



Diligo Consulting Limited
Level 16, Tower Centre,
45 Queen Street
PO Box 982, Auckland, New Zealand
Phone +64 9 379 4187
Fax +64 9 379 4190



ANDREW CARE

INTRODUCTION

Andrew has had career successes in Customer Management, BU management, Solutions Delivery including Application Development, Project Management, Team Leading, Technical Management, Financial Management, and Procurement Management. Before joining Air New Zealand, Andrew had set up (from concept, strategy, through board approval and implementation) one of New Zealand's first Value added Networks with the arrival of Telecommunications deregulation.

Andrew has had experiences involving due diligence on large outsourcing contracts (for the outsourcer) including first government department privatisation (Health Computing Service), implementation of those contracts, IT Application development (including management) and various assignments in business related areas such as, manufacturing processes, management and financial accounting, Pay Offices, and retail. A significant people management experience, with the largest number of people managed approximately 300. Also led, or was involved in, restructuring in a number of companies.

PROFESSIONAL CAREER DETAILS

Principal and Director of Diligo Consulting:

Projects Undertaken included:

- Fonterra – Technical Architecture Team Transformation
 - Implementation of Technical Architecture Review recommendations including consultation process, restructuring plan, delivery of new structure and staff, negotiate agreement with outsource provider for services and transition of Fonterra staff.
- Fonterra
 - Assistance with IT Strategic Planning process and contributor to Telecommunications Strategy, fine tuning ITO with outsourced service provider and continued optimisation of internal operations within Fonterra
- Humes Group
 - Review IT Direction, Audit IT operation and systems, recommend enhancements, and recommend timelines for ERP Upgrade

- Telecom New Zealand Limited
 - IP Voice Practise Assistance including Strategic consulting, set up new alliances, Vendor negotiation and Technologies investigations and selection

Principal Consultant Certus Consulting:

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 - Implementation of Technical Architecture Review recommendations including consultation process, restructuring plan, delivery of new structure and staff, negotiate agreement with outsource provider for services and transition of Fonterra staff.
- Fonterra - Technical Architecture Review
 - Included stakeholder interviews, current and future state analysis, structure options, HR Plan, Staff consultation documents, Recommendations and project plan for implementation.

CTO of Air New Zealand Limited

Andrew's responsibilities included:

- IT strategy
- Risk and security
- Governance and technological innovation

Projects UNDERTAKEN whilst at Air New Zealand Limited as CTO included:

- New development methodologies,
- Reservation rewrite feasibility
- Governance overhaul
- New organisational structure implementation

VP IT & Deputy CIO of Air New Zealand Limited

Andrew's responsibilities included:

- Day to day IT operations
- QF Alliance implementation
- Supported the CIO while the Business Change strategy was running.
- Member of Business strategy team redesigning the business across the board

Acting CIO of Air New Zealand Limited

Andrew's responsibilities included:

- Assumed all CIO duties for 18 months while continuing to run IT Infrastructure
- Property and Procurement functions through period of significant change

Projects commenced whilst at air New Zealand limited as acting CIO included:

- Shorthaul IT (most apps and infrastructure changed to support new business model)
- Disaster Recovery second site and processes
- Information Management Strategy and Implementation
- Business case and implementation of Loyalty Management upgrade
- CRM feasibility study
- Peoplesoft implementation
- SAP upgrade
- Linux implementation across IT Platforms

Manager IT Infrastructure, Property and Procurement of Air New Zealand Limited

Andrew's responsibilities included:

- Led the IT infrastructure
- Property and procurement functions through the reconstruction after the Ansett collapse

Projects commenced whilst at air New Zealand limited as Manager IT Infrastructure, Property and Procurement included:

- Data Centre rebuild (\$5 million)
- Rollback of essential IT systems
- Infrastructure and commercial agreements from Australia
- Decentralisation of procurement and redefinition of the property function.

Manager IT Infrastructure of Air New Zealand Ltd / Ansett Australia Ltd

Andrew's responsibilities included:

- Led the Single IT Infrastructure project to centralise all IT systems into the Melbourne data centre
- Revamp call centre infrastructure on both sides of the Tasman
- Restructure the IT infrastructure function (including reducing 200 headcount to 40, consolidation of major desktop, data centre, software, telecommunications and support contracts). Capital spend A\$50 million, Opex A\$200 million.

Manager IT Infrastructure of Air New Zealand Ltd

Andrew's responsibilities included:

- Led the Air NZ infrastructure function
- IT NZ/AN infrastructure due diligence and project planning
- IT Infrastructure Y2K initiatives

Manager Networks of Air New Zealand Ltd

Andrew's responsibilities included:

- Led Network and Desktop functions

- Implemented standardised desktop environment (\$10 million capital, NPV \$5.6 million)
- Outsourced Desktop management group and Network management group that reduced overall spend by 30% and improved service levels to the business
- Led upgrade to call centres to improve customer service capability

