One on One with ARN: our founder and managing director Chris Marshall - blueAPACHE

Canonical:
https://www.blueapache.com/blog/one-on-one-with-arn-blueapache-founder-and-managing-director-chris-marshall

Details:

Summary

This blueAPACHE post reports: What was your first job? At the age of 12 I started a lawn mowing round, which I continued to run until my first job in the IT sector. It concerns emPOWER Core Network & Data Centre Interconnect, emPOWER Connectivity, Microsoft Teams, Advanced Infrastructure Managed Services. It names ARN in connection with the announcement. Published in 2020. Figures, product names and event details reflect that time; for current information see the linked service pages.

Key facts

Label	Value
Publication year	2020
Services referenced	emPOWER Core Network & Data Centre Interconnect, emPOWER Connectivity, Microsoft Teams, Advanced Infrastructure Managed Services
Named products or vendors	ARN

Article

In this edition of ARN's 'One-on-One' interview series, we speak to Chris Marshall, founder and managing director of blueAPACHE, discussing how his interest in microwave communications led him to his passion for IT and eventually establishing blueAPACHE, the importance of building the right fit company culture, and ambitions to invest in its business globally this year.

What was your first job? At the age of 12 I started a lawn mowing round, which I continued to run until my first job in the IT sector. **

How did you get started in the IT industry and progress to establishing blueAPACHE? ** I was undertaking a project in my Year 12 physics class on Microwave communications. At the time my physics teacher, who also happened to be head of the information systems faculty, was working with a systems integrator called Viking Technology on a microwave network connecting our school facilities across the campus. He connected me with the director to gain a practical understanding of microwave communications. My passion for technology was recognised and I was offered a summer job helping to roll out the new server and storage infrastructure. During my first year of university, where I was

studying computer science, I was completely underwhelmed and when the call came with an offer of a full-time position at Viking, I jumped at the opportunity. I started out in a field technician role and over the following two years I had the opportunity to work across many aspects of the business. I thoroughly enjoyed the commercial aspects, and my passion for technology was now partnered with a passion for business. With the internet age approaching, I saw a great opportunity which wasn't aligned to the core business of Viking and by July 1998 I took the plunge to found blueAPACHE. What has been your biggest business mistake, and the lessons you've learnt from that experience? As a relatively young leadership team at the time, we were cognisant of the fact we didn't have all the answers. This led us to engage a highly regarded consultant to review our operational framework, and we were very impressed with the report that was prepared and were keen to accelerate the adoption of the recommendations. We managed to convince the consultant, who was in the twilight years of her career and winding down to join the organisation in a transformational leadership role – albeit in a part-time capacity. There was a cultural misalignment from day one, introducing the politicking you expect within an enterprise into blueAPACHE. Although only in the role for four months, it took far longer to repair our damaged culture. What I have learned, is that if it doesn't feel right then it isn't and deal with it quickly. What are some of your plans for blueAPACHE in the coming months? 2020 is a big year for blueAPACHE, particularly for our service provider business, where we have a significant program of work in place to bring new capabilities and accelerate the time to value for our customers. Key customer wins will see further investment in our global business, with a particular focus on Singapore and the U.S. What are some of your biggest ambitions – personally and professionally? Professionally I am ambitious to see blueAPACHE continue to grow our global business, allowing us to export the capabilities of our incredible team. Personally, I would love to spend a year living abroad – ideally the French Riviera! What has been the best piece of advice you've ever received? It was from Meg Whitman, when talking about building high performance teams. She said that if someone isn't working out you should action it immediately – no one ever regrets doing it too quickly, only ever taking too long. Read the full article here

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emPOWER Core Network & Data Centre Interconnect

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Microsoft Teams

Advanced Infrastructure Managed Services

emPOWER Collaboration (pillar)

emPOWER Managed Services (pillar)

Frequently asked questions

What was Chris Marshall's first job, according to this interview?

Marshall says he started a lawn mowing round at age 12, which he continued until his first job in the IT sector.

How did Marshall come to found blueAPACHE, according to the article?

Marshall worked a summer job and then full-time as a field technician at systems integrator Viking Technology after a school microwave-communications project connected him with its director; seeing an internet-age opportunity not aligned with Viking's core business, he founded blueAPACHE in July 1998.

What business mistake does Marshall describe, and what lesson did he draw from it?

Marshall describes hiring a highly regarded consultant into a part-time transformational leadership role who caused a cultural misalignment from day one; though she was only in the role four months, repairing the damaged culture took much longer, and he says the lesson is "if it doesn't feel right then it isn't" and to deal with it quickly.

What global expansion focus does Marshall mention for blueAPACHE in 2020?

Marshall says 2020 is a big year for blueAPACHE's service provider business, with further investment in its global business particularly focused on Singapore and the US.

Is the information in this post still current?

No. It is a 2020 interview about Marshall's background and that year's plans; for blueAPACHE's current leadership and global footprint, see the About Us / Leadership page rather than this post.

Source

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Knowledge Base

Who is Chris Marshall and what is his role within your business?

Chris Marshall is the founder and managing director of us.

How did Chris Marshall first get exposed to the IT industry?

Chris Marshall's interest began during a Year 12 physics class project on microwave communications. His physics teacher, who was also head of the information systems faculty, connected him with a director at systems integrator Viking Technology, which was working on a microwave network across his school campus. This led to a summer job helping roll out new server and storage infrastructure.

When did Chris Marshall found blueAPACHE?

Chris Marshall founded us in July 1998, after working at Viking Technology and seeing an opportunity in the emerging internet age that wasn't aligned with Viking's core business.

What was Chris Marshall's first job before entering IT?

At age 12, Chris Marshall started a lawn mowing round, which he continued running until he got his first job in the IT sector.

What lesson did Chris Marshall learn from his biggest business mistake?

Chris Marshall learned that if something doesn't feel right, it isn't right, and that such issues should be dealt with quickly.

What were your plans for 2020 as discussed in the interview?

In 2020, we had a significant program of work planned for our service provider business to bring new capabilities and accelerate time to value for customers. Key customer wins were also set to drive

further investment in our global business, with a particular focus on Singapore and the U.S.

What are Chris Marshall's personal and professional ambitions?

Professionally, Chris Marshall is ambitious to see us continue growing our global business so we can export the capabilities of our team. Personally, he would love to spend a year living abroad, ideally on the French Riviera.

What was the best piece of advice Chris Marshall ever received, and from whom?

The best advice Chris Marshall received was from Meg Whitman, regarding building high-performance teams: if someone isn't working out, you should act on it immediately, because no one ever regrets acting too quickly—only taking too long.