

Richard Myers, Summary of Achievements at Mondelez International.

Richard's Career with Kraft Foods started in 2004, employed as an IT Administrator for Austria. In 2006, as part of a global ITS outsourcing project, he moved to HP to further his career and experience.

He was head hunted back to Kraft Foods in February 2009 to join a team of 3 who would be responsible for the creation and implementation of project 'ARROW'. This was to pioneer an insourced IT service model for the EEMA (Eastern Europe, Middle East and Africa) region across 30 countries.

During 2009 Richard was responsible for the development and service delivery of Active Directory (AD), Email (MS exchange), SMS (later SCCM), and LAN (L2) Networking. He also co-managed the development of a first help desk service. The full implementation of the new service model was completed in the late summer of that year

As the services continued to grow in 2010, it was a logical move for Richard to hand over both AD, SMS service to others, allowing him to concentrate on Email and Networking services. 2010 also saw the region increase to include Central Europe. This took the country count to over 40 and the location count to over 100. At the same time new negotiations were underway with HP to hand over more 'in-depth' network services to ARROW, this time Layer 3 and WIFI.

Later in this same year saw the introduction of the Cisco TelePresence video conferencing to the company. The initial project was to have each video terminal connected to a BT owned MPLS circuit. The global plan was to deploy this in 2011. After many discussions with the global project team, which included a personal meeting in Vienna in autumn 2010 with US Cisco representatives, Richard persuaded the team to allow CEEMA tests to take place using the video devices over the internet rather than BT MPLS. This led to the first successful tests to be made in Prague in April 2011 which subsequently became the CEEMA standard template. This achieved significant business savings over the use of BT private circuits.

As a conclusion at the end of this year, the Central Europe (LU/Biscuit) sites were integrated into ARROW. Richard designed and planned a solution using an innovative approach. Rather than opting for expensive well trusted Cisco hardware equipment he choose to work with the new low cost Fortigate firewalls to act as layer3 switches and bridges to bring these sites into the ARROW model. This was one of Kraft Foods global first experiences with Fortinet Fortigate devices and it helped pioneer and pave the way for mass usage of this hardware platform over the following years. Another success story.

In Early 2011 decisions were made to retire the email exchange environment within Kraft Foods and move all email services to the Microsoft BPOS platform. As Email Service delivery manager for the CEEMA region, Richard was responsible for transition in the ARROW countries. With the success of video TelePresence project, using low-cost internet, Richard proposed a similar solution for the local proxy internet breakouts, a key element requirement as part of the global BPOS solution.

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The initial plan was to replace the proxies and use dedicated internet circuits contracted out to a company called Virtela. Richard objected to this proposal. He proposed to each country that should they deploy local internet circuits managed by local teams the company would save over \$600K. This was accepted and Richard was responsible for organizing and ensuring this solution. It was subsequently deployed across the countries. The project was completed. In 2012 Richard supported the transfer of Email services to be handed over to others to allow him to concentrate solely on networking, which had now expanded to over 1500 managed devices. Until this point, the full network team comprised Richard and 2 in house Engineers but it was clear that manpower would be necessary to ensure that high standard of service delivery would continue to be maintained.

In the second half of 2012, Richard was involved in the tender process to find a company that could provide the manpower staff for a new network team. From the 5 companies who took part in the bidding process the winner was Dr.Lan, an Hungarian based IT company. Their bid was set at \$300K per year, which in comparison to an HP offer resulted in cost savings for MDLZ of \$900K per year. March 1st 2013 saw the start of a new era with Richard building a new team of 4 engineers who would go on to provide the network service delivery for the region for the next 3 years.

In late 2013 the network team was asked to take over management of factory firewalls in the MEU region, this created savings of 95K per year over the previous costs with HP. Early in the following year a refreshment project was undertaken to replace the aged checkpoint firewalls, using Fortigate firewalls at key factory locations in the MEU region

During 2014, HP were still managing the rest of the MEU network services and one of HPs contractual delivery promises was to provide a regional WI-FI BYOD and GUEST connection service for the MDLZ (Kraft Foods) employees. Richard and his team also set out to provide the same service to ARROW countries. Their fully functional solution was deployed, meeting the contractual requirements in March 2014. HP unfortunately struggled with technical issues on their solution and at the beginning of 2015 a deployment date was still not in sight. This did not just affect the MEU region but the others too. This resulted in two HP Technical teams (one Europe and one NA) asking the ARROW team for assistance and training on how to develop a working system. After a series of workshops for HP engineers designed and run by Richard and his team announcements were finally made in early 2016 that they were ready to deploy their guest solution.

In 2015 the ARROW network LAN services expanded again, this time to cover an additional 800 devices in the UK and Ireland.

Richard has travelled extensively over the last 6 years, including business trips to South Africa, Nigeria, Russia, United Emirates, Ukraine, Turkey, most of the European countries within the CEEMA region and two trips to North America.