

HOWARD MALLOY

Managing Director | P&L Leader | Chief Operating Officer

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EXECUTIVE SUMMARY

Operations and P&L executive with 30+ years leading global managed services organizations through hypergrowth, M&A integration, and PE-sponsored exits now seeking to apply that full stack experience in a CEO capacity. Known for the ability to align people around a shared vision and translate that alignment into measurable operational and commercial outcomes. Currently COO at Dataprise (2025 MSP of the Year), responsible for operational infrastructure, service delivery consistency, and scalable growth. Previously a key leader inside Ensono's \$100M to \$1B growth journey, including Managing Director roles in India and Europe, and SVP of Global Accounts through the Charlesbank to KKR transaction. Proven track record integrating acquisitions, standing up offshore delivery models, and driving measurable outcomes in PE-backed MSP environments.

CORE COMPETENCIES

P&L Management • MSP/MSSP Operations • M&A Integration • Offshore Delivery • PE-Backed Environments • GTM Ownership • Churn Reduction • Culture Building • Executive Leadership • Customer Retention • Operational Scaling • Board Reporting

PROFESSIONAL EXPERIENCE

Chief Operating Officer | **Dataprise** | 2024 – Present

Responsible for operational execution, service delivery, culture, and scalable growth infrastructure at Dataprise, named 2025 MSP of the Year by Channel Partners. Leading the build-out of systems, processes, and team capability to support the company's next phase of growth.

- Unified 9 acquired businesses onto a single toolset and common operating model, consolidating a fragmented platform into a scalable delivery infrastructure.
- Established AI strategy and governance committee, implemented chat-based client engagement that drives 63% same-day resolution versus 50% via traditional email. This improved both client experience and operational efficiency.
- Built operational infrastructure and accountability frameworks to support scalable growth, leading to 32% revenue growth in Cyber services while removing 18% of cost from the business.
- Implemented service transition function, resulting in +31% in MRR install YOY while establishing CSAT scores averaging 9.4.
- Responsible for transition of 20% of resourcing to offshore location in year 1.

SVP & General Manager — Global & Commercial Accounts | **Ensono** | Dec 2023 – 2024

Responsible for client relationships and P&L of the top 7 global accounts (\$325M) plus 75 growth accounts (\$125M) during Ensono's continued scaling post-KKR acquisition.

- 108% of growth target in H1 2024.
- Negotiated contract extensions for 3 of the top 5 global clients through complex contractual challenges.
- Executive sponsor of the futures program focused on developing emerging talent.

Managing Director, Europe | **Ensono** | Apr 2022 – Dec 2023

Full P&L and GTM accountability for a \$220M European business, including regional sales strategy, client acquisition, partner relationships, and commercial performance. Accountable for regional financial performance, client relationships, and cultural integration across 4 acquired entities.

- Stabilized a \$220M European business through post-acquisition integration, maintaining gross retention across a period of significant organizational change.
- Completed integration of cultures from 4 acquisitions to unify the UK region.
- Drove office consolidation across the UK resulting in \$17M in cost savings.
- Unwound complex datacenter contracts generating \$12M in annual savings.
- Drove associate engagement to highest levels in 4 years.

- Redefined support model for UK-based clients including SMB segment.

Managing Director, India | **Ensono** | *Jun 2019 – Aug 2021*

Built and led Ensono's India delivery operation from the ground up. Full accountability for a \$30M annual budget, team of 1,100+, and global delivery transformation — including standing up a 24x7 follow-the-sun model that became the backbone of Ensono's offshore cost structure.

- Scaled India team from 500 to 1,100+ associates in 2 years.
- Delivered 24x7 global operating model with 70% of delivery from low-cost region.
- Established new leadership team including the current Managing Director.
- Navigated SEZ laws to implement a fully remote workforce during COVID.
- Achieved highest employee engagement scores in the company across the largest team.
- Launched strategic programs: Cloud Academy, Mainframe Academy, Women in Technology.

Vice President, Operations | **Ensono** | *Feb 2016 – Jun 2019*

Joined Ensono at \$100M in revenue. Defined onboarding methodology, supported pre-sales, and was promoted into Operations leadership responsible for critical client infrastructure across the US.

- Implemented metrics-driven service delivery model resulting in improved CSAT and cost reduction.
- Transformed client delivery model including org design, process enhancement, and associate training.
- Key contributor to operational foundation that supported Ensono's growth to \$1B and Charlesbank to KKR exit.

Corporate Vice President, Infrastructure Availability | **New York Life** | *Nov 2015 – Feb 2016*

Led infrastructure operations team and vendor ecosystem ensuring availability and reliability of IT services aligned to business SLAs. Supported Incident Management process execution within the Technology Operations Center.

Director, Complex Solutions — Global Tech, Infra & Engineering | **CenturyLink** | *Jun 2006 – Nov 2015*

Built and led a team of technology generalists dedicated to pre-sales support and complex environment scoping. Responsible for supporting \$150M+ in forecast revenue and accounts including Hallmark, P&G, and Coca-Cola.

- Created new organization to bridge the gap between sales lifecycle and operational delivery.
- Transformed delivery from regional teams to global workforce, reducing delivery time by 40%.
- Responsible for \$28M+ in new monthly recurring revenue annually.
- Implemented process automation saving 4,000+ man-hours, enabling throughput scale without added headcount.
- Developed metric scorecards that reduced escalations to under 5%.

EDUCATION

Bachelor of Science, Computer Science | Webster University | 2001