



## MIKE HARRISON

**Examiner**  
DISC Type : sc

**Head of IT Business Relations & Consulting at Railpen**  
Durham, England, United Kingdom

### Overview

Mike is a business technology leader with over 25 years of experience driving strategic solutions. As the Head of IT Business Relations & Consulting at Railpen, he focuses on delivering measurable value by aligning technology with business needs and championing continuous improvement.

He is passionate about building strong relationships and clear communication, believing in the power of explaining complex roadmaps without excessive jargon. He is actively involved in shaping how technology is utilized and is currently building out his team at Railpen.

Unique fact: In a previous role at Deutsche Bank, he was the lead manager for deploying ultra-low latency infrastructure to support high-frequency trading.

### Personality Overview

**Status Quo Seeker**

**Late Adopter**

**Overcautious**

They are thorough and always follow a systematic approach. They do not like taking risks at all and go for proven options in the end. The only way to convince them is by showing them examples and ample proof.

### Topics They Care About

#### **Business & IT Alignment**

His entire role revolves around fulfilling business technology needs and shaping demand into supply to create measurable customer value and satisfaction.

#### **Effective Communication**

He explicitly seeks team members who can explain a technology roadmap without using excessive acronyms, highlighting his focus on clear, simple communication.

#### **Continuous Improvement**

This is a core principle mentioned in his professional summary and job descriptions, showing a commitment to refining processes and people.

### Relationship Building

A recent post states he is looking for people who "love building relationships as much as solving problems," underscoring this as a key value.

### Financial Services Tech

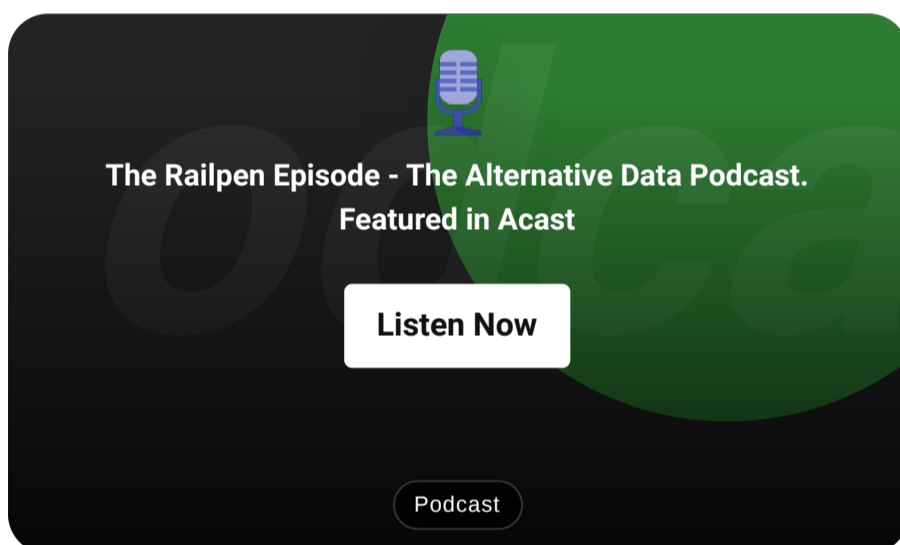
[Predicted] His past senior role managing critical infrastructure at Deutsche Bank and interest in J. P. Morgan suggest a strong background in the financial technology sector.


### Team Development

He is actively recruiting for his team at Railpen, indicating a focus on mentoring talent and building a strong departmental culture.



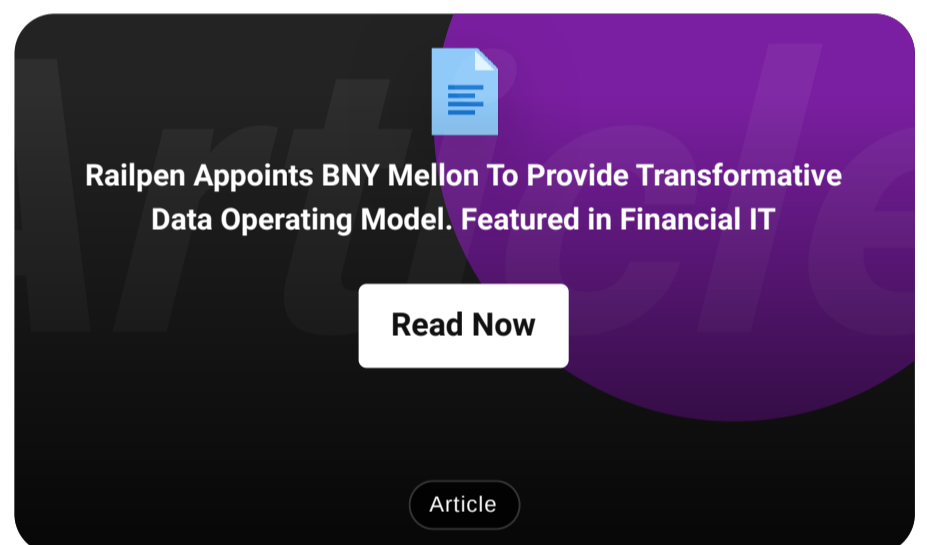
## Media Appearances




 **The Railpen Episode - The Alternative Data Podcast.**  
Featured in Acast

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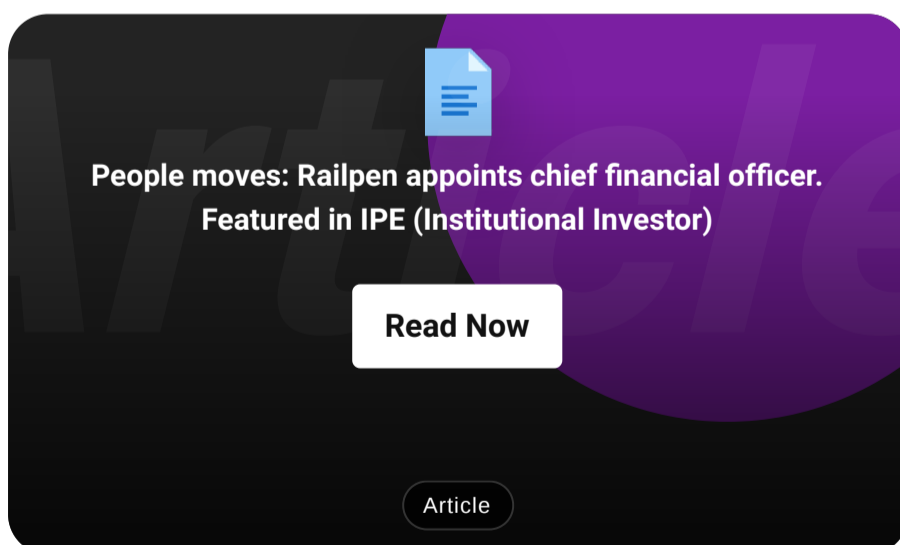
Podcast




 **Railpen Appoints BNY Mellon To Provide Transformative Data Operating Model.** Featured in Financial IT

[Read Now](#)

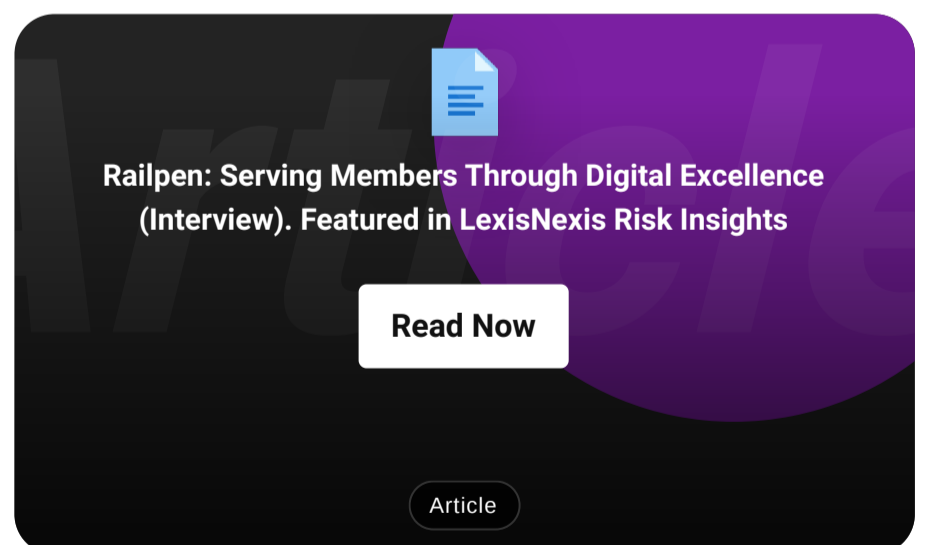
Article




 **People moves: Railpen appoints chief financial officer.** Featured in IPE (Institutional Investor)

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Article



 **Railpen: Serving Members Through Digital Excellence (Interview).** Featured in LexisNexis Risk Insights

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Article

## Work History

- 5-2023  
Head of IT Business Relations & Consulting at Railpen
- 10-2018 - 5-2023  
IT Business Relationship Manager at Railpen
- 2-2010 - 6-2018

## Education

Mike has no verified education history

Global Infrastructure Delivery Manager at Deutsche Bank

• 6-2009 - 2-2010

Application Delivery Manager at NHS South of Tyne and Wear

• 1-2009 - 4-2009

ITIL V3 Service Design Consultant at Tech Mahindra

## More Information

### Social Presence :



### Prographics :

Exp : **17** Location : **Durham, England, United Kingdom** Job Level : **Mid-senior**

Designation : **Head of IT Business Relations & Consulting at Railpen**

## Insights For Selling To Mike

### 👉 During A Call Or A Meeting

#### DO's

- Expect them to be slow and cautious, encourage them to ask more questions
- Be firm in your communication and stay in control
- Expect them to be vague in response to your questions, ask firmly and pointedly

#### DONT's

- Avoid getting into storytelling mode, especially when they ask specific questions
- Don't use phrases like 'do not worry', 'i promise' etc.
- Don't push them too hard to make fast decisions, give them time

## 👉 When Cold Calling

### Insights

**Pattern Interrupt:** A polite and formal approach, that doesn't sound over-friendly or too aggressive makes it hard for them to say no to you.

**Pace:** Slow down a little bit, especially if you are fast usually. Sound like a 'calming break from the day' person.

**Tone:** Keep your tone calm and soothing, as if you are giving a stranger advice on a critical matter.

**Tactics To Win:** Use of social proof, FOMO, repeating their name

**Mistakes To Avoid:** Strong words, over-confidence, informal language

**Making The Ask:** Formally, respectfully request their time. They find it quite hard to say no (Compared to Dominant or Calculative types for eg)

**Subconscious Driver:** They are change-averse by default. Hence a FOMO laden pitch can jolt them into action.

### Script

**Greeting:** Good morning/evening Mike, how are you? This is [user\_fname] at [user\_companynamewithfirsttwowords].

**Opener:** You are of course busy, would it be ok for me to take 30 seconds of your time to explain why I have called today?

**Introduction:** My company has built an AI that predicts prospect's personality and behavior so that you can start building trust from the very first second that you meet them.

**Ask:** Mike, companies like [abc], [xyz] have found it to be invaluable and adopted it already, it would be ok perhaps to put 15 minutes on your calendar to share why this could be valuable for you.

**Close:** If you are a morning person, then how does Tues or Wed look at [time]? And your email ID is [prospect\_email]?

## 👉 When Writing An Email

**Subject:** Precise

*Example: Measurable results', '6.2% more sales' etc.*

**Salutation:** Yes (Something formal)

*Example: Use 'Hi' (along with the first name)*

**Greeting:** Yes (Say something formal/usual)

*Example: Use standard lines, like 'I hope that you are doing well' etc.*

**Emojis/GIFs:**

**Bullet Points:** Recommended

**Closing Line:** Logically summarize/ask

*Example: Something like 'If these points make it clear, shall we speak tomorrow at 11am?'*

**Complimentary Close:** Formal

*Example: Something simple like 'Thanks', 'Regards' etc.*

**Tone of Words:** Objective, informational

**Overall Messaging:** Focused on removing doubts

**Length of Mail:** Medium

*Example: Ideally upto 120-130 words*

## 👉 While Negotiating & Closing

The secret to closing fast with Mike is

- *Adoption by others is very important to them, followed by confidence in ROI.*

Will you ever get a clear answer from Mike

- *They don't say no often, they push out the decisions or keep going around in circles.*

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## Insights For Deal Planning

How Fast (Or Slow) Will Mike Move?

- *They don't like to hasten, so their speed of decision-making may be slow.*

Can Mike Take Some Risk Or Not?

- *They have little willingness to take risks, and prefer making calculated decisions.*

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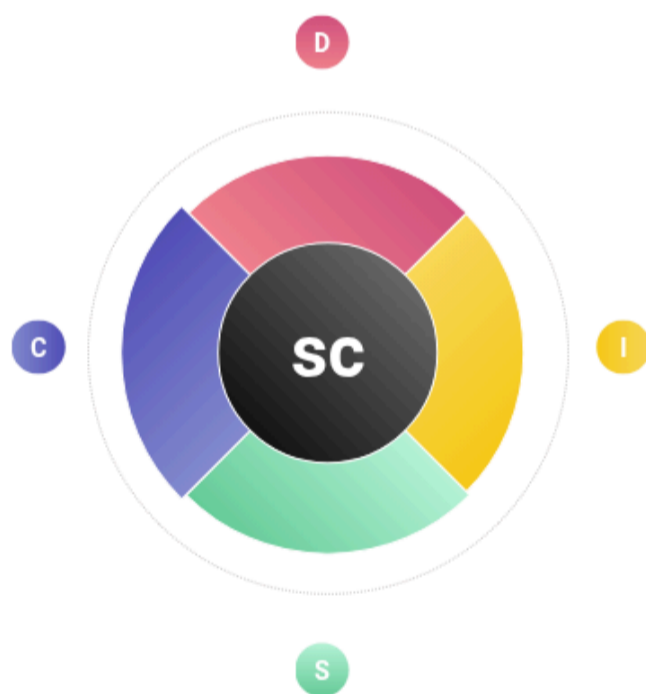
## You And Mike

### Personality Compatibility

Not enough data to show compatibility comparison

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## DISC Profile : Mike's Key Traits



### STEADINESS

Steadiness(S) reflects the degree to which a person is likely to focus on cooperation, support and taking everyone along. Those scoring high tend to be consistent and calm, are excited about the opportunity to collaborate and partner and could sometimes be indecisive or overly accommodating.

### CALCULATIVENESS

Calculativeness(C) reflects the degree to which a person is likely to be cautious, systematic and analytical. Those scoring high tend to emphasise quality and accuracy, enjoy showing off their expertise or challenging assumptions but can sometimes overanalyze things and be overcritical.