A TRUSTED ADVISOR AT YOUR LEADERSHIP TABLE

Technology that returns value to the business — without a full-time CIO.

When tech spend rises but results stay fuzzy, the gap is usually leadership: alignment, ownership, funding and governance. I fix those conditions with owners and CFOs — and when leverage requires it, I still build. Your MSP keeps the lights on; I own direction and the high-value work.

Signs the leadership system needs help

- Tech spend is rising, but the return to the business is unclear.
- Your IT provider handles tickets, but no one owns direction or decision rights.
- AI and new tools keep getting added, without governance or a clear first workflow.
- Growth, new locations or acquisitions are straining systems and ownership.
- Security, compliance or insurance questions keep landing on the owner's desk.

How we work together

1. **Discovery conversation** FREE · 45 MIN
   Your business outcomes, ownership gaps, and where technology fits.
2. **30-day alignment roadmap** FIXED PRICE
   Priorities, decision rights, budget and the first workflow that should stick.
3. **Ongoing part-time retainer**
   A few days a month of executive leadership that can still ship, adjustable as you grow.

HOW I HELP

Leadership conditions that unlock tech value

Your trusted advisor — I lead and build where it matters, without becoming your helpdesk.

- **Business outcomes first.** We define the business value technology should create, then the systems and vendors that support it.
- **Ownership & decision rights.** Clear who decides, who funds, and who is accountable — so work stops stalling between IT, ops and leadership.
- **Vendor & MSP accountability.** I manage your IT vendors and MSPs and hold them to the standards you're paying for — tickets, printers and break/fix stay on their desk.
- **AI that sticks.** Start with one high-value workflow inside tools you already trust, with policy and human review built in.
- **Hands-on when it creates leverage.** Startup life taught me to wear many hats. I build and ship integrations, AI workflows and custom tools — never a substitute for break/fix IT.
- **A seat at your leadership table.** Technology translated into business terms, so you can make confident decisions.

Experience

- 30+ years in technology leadership across telecom, cloud and IT
- Global CIO, Cloud Sherpas, through its acquisition by Accenture
- Senior Manager, IT Operations, Accenture
- Interim Global CIO, OSF Digital
- EVP Service Delivery, Nuvox (acquired by Windstream)
- CTO and co-founder, FDN Communications (startup, many hats)
- Hands-on and interim CIO/CTO through SeaGlass Development since 2019
- Builder of SeekBox.ai and AI voice-agent products

Education and early career. Oklahoma State University; career began at WilTel.

Matt Blocha
HANDS-ON CIO / CTO

Let's talk about the return your technology investment should be producing.

EMAIL matt@seaglassdev.com
PHONE (918) 918-3315
WEB seaglassdev.com
LINKEDIN linkedin.com/in/matthewblocha

seaglassdev.com

FROM DIAGNOSIS TO A ROADMAP LEADERSHIP CAN FUND

Three lenses: data gravity, workflow, and strategy mapping.

I don't start with a tool pitch. I map where value is stuck — then we choose what to build, buy, or leave with your MSP.

The 30-day alignment roadmap uses three practical lenses. Together they show where technology should create return, what one workflow to fix first, and how growth, capability and cost stay in balance.

LENS 01

Data gravity analysis

Data pulls work, people and tools toward wherever truth already lives. Fight gravity and projects stall; use it and AI and integrations stick.

- **Systems of record.** Which apps actually own customers, money, files and work — vs. copies and shadow spreadsheets.
- **Gravity & pull.** Where teams already go for truth, and what integrations, migrations or AI will fight that gravity.
- **Access & risk.** Who can see what, where sensitive data lives, and what policy or compliance constrains tool choice.

LENS 02

Process & workflow

Most tech waste is buried in how work moves. We make the path visible, then improve one flow that leadership feels.

CAPTURE Intake & notes → DO THE WORK Delivery → CLOSE Bill & report

- **Map the real path.** Intake → delivery → billing (or your equivalent) as it actually runs, not the org chart.
- **Find the friction.** Handoffs, rework, dual entry, and tools that interrupt flow.
- **Pick one first win.** One high-value workflow to improve inside tools you already trust — with human review.

LENS 03

Strategy mapping

Technology only returns value when it serves growth, matches capability, and respects cost. We put all three on one page.

Used with owners and CFOs so funding decisions stay honest — not a separate IT wish list.

- **Growth.** Ambition and constraints in plain language.
- **Capability.** What the org can actually run and own.
- **Cost.** Return, overlap and what to stop paying for.

Strategy map — growth, capability, cost

GROWTH

Where you're headed

Ambition that technology must enable — not a separate digital project.

- Where the business is going: services, locations, headcount, M&A
- What must scale without adding chaos
- Which bets technology should enable next

CAPABILITY

What you can run

People, vendors and systems readiness — including where I build vs. where MSP supports.

- People, vendors and skills you have vs. need
- Systems readiness for growth and AI
- Ownership gaps between leadership, ops and IT

COST

What earns its keep

Spend judged by business return, so you fund leverage and cut drag.

- Spend vs. business return, not just invoice totals
- Vendor overlap, tech debt and quiet waste
- What to fund, fix, defer or stop

WHAT YOU LEAVE WITH

30-day alignment deliverables

A leadership-ready package — priorities, ownership and the first workflow that should stick. Hands-on build work only where it creates leverage.

- Data gravity map — systems of record, pull, and risk hotspots
- Priority workflow — the first process worth fixing
- Growth / capability / cost map — what to fund next
- Decision rights & 90-day action list

Matt Blocha
HANDS-ON CIO / CTO
Discovery is free. The 30-day alignment roadmap is fixed-price.

EMAIL matt@seaglassdev.com
PHONE (918) 918-3315
WEB seaglassdev.com

seaglassdev.com

ASSESSMENT, EDUCATION, ONE WORKFLOW, AND A TRANSITION PLAN

Understand the opportunity — then prove one workflow.

I help leadership see what AI can and cannot do, choose one bounded workflow to prove, and leave with a plan to scale, refine, or stop. Advice first — not a tool pitch and not big-bang automation.

I start with how work performs today and what leadership needs to decide. If hands-on build work later creates leverage, that is a separate choice — good advice does not require it.

Understand the opportunity. Equip leadership. Prove one workflow. Expand with a plan.

FOCUS 01

Assess the starting point

We look at business goals, how work runs today, and whether data, systems and people are ready — including risks that should slow us down.

- **Goals.** Outcomes leadership already cares about — not a list of AI features.
- **Workflows & systems.** How work actually moves, where truth lives, and where friction hides.
- **Readiness & risk.** Data quality and access, privacy constraints, and what should slow us down.

FOCUS 02

Equip leadership to decide

Owners and executives need a plain-language picture of AI — enough to decide well, not enough to become practitioners.

- **Capabilities & limits.** What these tools do well, where they fail, and why human review still matters.
- **Data & privacy.** What the work would touch, who can see it, and what must stay protected.
- **Accountability.** Who owns the output, the exception, and the call a machine should not make.

FOCUS 03

Find the one workflow

One high-value, feasible, bounded workflow — not a catalogue of experiments. Nothing starts until a baseline and an owner are clear.

- **How we choose.** Impact, effort, data readiness and risk — compared in the open with leadership.
- **Before a pilot.** Record how work performs today, define success, and name a business owner.
- **Keep it bounded.** Small enough to prove, large enough that leadership will feel it.

A phased transition — not big-bang automation

People, process and technology move together. We prove the path against the baseline, then decide whether to expand.

BASELINE — How the work performs today → **PILOT** — One bounded workflow → **DECIDE** — Scale, refine, or stop

PEOPLE · PROCESS · TECHNOLOGY

The work has to change

Roles, handoffs and systems have to support the new path — tools alone do not create return.

- Who does the work, who reviews it, and what stops
- Process changes that make the workflow usable day to day
- Technology only where it serves the chosen flow

GOVERNANCE · ACCESS · DATA

Guardrails before speed

Access, quality and policy decide whether a workflow is safe to run — and safe to scale.

- Who may use which tools and which data
- What the workflow is allowed to touch — and what it is not
- Review points that keep people accountable

TRAINING · ADOPTION · TOOLS

Value shows up in use

A workflow that is built but not used is just cost. Training, change and tool choice are part of the plan.

- Practical training for the people who will run it
- Change support so the new path becomes normal work
- Integrate or consolidate tools only when that helps the workflow

WHAT THIS ADVISORY IS

Advice you can act on

You leave knowing what is worth doing and how to measure the first step. I stay vendor-neutral. Build work is a later choice — the advice does not depend on it.

- Goals, workflows, data, systems, readiness and risk — assessed
- A plain-language briefing leadership can use to decide
- One workflow with owner, baseline and success measure
- A transition plan: pilot, review, then scale, refine, or stop

Matt Blocha
HANDS-ON CIO / CTO
Discovery is free. The 30-day alignment roadmap is fixed-price.

EMAIL matt@seaglassdev.com
PHONE (918) 918-3315
WEB seaglassdev.com

seaglassdev.com

FROM ISOLATED WORK TO A FOUNDATION THE COMPANY OWNS

Isolate the work. Own the data. Replace platforms with intent.

One-off workflows and spreadsheets are often the real system. We move that work onto a company-owned foundation, harness the AI, and replace a rented platform when strategy and economics support it.

Building remains a separate choice from the advisory. If we implement, we start with one isolated workflow and records you own. Wholesale platform replacement is a valid end-state — not a promised savings number.

FOCUS 01

Isolate one-off work

Find work hiding in inboxes, side spreadsheets and workarounds, then bound it for a deliberate rebuild.

- **One-off workflows.** Repeatable work that never earned a real system, yet the business depends on it.
- **Spreadsheet operations.** Files that have become the unofficial record of customers, jobs, money or status.
- **Bound it first.** Name the owner, the steps and the records so the rebuild is deliberate.

FOCUS 02

A foundation you own

Records, relationships and ownership belong in a real data model — not shared files or rented no-code databases.

- **Model the records.** What they are, how they relate, and who owns each one — before any migration.
- **A system you own.** Replace spreadsheet and no-code sprawl with a company-owned foundation — an alternative to tools like Airtable, not a packaged product.
- **The model is truth.** AI may read and propose. It does not become the database.

FOCUS 03

Harnesses around AI

AI acts inside a defined envelope: what it may touch, what it must check, and when a person must approve.

- **Access & tools.** Documented API and tool permissions — what the AI may call, and what it may not.
- **Rules & approval.** Validation and business rules; a person approves consequential actions.
- **Evidence & recovery.** Audit logs, retries, and tests that evaluate the AI's work.
- **Deterministic controls.** Critical calculations stay in ordinary software, not the model.

Headless foundation — then a controlled path off SaaS

The core sits behind documented APIs, separate from any one screen. People keep interfaces. AI agents and apps share the same permissioned backend.

ISOLATE One workflow worth owning → **STRUCTURE** Records, APIs, harnesses → **PROVE** Parallel-run and reconcile → **REPLACE** Retire the incumbent

HEADLESS, IN PLAIN LANGUAGE

One core, many interfaces

Data and business logic sit behind documented APIs, apart from any single screen.

- People-facing apps and AI agents share one permissioned backend
- Interfaces can change without rebuilding the core
- Not "no UI," and an LLM is not a substitute for a database

NATIVE DEVELOPMENT

Replace more than a wrapper

AI-assisted custom applications can replace a workflow first — and the platform itself when the case is clear.

- Start with one workflow the company should own
- Expand to full SaaS replacement when strategy and economics support it
- Wholesale replacement is a valid end-state, not merely a wrapper

HOW A PLATFORM IS RETIRED

Migrate, prove, then switch

Leaving a rented system is a controlled migration, not a cutover.

- Migrate records, access rights, history and integrations
- Test, parallel-run, reconcile, and keep a rollback path
- Retire the incumbent only after the new system carries the work

WHAT THIS ARCHITECTURE ENABLES

Own the foundation

You own the data model, access, security and maintenance, including lifecycle cost. Implementation is optional and separate from the advisory.

- One-off and spreadsheet work, isolated and ready for structure
- A company-owned data model, with harnesses around AI
- A shared backend for people and AI, apart from any one interface
- A path that can end in retiring a SaaS platform

Matt Blocha
HANDS-ON CIO / CTO
Discovery is free. The 30-day alignment roadmap is fixed-price.

EMAIL matt@seaglassdev.com
PHONE (918) 918-3315
WEB seaglassdev.com

seaglassdev.com