



FRACTIONAL IT LEADERSHIP · OPERATIONS ASSESSMENT · ADVISORY



We have already seen your problem at 40,000 employees.

Your team is seeing it for the first time at 400.

Randy Blackmon · Managing Partner, Timberline Technology Partners

Enterprise operating discipline, sized for companies that cannot carry enterprise overhead.

25+

years leading
enterprise IT

78,000+

users supported across
four global enterprises

\$500M+

in contracts
negotiated

68%

cut in incident
time to repair

WHAT ACTUALLY TRANSFERS

- 1 Seen it before.** Technology failure watched across financial services, manufacturing, consumer goods, and a private equity carve-out. In a small IT shop every problem looks equally urgent, and the cost of that is misallocated attention. Knowing which fire is actually urgent is the scarcest thing a mid-market company can buy.
- 2 Commercial leverage.** More than \$500M negotiated, including the renegotiation of a \$400M infrastructure outsourcing agreement and commercial management of a \$150M per year contract. Cloud and vendor spend is frequently your second largest expense line, and nobody on staff has sat on the buy side of a real negotiation.
- 3 The translation layer.** Presenting risk posture and formal risk downgrades to executive committees at a global bank is the same skill as telling a COO who owns technology the truth about their platform. Your board, your auditors, and your largest customer all need an answer they can act on.

IN THE FIELD: A MORTGAGE TECHNOLOGY SAAS COMPANY

FRACTIONAL CTO AND INFRASTRUCTURE LEAD · REPORTING TO THE COO
· SINCE APRIL 2026

A set of scattered efforts turned into one managed plan covering network modernization, security remediation, and SOC 2 readiness. Leadership extended the engagement with expanded scope to drive execution.

5

cloud environments
in the program

16

infrastructure risks
assessed

9

SOC 2 criteria
read for readiness

- ◆ **Visibility first.** A weekly IT operational review with tracked actions and named owners, plus monthly leadership updates.
- ◆ **Security closed down.** The highest-risk administrator account removed, stale accounts cleaned up, and MFA and email protection sequenced.
- ◆ **Network modernized.** A hub-and-spoke rebuild planned and managed. New VPN gateway and private DNS resolver live, with exposed internet-facing ports closing as environments migrate across.
- ◆ **Risk made legible.** An infrastructure risk register assessed and reviewed with leadership, plus a SOC 2 readiness approach with scope, method, and the gaps named and sequenced toward a Type 1 audit.
- ◆ **Platform kept current.** Kubernetes moved to a supported version, the cache layer moved to a Microsoft-managed service, and automation went live with runbooks, logging and alerting.

HOW THE WORK RUNS

01

Visibility

Findings, risks and inventory. What is really happening inside IT.

02

Structure

One program plan, a weekly cadence, named owners and dated commitments.

03

Execution

Tracked remediation and modernization, reported monthly to leadership.

04

Governance

Policies, risk register and processes built to audit standard.

05

Sustainability

Roles defined and processes running without the consultant in the loop.

Need senior IT leadership without adding another executive?

Let's talk.

Thirty days to a plan your leadership can fund.