CIO | **CIO Professional Services LLC**

| **Mark McGuire** | **Associate** | **Atlanta** |

Summary Mark is an experienced global technology leader, with a successful track record of transforming technology platforms and operations in a variety of industries. He has built world-class global technology teams across North & South America, Europe and Asia.

His recent focus has been on launching several best-in-class cloud-based products supporting the mortgage and insurance industries. In addition, Mark led the integration of a dozen acquisitions rationalizing application and technology platforms, and reducing datacenter operating costs by over 70% by utilizing cloud and datacenter-as-a-service technologies.

Consulting Areas

- Business/IT Alignment
- Cloud & NextGen Datacenter transformations
- Global outsourcing and insourcing
- ERP
- Call Center & CRM
- M&A integration
- Product Development

Expertise

- Strategic Planning
- Global organizational management
- Hosting & SaaS Operations
- Product Development
- Large-Scale Program Management
- P&L and Budgeting
- Team Building & Performance Optimization
- Telecom OSS/BSS
- ERP

Industry Verticals Served

Software, Hosting, Financial Services, Telecommunications, Utilities

Representative Experiences

- **Interim CIO –** Provided technology leadership during Vertafore's permanent CIO search. Conducted a technology risk assessment and strategy analysis on the company's infrastructure, organization, and operations. Turned around a $15M next generation datacenter transformation, Championed new virtualization and disaster recovery solutions to improve resiliency and provide workload mobility. Created the 2016 annual plan and budget that was approved by the BOD.

- **Data Center Consolidation and Disaster Recovery -** Led Ocwen Financial's technology integration plan for six acquired companies. Rationalized over 500 applications, eliminated 10 datacenters, and rightsized the organization, resulting in a 70% reduction in annual technology costs.

- **Global Technology Transformation -** Championed a multi-year Technology Transformation Program, reinventing Altisource's Information Services to support multiple SaaS, hosting and managed services offerings. Saved 27%, ($48M over 5 years) in telecommunications and data costs through consolidation and negotiation. Improved infrastructure availability by 90% and Service Management performance by 80% through a Global ITIL Transformation Program

- **Cloud Software Product Launch –** Created Altisource's Hybrid Cloud strategy to support the SaaS product portfolio deployment and growth. Launched industry-leading cloud document management system to a top-three Bank

- **Call Center Transformation –** Led a $40M Customer Care Optimization program, reducing call volumes by 10% and improve handle times for over 4,000 agents, by 22%. Virtualized 16 call centers and delivered new CRM and decision engines to the desktop.

- **ERP Implementations –** Leader for over a dozen large-scale ERP implementations across Finance, HR, and SCM with expertise in Oracle Fusion and legacy Oracle and PeopleSoft platforms. Highlights include delivering a 150,000 man-hour implementation on-time and on-budget for an $8B telecommunications company

Recent Clients

Vertafore, Ocwen Financial Services, Metadigm Services, Amdocs, Oracle

Past Employers

Altisource, Cox Communications, Andersen Consulting

Education, Training & Certifications

M.B.A., The Ohio State University
B.S., Accounting, Bowling Green State University
Passed the Ohio CPA exam on first attempt