Summary

Jim Murphy has been advancing business through the application of technology for over 25 years. His skills have been honed in executive roles as both a consumer and vendor of technology and services, Jim brings a broad and deep skill set to bear in his consulting practice.

As Vice President and General Manager of what was HP's largest and most profitable service business, Jim's global team delivered Mission Critical Services to the company's most challenging customers.

As CIO of HP Outsourcing (previously EDS), Jim was accountable for every facet of the IT that supported this $15B business -- a business who's demanding executive team were themselves all seasoned IT experts. Jim has demonstrated that he can tackle the most complex projects, from integrating 150k EDS employees into HP, to deploying large global applications, to divesting Acxiom's outsourcing business, Jim rolls up his sleeves and drives every key milestone.

Expertise

- Business Intelligence, Data and Analytics
- **Mergers, Acquisitions, Divestiture**
- Large-scale Application Development
- IT Architecture and Service Management
- Transformation to Cloud
- End User Computing, including mobile
- **Outsourcing**

Representative Experience

Hewlett-Packard, CIO, IT Outsourcing, IT Leader of EDS Acquisition   1/09 – 8/12

Senior leader of the integration of EDS IT systems and processes into HP. This included:
- ➢ Directing 20 work streams each with substantial scope and multimillion dollar budgets.
- ➢ 'On-boarding' over 130,000 global employees across hundreds of sites, including:
  - o Deploying standardized laptops and applications to all employees
  - o Establishing and migrating email accounts
  - o Applying proper security credentials
  - o Providing IT support
  - o Moving entire EDS internal IT infrastructure, including hundreds of applications and their associated hardware, software, networking and support staff, to HP datacenters and the HP IT organization. Upgraded hardware and software as part of migration.
  - o Creating web presence for new Enterprise Services Business.
  - o Simplifying architecture and enabling new investments by reducing application count by over 90%.
  - o Driving hundreds of millions in dollar savings through network standardization.
  - o Recognition for "Significantly Exceeding" objectives, including budget, quality and schedule.

As Business CIO:
- ➢ Responsible for all IT for HP Outsourcing and direct owner of all dedicated applications.
- ➢ Member of the Senior VP and General Manager's executive staff.
- ➢ Owner of multi-year strategic IT plan.
- ➢ Implemented leading-edge analytics based on enterprise data warehouse.
- ➢ Deployed Labor Demand Supply Management System covering over 100k employees
  - o Services supply chain capability driving several hundred millions in savings.
  - o Eliminates dozens of disconnected applications to provide a single consistent view of the global business resources and demand.
- ➢ Post-integration, moved additional $80m of IT work out of Enterprise Services into IT.
- ➢ Drove improvements addressing x-EDS employee morale and exceeded Global IT survey scores.
- ➢ Presented migration story to external clients.

Recent Clients

Cupertino Electric, Proterra, Axciom, The Skoll Foundation

Past Employers

Hewlett-Packard

Education

- Jim holds a bachelor's degree in economics from the University of Massachusetts at Amherst.

Appendix

Additional samples of Jim's experience:

Consumer Packaged Goods Company
Engaged to assist the IT leadership team to evaluate alternatives to their existing IT Outsourcing provider and approach. Provided detailed analysis of alternatives, including review of existing contracts and evolving business needs. Provided high level plans and a roadmap for a 12-month evolution to a more effective and dynamic set of solutions.

Cupertino Electric Company (CEI)
After departure of CIO, was brought on board by CFO to drive selection of ERP vendor and System Integrator and define deployment approach. Provided guidance to the executive team and program managed the ERP selection. Provided single point of contact between vendors and CEI and drove all elements of the selection, including assembling CEI requirements, steering vendor responses, facilitating team selection and negotiating contracts. Launched and managed the deployment through integrator on-boarding.

Acxiom
Contracted to program-manage the divestiture of Acxiom's outsourcing business. Led 12 work streams to create independent company from their outsourcing business. Drove Program Management Office (PMO), including leading weekly meetings with the global VP and director-level program team. Created status materials and reviewed weekly with the executive governance council. Helped to negotiate agreements between the sides regarding technology, resources and processes, including deployment of ServiceNow for joint ticket exchange. Team executed divestiture per plan with no business disruptions.

Skoll Foundation
Contracted to advance the foundation from the ad-hoc approach to IT that sufficed in its formative years. Leveraged ITIL practices to define a technology function that embraces the people and process elements of ITSM in a manner appropriate to a small organization. Assumed leadership of this function and acted as a mentor and coach to the staff. Accomplishments include:

- Established an IT planning process.
- Drove an architecture that centers on Salesforce as the backbone of the organization.
- Selected an Enterprise Content Management solution that interfaces with Salesforce.
- Updated business continuity plans for the Foundation based on industry best practices.
- Lead the design and development of mobile and web-based application to support the over 800 attendees of the Skoll World Forum in Oxford, UK.
- Developed an ongoing organizational model to support sustaining these IT disciplines in a fashion that is affordable to the foundation long term.

Hewlett-Packard
Vice President, Business Critical Systems Services 3/00 – 1/09
General Manager and Senior Director

Drove multi-billion dollar worldwide enterprise hardware and software services business. Business spanned from the channel-driven volume market to high-end fault-tolerant solutions. Provided support for a wide range of environments including HP/UX, Microsoft Windows, Linux, OpenVMS, Tru64, NonStop and MPE, and multiple hardware architectures including x86, x64, Itanium, PA-Risc and Alpha.

In each year:
- Exceeded revenue and profit targets.
- Grew the services business faster than the underlying product business.
- Retained strong customer loyalty while driving cost reductions.
- Managed high performance team with employee surveys outscoring broader HP.

Hewlett Packard, Continued

Key actions:
- Drove double digit order growth with 'attach' programs incenting product reps and the channel.
- Generated over $1 Billion from Installed base programs, including compensating field engineers for leads and extending support of legacy products.
- Developed electronic contracts with single portfolio across all products.
- Reduced costs by over $100 million per year.
- Deployed remote monitoring to over 100 thousand servers with dramatic improvements to delivery efficiency. Also improved customer satisfaction and HP's customer knowledge base.