

Indian Success Story

By Sunil Kankal

“We human beings have great minds to rationalize anything that comes into our mind.”

My Journey starts from System Integrator to Leadership. I feel that the real contribution is exceeding a goal by fostering innovation at the work place. The first career challenge got me to design the Digital Data Logger Product to measure furnace temperature. I applied the Axis Geometry principle to design the Prototype which got into manufacturing.

Progressively it transitioned to a Rollout Mobile Data centre on the Wire-line communication Infrastructure at seven new offshore Oil Platforms and then into IT Networks Vertical, where I delivered 30% growth through Training Boot Camps on ISO 9000 Quality Training to 35 Franchisees.

In 2000, I spearheaded the set up of a Technology Platform with a Global DC on cloud for Startup ITeS within a 40m USD budget. I formed and grew a team of 400+, developed skills into Vendor Governance, IT consolidation and delivered 40% CAGR savings. I excelled the STARTUP Industry to Dominant Market Leader. Also I performed a paradigm shift from person to process oriented operations on Auto Pilot.

In 2008, I got with US based MNC on the IP Telephony and then to 500m\$ FCMG group to implement one number calling on Siemens Fixed Mobile Convergence across 85+ locations. I was able to deliver gross savings of 42% on CAGR from the IT consolidation and carbon credits. When I effectively crossed the board in 2008, I knew the group as a client & partner for proposing the interesting challenge in Asia, but not really the company from inside. I also must admit that it was difficult to leave my previous company and more importantly it was a fair jump.

From there, I moved to a leadership position with International Business Relationships and Technology skills from fundamental to functional level, FRU to CRM Integration, and Physical to application layer. I transformed into flexibility with multi culture talents and tangible in business goal. The talent with consolidated experience of FMCG, ITeS Industry groomed me from CTO to CBO & I ventured into Project Management Consulting.

My executive wallet of contribution includes large size Projects in Business Intelligence on 17m data for Telecom SP, 5 Migration/Up-gradation of Global Data centre over Wireless connectivity, Mobile Money Platform for Bank, Teamed Technology Partners for FSRRP project in UAE and 7 Mobile Data Platforms.Executive Assets

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IMPROVED Metrics in BIG DATA Analytics

- 1) In 2012, I worked on the Big Data Analytics of the largest Telecom SP in UAE, with the challenge to deliver 36 Enterprise Reports on Oracle Hyperion. I found that Client A, an overseas technical group, got all the coding on a waterfall approach, whereas Client B's Project Manager wanted an agile method and nothing moved for 18 months. Probably this was the cultural gap all the time. After multiple meetings, I understood the challenge in these two technical groups and did what I call an indirect negotiation with the overseas technical group for the project plan deliverables to expedite the ETL process and transition of 17m Customer Data from MS SQL to Oracle Hyperion.

And the integration happened with the pre-launch of 25 reports actually qualified by Senior Management. What actually happened was that the two groups not only came together, but they changed their beliefs and they worked together with the launch of 80% Reports. And more importantly was the level of discrimination the company and its people have encountered in trying to break the ice and make sound and reputable business relations.

- 2) In 2011, profit increased from 12% to 26% with 22 months ROI to the Investors Stake in 170000 Telecom lines. Here Client A did an investment of 1m USD with Client B supported with SLA. The agreement stated the Return of Investment from the monthly business bought by 170,000 Telecom circuits against a yearly revenue collection of 2.2m USD. The business percentage did not move above 12% until I got all business information corrected in the CRM level, thereby moving the profit to 26% and revised the ROI in SLA for the Investor.

BANK Vertical

- 3) In 2012, I executed an E2E deployment of 500 Bank ATM on V-Sat connectivity and Setting up Helpdesk operations in co-ordination with NCR/Diebold/Hughes Technical group for North India.

Internationally, I faced challenge to work on the FSRRP (Financial Security Rapid Response Project) where I teamed with Europe based Tag Attitude to complete the integration of a PM Cycle in MMP, ATM, PoS for Auto Payment System (APS) with 351 branches in 34 provinces governed by the Central Bank – DAB in Kabul.

- 4) In 2011, I got the Business Challenge from the Media Industry getting business into Secure Delivery of Movie to Digital Cinema Theatres, to implement redundancy in the download of large size MPeG4 Files on the Multicast FTP application. We got this implemented on the Alvarion WiMax product; Corinex PLCC and DSLAM switch to download multicast MPeG4 file.

GLOBAL DATA CENTRE

- 5) In 1994, I got training in Texas, USA to commission 7 No of Mobile Data Centre for the offshore Oil Industry, based on wire-line communication Infrastructure on DEC 3800 MVax Platform. It was a real excitement to identify and isolate cable faults, calibration of transducer/ sensors / Photo Multiplier Tube and ensure 100% functioning with the productivity measuring & recording equipments. The complete unit is encapsulated in the racks with High Density Server, Spooling Tape Drive, Thermal Printer and System Interface Panel with SBC /Micro-controller to control Temperature, Pressure, Cable Tension, and Humidity. The complete System captures Digitized Data from Remote Measuring Instruments, displayed Real time graphic monitoring and stored

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Data on Spooled Tape drives. This knowledge gains similarity in today's Telecom Infrastructure and Project Management of IBM Global Data centre.

- 6) In 2002-2007, I set the vision, crafted strategy, built internal/external consensus, and restructured business plan for the Startup Unit pivoting to positive cash flow and profitability in < 180 days. I built a culture and team of talented, high impact professionals (15 No) backed with Vendor Support SLA across all functions.

I got the robust non-proprietary technology platform of 1000 seats with hosted Data Center on ASPECT and DR site on Touchstar IP Telephony with Legacy Network on Enterasys, IBM Servers, Alcatel 7270, Tadiran PABX, Access control and Firewall Appliance. I added CCTV, Biometric Attendance, Fire Alarm System and UPS to Support Site Security. The total budget in building up Infrastructure Platform with remote manageability on cloud got completed in 40m USD.

I developed vendor governance skills on customized SLA, Global AMC, MSA with clients and setting the Quality Standards on ISO 9001 & HIPPA. I demonstrated high performance team potential in Software Development, Quality control, Cost/Benefit Analysis for IT spending & Management Report and Best Practices in the Project Management.

- 7) In 2008, I came on board as Executive Consultant for a Denver USA based Company providing Software Solutions for the BPO market. I worked on the challenge to implement the TELEPHONY Infra for the DIGITEX Client at South America in 15 days after advance certification Program in IP Telephony on web based application suite with e-Superscripting feature on Centos / Asterix server.
- 8) In 2008-10, I got a challenge with a 500m\$ FMCG group to UPGRADE 2500 user Legacy Telecom Switch. The Upgrade includes Implementation of Siemens FIXED MOBILE CONVERGENCE (FMC) on Unified communication Platform, Video conference and control wastage in the IT. The Role was to Set, Prioritize & Judiciously Justify the Capital Expenditure Request 'CER' to C-Level Matrix Management. The objective was to establish one number calling strategy across the organization with 85+ locations. The significance of FMC is to handle 4 digit calling between Wi-Fi and GSM Network over IP Network for the C-Level Team.

We got this integration done on the SIP Interface with backbone of MPLS Network and GSM Gateway. FMC has leveraged business leaders with Mobility in one number calling. We faced new challenge with the non-availability of CAPEX for the Remote location and we were able to get this resolved from the service provider by extending CUG on Micro BTS with signal boosters over Leased Line Network.

My team added CARBON credits by pushing Class 5 switch, DLC Equipment on panel cooler with mobile alerts, Activity Sensor on PLCC technology & Remote manageability. We added Video conference at the Remote Plant on wireless radio and 9 Regional units. The total timeline got extended from 9 months to 15 months on account of geographical challenges.

The Wastage reduction includes consolidation of PSTN billing and IT Printers, Video conference bridge at 9 location, and transitioning of BO Apps, Lotus Notes on the Linux OS delivered 42% Cost Savings to the organization.

- 9) With this functional knowledge of Telecom switch used in the Call centre operations, I was able to streamline the Support functions required with the Installation and Deployment of 120 GSM PRI

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Gateway on the Performance fees. Additionally did more than 25 business meetings to Mobilize stock of GSM PRI Gateway in North Circle of Telecom carrier Customers.

- 10) In 2012, Internationally Managed LIVE Migration & Upgrade of Data centre on microwave Wireless Network for the Tier 1 Telecom Industry of 17m Customer Data within timeframe of 3 months. This resulted in Congestion free Network Performance. The Challenge faced here to implement Upgrade first and do the Migration of BDC site to new location. The Upgrade in the High Capacity SUN Server M9000, EMC Storage from DMax to VMax and Cisco Router was also important to reduce the Replication time of highly populated data built within spike time. I applied all the skills of Vendor Relations to the Principal technical groups and local team to manage the project within promised time frame.
- 11) In 2013, I managed team of 12 No for the DC Site transitioning of 800 users ASPECT Platform within Timeframe of 72 hours downtime. We were able to switch off all the Equipment from IBM Servers, EMC Storage on SAN in proper phased manner, well documented for startup of complete system at new location. We got all the background LAN cabling, CCTV, Desktop connectivity, Headsets and Telecom PSTN circuits ready to go live in 45 days. We faced the Site challenge on UPS Power cabling, logistics, transportation and got this rolled out.

PRODUCTIVITY on CLOUD

- 12) During 2002-2007, I drove the team to add the new ideas in Managing the Operational Metrics, Performance, Productivity and automated the complete operations from Sale to verification, quality and closure on the Dashboard. The tools leveraged C-level team for easy approval on Client Payments and the Knowledgebase with Mobile Alerts for easy manageability of Level 1 problems by the onsite staff.

We got the development of Single Dashboard view to Manage IT operations, Asset Management, Historical Report and Real time MIS Reports. We encouraged team innovation in optimization of LAN/WAN, E1 IPLC, Internet Bandwidth, building VPN Network to deliver Secure Data for verification by client, Real time productivity tools for C-Level Executive. We were able to reduce the 3 day timeline of confirmed verification of sales to 30 min. The cloud impact not only improved the quality and delivery of sales, but also increased the cash flow with improvement in the client billing. This resulted in team motivation with high conversion of cross sales and benefit of incentives.

All-together we were able to arrive with the 60% cost savings from CAPEX, AMC and Profit of 25m USD Revenue from 102 Process of Telesales in Credit card, Telecom, Lead generation and Medical billing. Quantified consistent growth by 35% CAGR and operational yield of 85m\$ with Performance driven Client delivery.

As a conclusion:

The spirit of entrepreneurship is independent of the location! It means that wherever you are or you join an entrepreneur/ a family owned business or you create your own structure the KSF mentioned are Best Practices.

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