

# SOLVING COMPLEX PROBLEMS IN A TECHNOLOGY LED ENVIRONMENT



Stuart Roberts

For companies who use technology to drive their offering or competitive advantage

Have established technical/ development / ops teams in place

Time, skill or capacity means a problem or opportunity is not being met

A problem solver is required at the point technology and the business need intersect

My genius is in understanding complex problems in multiple technology environments and distilling it all to build a simple solution.

I work with businesses on a project basis. Engaging with your stakeholders and teams and occasionally operating out of your standard dev protocol, I go deep underneath the hood in order to understand and then deliver a solution.

"Stuart was instrumental in leading our key Defence Force customer by not only ensuring that the platform supported their specific needs but that it was also smoothly rolled out across a national client owned infrastructure. While not an uncommon situation in the commercial world, this role was made particularly more complicated in the Australian Defence Force which has specific network limitations, significantly restricted software deployment processes, variable hardware and software situations and complex non-traditional (non-corporate) goals."

Richard Broome, Ocean Software Pty Ltd

"I worked alongside Stuart in eNett and he helped my Infrastructure department solve issues regularly; monitoring, incident management, infrastructure design, even helped out with hiring and interviewing. He possesses a unique mind and intellect that can be applied to any problem."

James Jones, Infrastructure Manager, eNett

# SOLVING COMPLEX PROBLEMS IN A TECHNOLOGY LED ENVIRONMENT CASE STUDIES

## eNett

Leading provider of B2B payments solutions for the travel industry worldwide (acquired by WEX inc in 2020).

### *Problem*

In the earlier years the challenge was how to profitably enable the issuing, authorisation, settlement and refund of around 3 million credit card transactions per month (the largest non-bank processor in the Southern Hemisphere), whilst still maintaining the highest possible security of card and card holder data.

### *Solution*

Creating the ability to authorise and settle *directly* with the credit card companies involved (bypassing third party payment gateways). Transaction fees were reduced and at significant scale, this added up to a profitable financial solution.

## Latitude Financial Services (LFS)

Product Manager for a JV between LFS, Clear Dynamics and a major international consumer payments provider, developing a "buy now, pay later" competitor to AfterPay in the Australian market .

### *Problem*

Very complex environment meeting and managing the requirements of the three different stakeholders. For example, the international payments provider had strict guidelines on technology and UX. LFS had Australian regulatory requirements to meet as well as being responsible for integrating into their existing infrastructure and Clear Dynamics were building the responsive front end.

### *Solution*

Co-architected the foundation of the project in collaboration with all three stakeholders, based on calling the LFS services equivalent from within the international payment providers user experience. Teams were then built that ensured an appropriate level of input from each stakeholder.

## KoBold Group

Sole developer of Input to Capability Analysis Tool (ICAT) for KoBold Group, a services and development provider to ADF. KoBold is now part of Atturra.

### *Problem*

The offering was matching apples (an ADF budget line) with oranges (industry capabilities and skills) needed to meet the delivery of that budget line across decades in the future.

### *Solution*

For each dollar per year value for a line item the program split that into different activities that budgetary item has to fulfil and those activities to all the different skills, material and manufacturing capability.