

# Barry Flanagan

2007

Tel: +353 (0)86 385-4334 ; email: barry@flanagan.ie

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## SENIOR INTERNET / TECHNOLOGY EXECUTIVE DIRECTOR

*Unmatched experience over 15 years in the Internet and Telecoms Industry – founder of Ireland On-Line*

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### CAREER PROFILE

Recognised pioneer, visionary and industry leader, with a proven track record in the Irish Internet and Telecommunications industry. Since founding Ireland On-Line in 1992, has led the way in shaping the Internet industry. Through vision and innovation, has created valuable and market-leading companies in highly competitive markets.

As a core member of management teams, has played a central role in two major start-up ventures, including the raising of venture capital, design of systems products and services, selection and management of staff, and successful execution of business plans. Strong background in mission critical computer systems and communications systems design and management. Proven leadership ability in building and managing creative, highly motivated and focused teams.

Recipient of various industry awards, and subject of many media profiles.

#### ***Core areas of expertise include:***

- Business Strategy and Execution
- Project Management
- New Company Start-ups
- Customer Consultancy
- Market and IT Strategy
- Team Building & Leadership
- Internet Systems Architecture
- Internet Protocols and Services
- Internet Messaging Systems
- Internet Security
- VoIP Technologies
- eCommerce Strategy & Delivery
- New Product and Technology Design and Launch
- Budget Preparation & Responsibility
- Legal Liaison (SLAs, AUPs, Contracts)
- Vendor and Contract Negotiations
- Service Level Agreement Management
- Key Customer Management
- Wireless Networking

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## ***Experience Highlights***

During more than 15 years in the Internet and telecommunications industry, has been in charge of many complex and mission-critical projects for both in-house and external customers. Expertise encompasses many areas, including:

- Working at Director level for over 10 years
- Built companies from ground up to 120+ employees
- Experience of fundraising (VC and private equity), Merger and Acquisition
- Project management of complex development projects, managing up to 40 employees
- Design, specification, implementation and management of national TCP/IP telecommunications networks (Ireland On-Line, first all-Ireland ISP network with 28 nodes).
- Design, development and management of large-scale (100,000+ mailboxes) email systems incorporating unique and innovative features and management capabilities (Ireland On-Line, Online.ie, IrishAbroad.com, Hotpress.com, EDOMail, Netsource, HEAnet).
- System Architecture design, hardware and software specification and purchase, installation and management of large-scale, scalable, redundant, mission-critical computer systems comprising 60+ servers for delivery of internet based web, mail and ISP services (Ireland On-Line, DigiServe, Netsource, Imagine Group, Beaumont Hospital, Irish Schools eMail Project)
- New product conception and development – VoIP, email, web, backup, SPAM/Content Filtering and eCommerce services.
- Design, development and delivery of many eCommerce systems.
- Design, development and management of many complex websites

## **Technical Experience**

Broad and deep understanding of Internet technologies, their inter-action and implications, including:

- All aspects of Internet delivered services
- TCP/IP Network design and management
- Internet Security (Firewalls, Anti-virus, Spam-blocking, VPN, Remote access, SSL, Digital Certificate Authority, PKI)
- VoIP and related technologies
- Web Server configuration, testing and tuning
- SMTP, POP, IMAP server and client installation, configuration and management.
- Linux/Unix system design and administration
- Linux Thin Client Computing
- Asterisk VoIP PBX and general VoIP technologies (SIP, H323, IAX)

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- Wireless (802.11x, WiMAX) LAN and WAN technology
- Postgres, MySQL, Oracle, MS SQL database server administration
- Windows NT / IIS configuration and administration
- XML, SOAP and related technologies
- Various programming languages

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## PROFESSIONAL EXPERIENCE

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### **Imagine Telecommunications Ltd. 2005 – 2007**

#### **Head of ISP and VoIP Services**

Imagine is the third largest business telecommunications company in Ireland, and the fastest growing. Imagine Broadband was launched in August 2005 and grew to 10,000 live users in its first 9 months, taking 30% of all new broadband subscribers every month since launch.

- Designed and built Imagine Broadband ISP services in 8 week timeframe
- Developed VoIP platform including SIP, PSTN termination, Prepaid calling card, Call Conferencing, Follow-Me, Voicemail, IVR for consumer market
- Built and deployed VoIP for 100 person call centre
- Designed and implemented innovative call solutions for **Imagine Mobile+** service.
- Involved in WiMAX trials

### **Central Data Bank 2005 – Present**

#### **Technical Strategist**

Central Data Bank is an Irish company providing innovative products and services based around online storage, backup and data access.

- Redesign of technical infrastructure to provide scalability, resilience and reliability
- Design input on new product creation and development
- Management input

### **Sonas Innovation Ltd. 2005 - 2007**

#### **Main contractor**

Sonas Innovation is a solutions firm specialising in large government and public contracts in Ireland and abroad. Sonas won the contract to supply the **Email for Schools** system to the Department of Education through HEAnet catering for up to 1 million users.

- Principal contractor for **Email for Schools** project
- Wrote tender document sections relating to application layer of project
- Designed, specified and implemented applications layer for EFS system
- Providing support and training to DOE / NCT / HEAnet

### **FlanTel Communications Ltd 2005 – Present**

Founder and Managing Director. Providing consultancy and management services to various firms including Imagine Group, O2, Netsource/Magnet, Beaumont Hospital, Central Data Bank, Access Telecom.

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- Focusing on the design and implementation of large scale server systems for eMail and ISP services.
- Developed VoIP platform including SIP, PSTN termination, Prepaid calling card, Call Conferencing, Follow-Me, Voicemail, IVR.
- With Sonas Intl. was awarded the contract to build and manage the Schools eMail Project systems, to cater for 800,000+ users in 4,000+ schools.

## **Netsource 2003-2005**

### **Head of Innovation and Development**

Netsource is a business only ISP and number three in the Irish market. As Head of Innovation and Development at Irish ISP Netsource, responsible for all new product strategy, development and delivery.

### **Key Results**

- Developed new large scale hosted SPAM and Virus protection service, providing full customer control and protection for corporate email.
- Hosting Platform for the sale, provisioning and billing of hosted web, mail and database services on both Linux and Windows platforms
- Introduction of high performance virtual server technologies greatly reducing hardware and administration requirements while increasing security and availability.
- VoIP research to identify best strategy and technologies for entry into this market.
- Large-scale hosted email services for companies/organisations requiring large (10,000+ user) email solutions.

## **DigiServe Ltd. / EDO Software Services 1999-2003**

### ***Founder and Creative & Technical Director***

Co-founded DigiServe Ltd. DigiServe is VC and privately funded, and comprises a number of companies including Online.ie, IrishAbroad.com, EDO Software Services and the DigiServe Ad Network.

EDO Software Services was formed from the development and technical department of DigiServe Ltd in order to exploit the opportunities presented by the platforms and systems developed for Online.ie/IrishAbroad. This involved the creation of stand-alone products and services that would build upon the capabilities and expertise we had at our disposal, and to create new opportunities for the group.

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## Key Results

- Devised business and IT strategy
- Successfully raised £7 Million venture capital
- Selected and recruited development and technical teams
- Responsible for conception, design, architecture and implementation of hardware and software platforms.
- Solely responsible for all IT-related capital budgets.
- Systems and product design, development and deployment in 5 month timeframe
- Successful integration of IrishAbroad.com architecture following acquisition of same
- Development of new strategic directions and capabilities in response to changing market conditions

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## Ireland On-Line 1992-1999

### *Founder and Creative & Technical Director*

In 1992, founded Ireland's first commercial ISP. Ireland On-Line was grown from a single PC with two dialup lines to the largest ISP in Ireland. By 1999, it had over 50% market share and over 2,000 dialup lines, despite competition from large and much better funded rivals such as Eircom, Indigo and Esat.

IOL/PostGEM was sold by An Post in 2000 to Esat Telecom in a £120M deal, and is now part of BT Ireland

### Key Results

- Solely responsible for creation, development, support and marketing of IOL from 1992-1994.
- Solely responsible for all IT-related capital budgets
- Responsible for recruitment and management of customer support/helpdesk, web development, network development and management
- Enabled Ireland On-Line to become the first ISP in Ireland, and among the first in the world, to introduce a wide range of innovative products and processes, allowing it to remain consistently ahead of its competitors over a 7 year period
- **1996-97** Chief architect and project manager for AIB's first eCommerce initiative (IrelandAtHome), in a tender process competing against IBM and ICL.
- **1996** Key role in negotiating sale of Ireland On-Line to An Post for £2.5 million. Directly involved in all aspects of negotiation, legals, due diligence.
- **1996** Negotiated takeover of the MSN userbase in Ireland, and IOL's position as the default and only ISP on the Windows desktop in Ireland. Designed all necessary technical systems.
- **1994** Developed Ireland's first database-driven eCommerce site.
- **1993** Developed IOL as the world's first commercial online service to use web (HTTP/HTML) as the user interface.
- **1992** Secured private investment, as well as grant aid and BES status

Directly or solely involved in the consultation and specification of Internet strategies for many companies, including AIB, NCB, An Post, RTE, Bord Fáilte, Dublin Corporation, Department of Finance, Fianna Fáil, Irish Times. These involved capacity planning, security, technology and budget considerations.

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## **Sculpture 1988-1991**

Based in London, managed the affairs of a major sculptor, responsible for all business, financial and production of a major programme of large-scale bronze sculptures valued in excess of £10Million. Set up a bronze-casting studio in London using a new, and at that time, experimental casting technique that has since been adopted by many foundries throughout the world.

## **Swilly Marine Ltd. 1982-1987**

At the age of 19, set up Swilly Marine, based in Donegal, comprising a sailing and windsurfing school, and marine retail business. This was an invaluable learning experience as it gave first hand experience and knowledge of the needs and challenges of running a business in what was a very tough economic climate.

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## **OTHER**

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**2000-2002** Extensive personal research into the following areas:

- VoIP technologies and business models.
- Thin client computing (hardware and software)
- WiFi, Public Hotspot networking (security, accounting, trends, architecture)
- Distributed authentication mechanisms
- Massive scalability of Internet services via clustering / layer 4 switching

**1998-2000** Served on the Infrastructure Advisory Committee of the Information Society Commission advising the Irish Government on telecommunications.

**1999, 2000** Awarded the AIB Internet Person of the Year award in both 1999 and 2000 as a mark of achievements within the industry

**1996-1997** Instrumental in the establishment of the Irish Internet Service Providers Association (IISPA), and the Internet Neutral Exchange (INEX).

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