

BRIAN MILLRINE

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PROFESSIONAL SUMMARY

Results-driven professional leveraging problem-solving skills to overhaul, improve and refine business practices. Strategic thinker with advanced analysis skills. Confidently tackles large scale challenges, prioritising greater organisational efficiency.

WORK HISTORY

Head of Global Data, 05/2022 - Current
People 2.0 (acquired Brookson), Warrington, United Kingdom

- People 2.0 is a TPG Equity backed business undertaking a global buy-and-build strategy with over 10 businesses across NA, EMEA, and APAC.
- My role was to build a modern data platform that brings multiple businesses in the group together from a reporting and BI perspective as well as bringing an advanced Analytic Process Automation (APA) capability that I had developed at Brookson to the wider People 2.0 business.
- Data democratization and data citizen empowerment of the wider business were important foundations of the data and automation strategies.
- Demonstrating visibility across all businesses to global customers goes to the core of People 2.0's differentiation which is the only truly global player in the market.
- Challenges included:
 - Working with stakeholders to overcome GDPR issues in each region.
 - Building a data foundation from a disparate ecosystem of on-prem and cloud-based systems.
 - Broad education on the art of the possible; leveraging the modern data platform.
 - Roll-out of a data citizen programme.

Chief Information Officer and Strategy Director, 12/2014 - 05/2022
Brookson, Warrington, Cheshire

- I was part of the Management Buy Out team that acquired Brookson in 2014 backed by Riverside Private Equity through to the successful exit of Riverside when Brookson was acquired by People 2.0 in May 2022.

Analytic Process Automation Pioneer

- In 2015 Shortly after the MBO the business embarked on its journey to develop a modern data platform pioneering the discipline of Analytic Process Automation (APA).
- In its simple form, this is automating away excel based processes. More advanced

use cases are automation of remittances processes and month-end close accounting.

- Higher value applications are where it underpins competitive differentiation, for example, intelligent WhatsApp bots to advise customers on their timesheet and payment statuses; and algorithms underpinning an advisory app that automates elements of; accounting; tax; and financial advice.
- My approach was recognized by Gartner in the 2015 Gartner Case Study "Scaling the Transformation." Speaker at Gartner Symposium (Barcelona 2016), and Gartner's BI & Data Conference (Orlando in 2018).
- Founder member of the Alteryx Customer Advisory Board in 2017 and recognized as an "Alteryx Visionary" by them in 2020.

Creation of a Digital Platform

- Brookson customer experience and service delivery were underpinned by a digital platform that combined many software capabilities including an omnichannel contact centre (Anywhere365); Customer Engagement Platform (Microsoft D365); Sales Automation (Dynamics); and Data Science (Alteryx, SQL Data Warehouses, Power BI) among others.
- Key to building a successful data platform was knowing when to use established technologies and when to develop in-house software, being able to create a connected ecosystem of technologies to deliver a good customer experience in an efficient manner.

Pivoting the Service Delivery Model because of legislative change

- Legislative change in 2021 caused a shift in the customer base from the larger more scalable service line into an alternative service running at a significantly smaller scale.
- This required innovation in a short period of time to adapt the processes and technology underpinning the service delivery model to be able to deliver a 500% increase in scale.

Cyber Attack

- In 2022 Brookson was subjected to a sophisticated cyber-attack from Russian hackers.
- I led the business through the response that required moving to a new data centre and implementing a full backup and restore in a period of 3 weeks.
- New processes were established in days to maintain service delivery.

Successful Exit to People 2.0

- In May 2022 Brookson was acquired by People 2.0. Acquiring the business's technology and data capability to leverage in the wider group was a key driver of the acquisition.

Chief Information Officer / Chief Finance Officer, 06/2012 - 12/2014

Brookson, Warrington, Cheshire

Private Equity backed Management Buy Out

In addition to my role as CIO, I took on the role of CFO to successfully lead the business through a private equity backed MBO.

Strategy Director, 05/2006 - 02/2012

Brookson, Warrington, Cheshire

Legislative-driven reshaping of the business

- Shortly after joining Brookson in 2006, there was a major legislation change that required the business to fundamentally change its business model.
- 16,000 contractors were being processed through standardized payroll processes and would now work through their own individual limited company. This required more interaction and variability in the service delivered to customers.
- I led the creation of an enhanced online offering to address the new challenge and worked with the leadership team to adapt processes and operational delivery systems to pivot the business to a new service and operating model in a period of 6 months.
- What underpinned success was developing automated daily bank feeds with key banks very similar to the Open Banking capability that exists today.

Creation of Brookson Connect

- In 2008 with the iPhone changing the way consumers engaged online, the first version of Brookson Connect that delivered an app-orientated experience was created to meet changing engagement styles.
- Connect would evolve continuously to maintain a modern experience i.e., moving to HTML5 and adopting mobile-first methodologies as these approaches become best practice.

Deal Leader, 05/2001 - 05/2006

Clearwater Corporate Finance, Manchester, Greater Manchester

Worked on a variety of mid-market corporate finance transactions including trade sales and private equity-backed management buyouts/equity releases (AMG £62m private equity backed MBO, Jackson Lloyd - £31m private equity backed equity release, Sure Maintenance - private equity backed equity release)

Auditor, 10/1996 - 05/2001

Andersen (Now Deloitte), Manchester, Greater Manchester

Trained to become a Chartered Accountant in Audit department, qualified 2005.

SKILLS

- Process improvements
- Data analysis
- Strategic planning
- Business planning
- Strategies and goals
- Budgeting
- Digital strategy
- Problem solving
- Product development
- Corporate Finance

EDUCATION

Institute of Chartered Accountants, Manchester, 01/2001 - Current
Chartered Accountant ACA

University of Newcastle Upon Tyne, Newcastle upon Tyne, NET, 09/1993 - 05/1996
Bachelor of Arts: Economics and Accounting