



Chris Bryan: *Principal Consultant*

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Based in Hampshire, Chris Bryan has more than 25 years industry experience and has been a consultant for the past 10 years. He has a broad vertical experience and has worked in Finance, Education Manufacturing, Transport, Local and Central Government. He also has extensive international experience and has undertaken assignments across Europe, Africa, USA, India and the Middle East. Chris supports client organisations to address a range of activities including; strategic decision-making and problem solving, business strategic planning, IT strategy development and business alignment. He has also helped a number of large organisations with product selection and implementation approaches, software and hardware evaluation and selection and ERP and CRM strategy.

Recent assignments include:

Customer Relationship Management

- CRM Vision and Strategy
- For this UK economic development agency, I led the development of a CRM vision across the organisation and facilitated the development and adoption of the strategy to realise the vision, including the organisational changes required. The strategy put intelligence delivered from the CRM solution at the centre of the organisation enabling improved targeting of investment in the region and consequent monitoring of its impact.

Organisational Design

- Business Process Improvement Organisation and Programme Office
- This UK NGO has offices in over 100 countries. I led an analysis of the current organisation responsible for business process management and improvement and its relationship with the programme office. The lack of consistent global processes had been highlighted by failures due to a recent ERP financials implementation. The recommendation to establish a Business Process Office as a repository of best practice has resulted in consistent processes, improved controls and greater utilisation of the package capabilities.

Strategic Sourcing

- ERP Vendor and Implementer selection
- This International Regional Government undertook a major programme to form a single Uni-City from seven independent district councils. I facilitated the technology and implementer selection of a single ERP system to replace the many existing Finance, HR, Plant Maintenance and Billing systems. I also initiated the change management programme and adoption of a single set of business processes. This six-month project required strategic planning and collaboration activities with over 350 staff members including board members, senior management, operational staff and elected politicians in order to agree on the overall approach and a definitive platform. This very successful project was meticulously planned in order to not only deliver an achievable outcome but to ensure the public money was best utilised.

ERP/Programme Oversight

- Programme Evaluation
- A UK Government Department undertook a large scale business change initiative which was underpinned by the implementation of an Oracle ERP system to replace outdated

Finance and HR practices. Leading a team of four consultants and analysts I was engaged to review the project, the implementer's contract and the options for moving from a project to a business as usual state. The assignment found several shortfall areas that necessitated a remedial plan to renegotiate areas of the contract, re-establish large elements of a business change program and to drive the adoption and usage of the ERP system through the business.

ERP Programme Review.

- Programme Oversight
- This major manufacturer undertook the implementation of a global ERP system to manage the finance, HR, stock control, warehousing and supply chain functions. Compliance with the various medical administration bodies required that the program had external oversight to ensure its success. The assignment assessed the progress of the implementation its management of resources, risks, change management, training and data management over the nine-month implementation and steered the programme to ensure that it met the compliance requirements in addition to the time and budgetary conditions.

Medical Systems and Systems Implementer Selection

- Health Sector
- This European health authority commissioned a new hospital which was designed to be paperless, film-less and to exploit state of the art imaging and analysis equipment. The hospital required a system that would provide LIS, RIS and PACS functionality and allow the migration of an existing iSoft environment. The assignment consisted of establishing the requirements for the hospital with the medical staff, developing the procurement methodology and writing and scoring the OJEU bid documents. In addition to these tasks I also led the consensus scoring workshops to ensure that the approach delivered a workable decision.

Strategy Planning Facilitation

- Charitable Education Trust
- Working with the heads of department of this specialist education trust I facilitated the strategy planning over a six-week period to identify strengths and weaknesses in the capabilities of the trust. The findings were then analysed, in a group context to identify high priority projects and actions and the consequent organisational changes required to enable the trust to continue to be funded and to attract new staff and students.

Prior to establishing CJB Corporate Coaching, Chris was a Director of Consulting with Gartner and provided strategic guidance and advice to public and private sector organisations across the globe. Previously he held the position of product manager and principal consultant for a leading application development tools provider where he managed a team of consultants providing tailored application solutions for highly customised IT environments. In this role, he developed market and technology strategies for key products and was instrumental in developing the strategic direction of the product.

Chris holds a BSc in Marine Zoology from UCNW Bangor, and an MBA from Ashridge Management College.