



## **Manoj Garg**

Manoj Garg is a partner and CIO consultant for Virtual Information Executives (VIE). He brings over twenty years of senior executive leadership skills and technology management experience with domestic and international operations to VIE's clients. He has worked in four industries: manufacturing, hi-tech, hospitality/recreation and higher education. Manoj's Information Technology (IT) experience covers a broad array of skills, including Large Scale Technology Infrastructure Management, Outsourcing Management, Information Security Management, Program Management and Enterprise Resource Planning. He is noted for creating and implementing innovative solutions that assist businesses in achieving goals rapidly. Manoj also has significant outsourcing experience and has delivered successful projects in many overseas locations including Brazil, Argentina, Egypt, Australia, India and China. Manoj has developed and teaches a very popular class on Information Security Assurance at Portland State University.

Manoj's key capabilities and examples of related experiences include:

### **Developing Strategies - Business and Technology**

*Developed business and IT Strategic Plans for world leading manufacturing and distribution corporations including plans for global requirements for international operations. As an IT leader for a major manufacturing company, converted business strategies into IT strategies and translated these into IT initiatives working with the key functional executives and top management.*

- Developed and implemented the first technology infrastructure strategy and roadmap for a \$4.0 B unit of Xerox Corporation, operating in 133 countries. The strategy specifically leveraged emerging technology and closed the gap between this unit and the rest of the company while meeting the growth and cost saving objectives of the business unit.
- Conceptualized, designed, developed and implemented the Xerox External Access Network (XEAN). The XEAN set of products included innovative extranet solutions for many business units of Xerox Corporation. As an example, the United States Customer Operations unit was able to save over \$1.0M per year in their remote access costs.
- Developed and implemented a technology expansion strategy to allow WebEx Communications to grow from supporting 300 customers to over 10,000 customers. This included expanding and outsourcing operations from two data centers in San Jose, CA to over eight across the US and three in London, Stockholm and Tokyo.
- Developed and implemented key process improvements for Portland State University (PSU), the largest university in Oregon, including Change Management, Disaster Recovery and Information Security Management. These initiatives have reduced downtime significantly and added tremendously to overall IT stability.
- On behalf of Portland State and Oregon Health Sciences University (OHSU), led the implementation of an Internet2 partnership (Portland Research and Education Network) for the benefit of both for-profit and non-profit entities in Oregon. Enabled Comotiv Systems Inc., a startup company in Portland, to achieve their first year product definition and market acceptance objectives through this partnership



### **Managing People and Organizations**

*Skilled leader with demonstrated ability to build high performance and loyal teams that deliver high quality results.*

- At WebEx Communications, in the timeframe of 18 months, re-built the Global Technical Operations team from 15 to 65 including staffing for many critical functions.
- Initiated and built the first Corporate Information Security Management team for Xerox Corporation. Successfully launched and implemented many global security initiatives including desktop virus protection, Internet gateways, remote access authentication, and server and applications security standards, thereby reducing the exposure and risk to Xerox information assets substantially.
- Successfully merged the Telecommunications organization with the Computing and Networking Services organization at Portland State University. This initiative helped streamline the delivery of network services and reduce personnel costs of the organization.

### **Enterprise Resource Planning**

*Managed the implementation and support of several Enterprise Resource Planning applications. Participated as an implementer, project leader, and manager with these applications.*

- Introduced the organization to and implemented the Oracle ERP suite for WebEx Communications. This enabled the company to achieve its growth objectives for the next three years.
- Managed the implementation of a Hotel Management Applications package for a Hotel and Conference center acquired by a Portland State University. This project was done on time and at very low cost by outsourcing the hosting of the application suite. It enabled the Hotel operation to open on time and below budget.
- Facilitated the development of the architecture and implementation of SCT Banner, a higher-ed ERP system in use at a Portland State University.

### **Developing and Managing Outsourced Environments**

*Extensive experience in structuring outsource engagements, managing the transition associated with outsourcing, and managing the outsourced relationship.*

- As CIO, led the expansion and outsourcing of the technology infrastructure at WebEx communications at 11 facilities involving four vendors, three of which were overseas.
- Was a key contributor in the \$4.0 B Xerox/EDS outsourcing arrangement. Developed and implemented necessary relationships within EDS to ensure continuous IT operations. Defined contractual details including support functions, service level metrics and performance targets in co-operation with EDS.



## **Managing Projects**

*Extensive experience in project management methodology and implementing very large projects with global impact.*

- At Xerox, was a key contributor in developing the Information Management version of the Time to Market product delivery process. The use of this new project management methodology resulted in a substantial improvement in on time delivery and reduction in project risk for global IT projects.
- Worked at Portland State University to convert 30,000 users from an aging and unstable server infrastructure to a modern system. This project resulted in reduced costs due to server consolidation and increased customer satisfaction with the speed and capabilities of the new system.
- For Portland State University, designed and built a state of the art 20,000 square feet Data Center facility. This is a major \$3.0 M project for the University and is critical part of the ongoing efforts in improving the quality of IT services serving 27,000 students and 4,000 staff and faculty.

## **Disaster Recovery and Business Continuity Planning**

*Directed and facilitated development, implementation, and testing of comprehensive organizational plans that include Risk Assessment and Business Impact Analysis, Business Continuity Plans and Technology and Infrastructure Backup, Recovery, and Restoration.*

- As the CIO for WebEx Communications, developed and implemented a comprehensive Disaster Recovery Plan including multiple hot site data centers around the US and a major owned facility in Denver, CO and implemented a Business Continuity Plan covering all critical business processes.
- At Portland State University, worked with various business units to develop a Disaster Recovery Plan to meet the critical process needs of the University. This included an innovative partnership with Western Washington University to provide mutual recovery services and facilities to host back-up data.

## **Fostering Innovation**

*Identifying and Implementing cost effective, customer centric solutions taking advantage of the latest advances in technology for both for-profit and non-profit entities.*

- As the chairperson of the Portland Research and Education Network organization, led the implementation of the Internet2 initiative and connection in Portland, OR. Developed solutions for and brought in several partners to join the Internet2 organization. Assisted Comotiv Systems, a startup company in the business of Internet based collaboration, with their product definition, higher-ed market assessment and first year product roll out goals.
- As a board member of the NorthWest Access Exchange a joint collaboration between PSU and OHSU participated in defining the business value of local Internet exchanges and attracting 25 for-profit and non-profit entities in joining the exchange.
- At Portland State University worked on a project with the Oregon Symphony to deliver very high quality distance learning facilities for music instruction remote to rural communities in Oregon.
- As Chairperson of the Portland Research and Education Network, worked on a project to survey, design and implement an island-wide Wireless Network in Molokai, HI for the Molokai Service Community Council.



### **Industry Segments and Companies Experience**

*International, multi-industry experience as an information technology executive who makes technology a competitive advantage within the company.*

- Higher Education – Director of Computing and Networking Services, Portland State University.
- Technology – CIO, WebEx Communications, Inc.
- Manufacturing – Manager, Developing Markets Operations Technology Infrastructure, Xerox Corporation.

### **Education and Certifications**

- MBA in Finance and Entrepreneurship – University of Rochester
- MS in Computer Science – University of Pittsburgh
- Bachelors of Technology in Electrical Engineering – Indian Institute of Technology, Bombay, India

Member, IEEE

Board Member, SIM Portland Chapter

Board Member, NorthWest Access Exchange, Portland, OR

Chairperson, Portland Research and Education Network

Advisory Board Member, Comotiv Systems, Inc., Portland, OR

Manoj has earned the Foundation Certificate in Information Technology Infrastructure Library. He is a frequent speaker at regional conferences. He teaches two courses at Portland State University – Communications Networks and Information Security Assurance.