

# Curriculum Vitae | Alan Miles

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*I'm an experienced business and information systems professional, having personally developed complex financial and enterprise management systems. I am familiar with Microsoft virtualisation technologies in a private cloud configuration. I enjoy the challenge of business process engineering and systems architecture, working out how various systems best fit together.*

If it is important to you to get something done, I will work to find the most effective and economical way to make it happen. I'm known to find solutions to problems where others have failed.

I currently offer services as a contractor, working from my company, Amba Limited, but I am also open to contracting to an employer as an employee. I offer the following:

- Business process modelling, process improvement, automation and integration.
- Business consulting, especially with an emphasis on advice regarding the best technology options for the business's current needs.
- Business requirements analysis and systems architecture.
- Project management, including the role of "Agile" product "owner".
- IT Manager. In my most recent role as a full-time employee, from October 2015 until November 2018 I was the IT Manager for Kiistone Business Infrastructure. In that role, I was primarily responsible for all system maintenance and the support of 350 users in 21 locations nationwide on a private cloud network comprising 52 servers.
- Establishing or upgrading local network services (e-mail, web, hosted desktop and application services).
- Implementation of FMIS/ERP, CRM and CMS systems. (Financial Management and Enterprise Resource Planning – accounts, supply chain, manufacturing, job tracking, inventory control and financials, Customer Relationship Management, and Case Management Systems.)

I love solving business challenges by applying appropriate technologies. I am a good listener, an analytical thinker, and an effective communicator, and I can also be diplomatic when required. These attributes mean I can formulate solutions to problems and guide a project to success. I get great satisfaction from what I do and know that what I have to offer is valuable in today's ever-changing business environment.

I have recently built a zero-code business process automation system called "Enact".

Most businesses have no idea where to start with an integrated system that can connect all elements of a business's processes – the lifeblood of any enterprise. Enact provides the opportunity to begin by identifying and automating small and relatively simple procedures to gain quickly realised benefits, including immediate cost savings. Once that happens, it gives greater confidence and can provide financial support for further automation and integration projects.

It took more than 50,000 lines of C# code to produce a highly flexible and scalable system that can safely be modified by the business's staff, even while the system is still in use.

Enact is not yet promoted actively, as I am in discussions with an investor. My work with Amba and Enact is not an impediment to full-time employment if offered. I had both activities in operation during my time with Kiistone, and as neither activity demanded my time and attention, I could perform my duties with distinction.

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## SUMMARY OF EXPERTISE

### Technical Architecture & Design

My most valuable strengths are in business process engineering and systems architecture - designing and defining how various systems will best fit together. I take an efficient approach to problem-solving and offer the most significant benefit to clients in a role where I am asked to advise across a wide range of business activities, not necessarily restricted to computer systems.

### Project Management

I have managed small teams and worked to meet the needs of various businesses, from local to international. My management style ensures I do my part to enable the team to succeed. I have a reassuring manner and can communicate effectively in many different situations. I had used methods very similar to various forms of "Agile" before the methodology was formally defined. As a result, I am comfortable working on projects where the scope and priority are ever-changing.

### Development

I have a background in various development languages and enterprise systems, including designing complex relational databases. I have experience designing automated business processes and have single-handedly developed a comprehensive FMIS/ERP (Financial Management and Enterprise Resource Planning) system.

### Technology

I maintain a practical knowledge of how best to implement and maintain a variety of technologies. At my home office, I run Microsoft Server 2019, Exchange Server 2019 and SQL Server 2017 with Trustwave SEG (Secure Email Gateway – formerly MailMarshal), providing our e-mail filtering. The web server is Windows Server 2019, with DotNetNuke hosting websites for all our domains. The application server is Windows Server 2019 with SQL Server 2017 and the Rocket D<sup>3</sup> multidimensional database running the Crusader FMIS / ERP.

### Industries

- Dairy – process control, packaging and marking
- Timber – preservation, drying, milling and moulding processing
- Plastics – vacuum forming and injection moulding
- Steel manufacturing – pressing, rolling, drawing, fastener manufacturing
- Weighing – weighbridges and conveyor weighing
- Meat processing – grading and packaging
- Large Scale Bakery – process automation and product quality control
- Fruit Farming – automation, cool-store monitoring and control
- Textile Manufacture
- Vehicle – assembly, sales and maintenance

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## Areas

- Software and Database Design
- Business Growth / Improvement
- Business Process Automation and Integration
- Business Financial Products
- Supply Chain
- Bill of Materials / Manufacturing
- Electronic Document Interchange (EDI)
- Application of Analytics
- Energy Management
- Electronic Design – digital and analogue
- Industrial Automation

## SKILLS & EXPERTISE

### Management

- Able to draw the best out of others, I have mentored several young computer professionals to start successful businesses.
- I'm familiar with the principles of "Agile" methodologies, including "Scrum" and "Kanban". I believe these methodologies are powerful tools but must be fine-tuned to the project and local culture.
- I have an in-depth understanding of business principles and can communicate well with management and accounting professionals without using unnecessary jargon.

### Process Improvement

- I can take an overview of processes, identify strategic and practical advantages to any proposed improvements, and confidently communicate these to business owners and staff.
- I'm committed to the continuous improvement of processes throughout an enterprise. I understand the principles and practice of "Lean" methodologies.
- I understand how to positively influence people's behaviour to achieve a culture of improvement.

### Leadership / Interpersonal

- I have strong problem-solving skills and can make decisions when required.
- I am experienced and comfortable taking an enabling role with less experienced individuals.
- I'm able to take direction from others. I'm happy to either work alone or as part of a team.

### Operational & Change Management

- I have proven success in promoting and managing computer systems upgrades.
- I am Innovative and practical, with a clear commitment to quality.
- I'm adaptable and can learn new skills quickly.

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## Technical

- I comprehensively understand systems and processes relating to product importation, manufacturing, distribution, inventory control and financial management.
- I understand both the advantages and the limitations of mobile technologies.
- I'm experienced with enterprise products such as Windows Server, SQL Server, Exchange Server, Trustwave SEG (Secure Email Gateway), and SharePoint Server, including general security and disaster recovery principles. I am proficient in using Microsoft Office Outlook, Word, Excel and Visio.
- I have an in-depth understanding of database design and operations.
- I have experience deploying business intelligence tools and know what they can and can't do.
- I'm an experienced developer and administrator of systems hosted on the Pick database, such as D<sup>3</sup>, UniVerse, UniData, etc.
- I have experience modelling processes using the XSOL "InOrder" process modelling tool.
- I also have experience with the ASP .Net DotNetNuke web content management system.
- Industrial Automation

## BACKGROUND

This CV does not list a series of engagements and projects. I have often taken on various product development challenges for specific clients throughout my career, which have generally been carried out as part of my regular services to a wide range of clients simultaneously. For example, from 1990 until 2004, my business provided all hardware, software licensing and support for up to 80 companies, and I employed others to do the general work required during this period. In 2004, as I was again working on my own following a period of illness, I gave most of the regular sales and support to a friend who still works with many of these clients today.

The most relevant period to detail would be from 1990 until the present when I developed the "Crusader" FMIS/ERP. This software product (still in use today) includes the complete management of accounts (orders, invoices, payments, receipts, etc.), supply chain (including automated "just in time" purchase ordering), manufacturing, job tracking, inventory control and tax accounting financials. I wrote every line (more than 200,000 lines) of code personally.

At the peak of Crusader clients in the mid-1990s, around 80 companies were operating their businesses using Crusader. Today there are only two committed to continuing to use Crusader for at least the foreseeable future, as it fulfils all their present needs and is also quite likely to meet their future needs. Other former clients still run Crusader to retain access to historical data.

All Crusader code was written in a low-code methodology that made it an interpreter, using a strictly structured approach. This allowed almost unlimited changes to be made for clients while the core Crusader product remained unchanged and reliable. As a result, the system was capable of being set up to precisely match each business's specific needs, significantly reducing the need for operator training.

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Most clients started using Crusader in 1991-93. The following list will give some idea of the most active ones and approximately when they changed to an alternative system. Several chose Microsoft Dynamics NAV as Crusader's successor, as NAV is the closest to Crusader in architecture and capability.

## **Online Distribution Ltd (1992 until the present – 28+ years)**

Online Distribution is an importer and distributor of products required to restock service stations nationwide. Since 1992 I have been their Acting CTO, consultant, D<sup>3</sup> developer and business process engineer. Working with the client, I have helped them progressively improve their systems, especially by adding a degree of automation to their business processes. This significantly enhanced their distribution service's speed and reliability while gaining cost-saving efficiencies. This automation includes EDI (Electronic Document Interchange) capabilities, automated packing and despatch control using bar-coded methods, an automated rebate claim system, and automatic reordering.

## **Holdfast NZ Limited (1986 to 2008 – 22 years)**

Holdfast NZ is an importer, manufacturer and distributor of adhesive products. From 1986 until 2008, I acted as their Acting CTO, consultant, D<sup>3</sup> developer and business process engineer. I was solely responsible for developing and supporting their computer systems to meet their growing needs. Working with the client, I added automation (such as automated packing and despatch control using bar-coded methods), automated reporting and Business Intelligence data warehousing capabilities. This work was increasingly business process-focused, emphasising staff compliance and risk management. I successfully guided their initial transition to Microsoft Dynamics NAV in 2008. Holdfast was recently purchased by the Soudal Group, a Belgium-based international conglomerate.

## **Roofing Accessories Limited (1991 until the present – 29+ years)**

Roofing Accessories manufacture custom-made flashings and fittings for roofing. The owners established Longrun Roofing and operated their business on Crusader from 1991 until the company was sold to Taylor Roofing Limited. Taylor Roofing elected to install Crusader at their other three branches, where the system continued to be used even after the businesses were sold to Steel and Tube Holdings Limited. Throughout all these changes, I provided Crusader customisation and support. Significant modifications were made to accommodate the specific business needs of long-run roofing manufacturers. When Roofing Accessories started trading, they naturally chose Crusader as their business system as it had met all their requirements in the past. They knew that they would be able to meet their future needs with ongoing improvements.

## **Ross Roofing Group (1991 until 2016 – 25 years)**

The following group of companies operated their businesses on Crusader from 1991. The Ross family brought these businesses together as a group with a focus on property development. I provided Crusader customisation and support throughout this period, and I was their Acting IT Manager. (Dates given when each Ross Group business ceased being clients are approximate only.)

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**Metrotile (NZ) Limited (until 2010 – 19 years):** A New Zealand-owned developer and manufacturer of metal roof tiles operating internationally.

**Ross Roofing Limited (until 2010 – 19 years):** A significant part of the Ross Holdings group of companies that manufactured and installed metal, concrete and clay roof tiles. It was recently sold to Monier NZ.

**Thermakraft Industries Limited (until 2008 – 17 years):** Imports, manufactures and distributes a range of building products, including building papers and insulation.

**Premier Insulation Limited (until 2011 – 20 years):** Installs insulation nationwide in homes and commercial buildings.

**Blue Print Imaging Limited (until 2014 – 23 years):** Specialists in screen printing products, this company imports, manufactures and distributes mixing inks and equipment to the printing industry.

## **Felton Industries Limited (1993 to 2010 – 17 years)**

This company designs, manufactures and distributes a wide range of bathroom plumbing products throughout New Zealand. Some product is exported. From 1993 to 2007, I provided Crusader customisation and support.

## **Cremer International Limited (1993 to 2005 – 12 years)**

Importers, manufacturers and distributors of Manchester throughout New Zealand. From 1993 to 2005, I provided Crusader customisation and support. For much of this time, I acted as their IT Manager.

## **In Summary**

So for over 20 years, I have taken the role of IT Manager, systems architect and developer for a wide range of regular clients who have operated and **grown their businesses** using Crusader. I am entirely "at home" with guiding a business through the changes required to remain effective and competitive, procuring and creating solutions, and then managing the change process, whether this is a significant change or merely incremental.

It has been a real privilege for me to be a part of enabling these businesses to grow. To this day, I believe clients would agree that they gained a competitive advantage over their competitors by using Crusader during their earlier years. Some have been quite vocal in this opinion.

## **Apart from Crusader**

It is worth noting;

### **Metrotile (NZ) Limited**

Metrotile is a New Zealand-owned developer and manufacturer of metal roof tiles, operating internationally. I designed a simple but effective inventory and manufacturing control system based on bar-coded labels that would automate most of the factory production tracking that was previously done with hand-written forms.

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## Microsoft Imagine Cup

Imagine Cup is an international competition run by Microsoft to encourage up-and-coming developers who offer solutions to global problems to build new businesses. On invitation from Microsoft, I acted as an "Industry Mentor" for Imagine Cup teams in 2009 and 2010. In 2010 I Mentored "Team Enpeda", who were the New Zealand runners-up.

## Levco Agencies Limited

Levco is the distributor of professional security products in New Zealand. In 2008 I was approached by Bryn Evans of Levco to advise on upgrading their outdated systems. This involved stepping them through their expectations and budget, vendor selection, procurement, change management, process mapping and process improvement. I was contracted to consult with them to choose an ERP solution to replace their aging financial management system. This was highly successful, and they appointed me as their IT Manager.

*"Alan Miles provided us with an objective and reasoned consulting advice when in 2008 we prepared and issued our Invitation to Tender for hardware and applications software systems. His detailed analysis and recommendation of the winning tender (or, more accurately, a creative hybrid of the two best tenders) has clearly proved in retrospect to be the right choice for our company. Since then, Alan has guided us through a wide range of tasks to achieve the implementation of our systems and hardware network. These include the creation of a branch network, detailed work on one of our websites, and the mapping of operational procedures for a critical element of our assembly business as a necessary element towards our goal of achieving ISO 9000 quality certification".*

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*Bryn Evans, Financial Controller for Levco Agencies*

## MAFQual

A division of the Ministry of Agriculture and Fisheries (now known asASUREQuality). I was employed from 1991 to 1993 as a contract business process engineer and software developer. The initial contract was to rectify severe faults in the ICS laboratory case management systems hosted on SCO Unix and the UniVerse database. I went on to largely redevelop and then extend these systems.

## PERSONAL INTERESTS

I love working with technology to create innovative systems, but I am not just a "techie".

For more than 20 years, I was actively involved in community work, including three years as the leader of Hamilton Lifeline, a 24-hour telephone counselling service. This experience allowed me to improve my verbal communication and empathy.

I am also an artist and photographer with a preference for the landscapes of New Zealand. I enjoy exploring the outdoors, and my artworks and photography reflect this.

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Whether painting or working with computers, I enjoy any opportunity to solve problems and create something new and different.

For further information, please visit:

- [www.amba.nz](http://www.amba.nz) (The "Background" page provides further details regarding the more significant products I have developed – other than Enact, which is not yet actively being promoted.)
- [www.linkedin.com/in/alanmilesamba](http://www.linkedin.com/in/alanmilesamba)