

ALAN ROBB

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A Strategic Digital Adviser / CIO / NED, expert in leading, governing and delivering technology enabled business transformation, achieving significant commercial advantage for international corporates, professional services and managed services organisations. Excellent stakeholder management / engagement with gravitas to influence to Board level. Commercially astute and result focused, adept at managing / governing large scale programmes to budget and plans, including project recovery, across Technology, Finance, Healthcare, Supply Chain, Telco and Energy sectors.

KEY ACHIEVEMENTS

1. Successfully negotiated EY's largest global managed services contract (\$260m) including all terms & SLAs, aligned to ITIL framework, having supported vendor down-select, in collaboration with Procurement/Legal teams.
2. Identified causes of business failure, developed strategy/plans and delivered business transformation programme, building and leading architecture / digital technology teams to beat all major business targets for 3 successive years.
3. Transformed culture, systems and processes and motivated staff to support the changes, enabling company sale whilst strategically rationalising 100s of legacy products and saving over £35M.
4. Radically transformed £750m Account, driving partners to deliver first service in 36 days after 18 months of failure.
5. Founded new Consulting / Engineering company, covering financial/commercials, consulting frameworks & growth.
6. Defining & delivering Cloud/SaaS migrations from legacy technologies for both industry clients and service providers.

DISCERNING STRATEGY LTD, Director

Feb 18-present

Discerning Strategy offers:

- a rapid appreciation of business challenges
- development and delivery of business transformation plans that achieve buy-in at all levels
- changes that will stick and not impair business performance in the interim
- independent views without dogma or up-selling of other services.

SMARTCO

Consulting Services

Aug 22-Present

Development of strategic, future state Operating Model for IT functions for a multinational Hospitality client.

SSE plc

Energy Services – T/o £6.8Bn

Feb 20-Jun 22

Energy Customer Solutions – Strategic Advisor

Apr 22-Jun 22

Retained to provide strategic advice to ECS Business Unit during transition period and to support programme delivery.

Energy Customer Solutions – CIO

Feb 20-Apr 22

Headhunted to develop strategic technology roadmap to underpin major business transformation. Addressed immediate challenges of Covid lockdown whilst completing the roadmap. Defined and delivered agile / cloud service capabilities and governance processes, re-organising and upskilling the team whilst leveraging 3rd party services for pace. Delivered over 40 initiatives alongside two key programmes, with a third in final testing.

TRAVIS PERKINS PLC

Merchant Services T/o £4.6bn

Mar 18-May 20

Retained Advisor

Nov 19-May 20

Strategic Digital Adviser providing technical (architecture, cloud, SaaS, data, analytics, security) and business transformation advisory services, including the support of complex vendor negotiations.

Interim Head of Practices (Architecture and Business Analysis) / CTO

Mar 18-Oct 19

Transformation consultant, assessed "as-is" IT estate, defined IT Operate Model & recommended direction for technology & business transformation. Supported divestments and set up Architecture & Business Analysis practice, gaining Executive buy-in for organisation, processes and governance. Led the technical aspects of major SaaS programme review for CIO.

ERNST & YOUNG LLP

Diversified Financial Services T/o \$30bn

2012-2018

Director Managed Service

2016-2018

Requested to negotiate and deliver a complex, innovative \$260M outsourcing initiative

- Delivered service transition, set up and operation of steady state services, directed / governed vendor service performance and continuous improvement initiatives.
- Negotiated EY's largest global managed services contract (\$260m) including all terms & SLAs, aligned to ITIL framework, having supported vendor down-select, in collaboration with Procurement/Legal teams.

Global Director, Enterprise Architecture**2012-2017**

Headhunted to build & lead a global team of enterprise and solution architects, cost centre \$27m, to deliver the company's Vision 2020 Strategy, a \$500m pa transformation.

- Defined vision & goals, transforming the group, driving increases in roadmap delivery (25% to 80%), architecture re-use, and EA maturity (2.4 to 3.8/5), with Cloud/SaaS migrations, underpinning data centre reduction by 45%.
- Enabled delivery of global ERP and Audit Transformation programmes and over 900 supplementary projects including M&A, actively leveraging cloud / SaaS, whilst increasing customer satisfaction from 3.2/5 to 4.1/5.
- Designed & implemented governance/assurance regime and demand & delivery processes to improve Business investment decisions, substantially reducing defects, service introduction issues and overall delivery costs (20%).
- Filled process, skills, knowledge, tool & capacity gaps, enabling comprehensive Enterprise Domain Architecture.

CABLE & WIRELESS WORLDWIDE*Telecommunications - T/o £2.3bn***2011-2012****Head of Design Practice (Interim)**

Headhunted to create a new Practice to enable company sale. Oversaw a total of 600 staff, P&L £25m.

- Defined vision & delivered a business transformation programme, aligning 12 teams to create a coherent group across enterprise architecture, security, end to end design, solution governance, assurance and risk management.
- Transformed culture, systems & processes and motivated staff to support change, enabling sale and rationalising 100s of legacy products & saving over £35M whilst defining & delivered transition plan for the Vodafone acquisition.

SIEMENS IT SOLUTIONS & SERVICES*IT Outsourcing - T/o €4.7bn***2007-2011****Head of Solution Design Authority, NW Europe****2009-2011**

Role extended to cover all NWE architecture/strategic initiatives; P&L £15m, 135 staff.

- Delivered global business transformation and transition roadmap for ATOS acquisition. Managed key pre-integration issues for group CTO, minimising staff churn, with no impact to managed service delivery.
- Defined/delivered strategy: improved win rates (+8%), SLA attainment, re-use (15%) & shortened design by 1 month.
- Identified major savings opportunities & counselled key client save 30% leveraging Cloud / SaaS.
- Won 1 of only 25 "High Performing Team" awards across SIS globally.

Head of Solution Design Authority, UK&I**2008-2009**

Promoted to create the SDA from disparate technical units – P&L £9m, 100 staff.

- Identified causes of business failure, developed strategy/plans and delivered business transformation programme, building and leading architecture / digital technology teams to beat all major business targets for 3 successive years.
- Successfully re-structured the architecture/security/design group, retaining key skills, driving demand management change and aligning processes with PMO, Procurement, Vendor Performance and Finance teams, using an ITIL model.
- Reduced non-conformance by 30% saving £7m pa and improved design efficiency by 25%.
- Business Development: delivered Board level technical and contract/commercial new business input to managed services clients, supporting growth in win rates (14% to 17%) and 10% revenue growth.

Solution Manager**2007-2008**

Invited to develop new business and implement ITO and BPO solutions.

- Proposed the strategic vision and secured buy-in for a business transformation programme, to change architecture, security, design, project, governance, demand planning processes/organisation.
- Won a complex, multi-service framework contract with the NHS for 20 managed services.
- Restructured managed services for a multinational production and distribution client, realising savings of 30% on £15m and securing funds for new project work.

FUJITSU SERVICES Ltd*IT Outsourcing - T/o £2bn***2005-2007****Solution Manager / Chief Architect**

Headhunted to build new business and existing client change. Up to 40 direct/400 indirect staff.

- Led recovery of £750m NHS Account, driving partners deliver first Patient Administration System in just 36 days.
- Delivered a £250m PACS/RIS service. Built relationships with client CIO, CTO, Security stakeholders to enable rollout.
- Recruited & coached new team to deliver £200M upgrade programme, saving £70m to avoid contract termination.

EARLY CAREER

DELOITTE MCS LLP, Director/Senior Manager	2001-2005
DSD Ltd / Marshalls, Director	1989-2001
IMVEC, Consultant/Systems Analyst	1987-1989
Marconi, Systems Engineer	1984-1987

EDUCATION

BSc (Hons) Physics – University of Stirling	1984
C.Eng. & Fellow of IET	2004