. Assessed smart metering market for BT.

### **Syntegra Limited 2003 – 2007**

#### **LEAD SOLUTION ARCHITECT – Department of Work & Pensions contract**

* Established multi-disciplinary team to manage £140M complex programme consolidating and centralising service delivery reducing service costs by 25%.
* Spearheaded the solution strategy for Europe’s largest customer contact centre transformation (25,000 users).

**Various System Integration Companies Pre 2007**

Business and technology consultancy, project management, solution architecture and software engineering and development roles in CRM and customer contact solutions across the private sector. Extensive experience across European markets.

## **QUALIFICATIONS & TRAINING**

* Innovation Leadership Certification (Imperial Business College)
* CMI level 7 Diploma in Professional Consulting
* B.Eng. (Electronic Engineering & Computer Science) - Aston University
* Technician Diploma (Electrical Engineering) - Dublin Institute of Technology

Digital Transformation Leadership; Design thinking and user centred design; Executive engagement and gravitas; Internet of Things; Challenging Leadership; Influencing as a consultant; Inspirational Leadership; TOGAF v9 certification; Systems Thinking (Vanguard method); Prince2 Foundation certification; ITIL Foundation certification.

## **PROFESSIONAL INTERESTS & VOLUNTEERING**

* Innovation Associate: Disruptive Innovators Network – Advisory services on innovation and emerging technology disruption
* Expert contributor: D/sruption
  + Write thought leadership articles covering emerging technology trends
* Successfully climbed Kilimanjaro, the world’s highest free-standing mountain and raised £5,895 for cancer research