



# IT Manager Connection

[HOME](#)
[EMAIL](#)
[ABOUT](#)
[RSS 2.0](#)
[ATOM 1.0](#)

## [Interview] Part 4: Allen Atwell - Biggest Challenges and Solutions as CTO at MessageLabs

In this blog series, I have an exclusive interview with **Allen Atwell**, a top international IT expert and authority, a leading senior executive and the Chief Technology Officer at MessageLabs.

Enjoy!

Stephen Ibaraki, **FCIPS, I.S.P., MVP**



**Q4:** In your current role, what are the biggest challenges, and their solutions? How does this relate to business?

**A:**

**Challenge one:** Implementing various technology and cultural changes that will help leapfrog the business forward.

**Solution:** Spending time with and getting to know employees while encouraging them to push the limits of what they can achieve.

**Challenge two:** Continue to improve customer satisfaction levels by escalating solution implementation to meet changing customer requirements.

**Solution:** Committing to R&D and a product roadmap as well as specialized employee training to deliver on both.

**Challenge three:** Shifting the organizational dynamics to further encourage teamwork.

**Solution:** Build on an organizational structure of delegation and accountability to foster team cohesiveness for overcoming challenges and achieving exceptional performance.

**Challenge four:** Diversifying the workplace.

**Solution:** Encouraging employees to rotate job functions/locations and responsibilities to stretch their capabilities and challenge them to make new mistakes.

**Q5:** Please share a story (something surprising, unexpected, amazing, or humorous) from your work?

**A:** I found a candidate for a project that had specific experience with complex software running on a silicon hardware solution. I asked the candidate on a Friday to provide a resume which is typical procedure during the hiring process. On the following Monday, instead of his resume, he handed me a prototype of the technology we discussed. I hired him on the spot.

**Posted:** Thursday, July 05, 2007 8:00 AM by [cdnitmgr](#)

Filed under: [Stephen Ibaraki](#), [Interviews](#)

### Comments

No Comments

*New Comments to this post are disabled*

### Recent Po

[Interview wi  
Miller, Educa  
Thought Lea  
Manager at C  
Systems](#)

[Calling Lond  
That Is](#)

[Even With th  
Intentions](#)

[Podcast Inte  
International  
Renowned C  
Futurist, Dr.  
Canton](#)

[Talking to M  
Slofstra abou  
Wrong with I](#)

### Tags

[Access 2007](#)

[Cole Ba  
Jeans Biz](#)

[Bey Carei](#)

[CC Blog;  
Down cl](#)

[Collaboration](#)

[David Ca  
Dunkerley](#)

[Spencer  
Download](#)

[EnergizeIT](#)

[Graham  
Guest BI](#)

[Industry  
Perspect  
Interview](#)

[Alignment  
Manager](#)

