Trevor Lea-Cox

## Experienced Business and Technology Transformation Leader

Over 35 years in IS Management/CIO and IT Director roles of which 15 years were within the Rennies Group, a large international transportation, logistics, travel and financial services conglomerate based in South Africa. Rennies Group IS Manager (Group CIO) and Director for over six years. Moved to the UK in 1998 and since played key director and other roles in several IT companies. In 2012 started to focus on the new Business Automation disciplines, especially agile and lean methods and Competitive Engineering as business partner to a leading software developer, Energized Work. Since 2019, working as consultant in the Business Automation of moderately to highly automated companies.

# Education

* Southampton University | BSc. (Hons) Engineering Mathematics
* Southampton University | MSc. Operational Research
* University of the Witwatersrand Business School | MBA
* Institute of Directors (IoD) | Certificate in Company Direction

# Professional Memberships

* Member of the British Institute of Directors, Operational Research Society and Computer Society.
* Member of the Information Technologists Livery Company in London: Past Chairman of the Arts Panel and founder of the highly successful Best Practice in IT Management (IT4Arts) programme for UK-based Arts Organisations.
* Previously Certified Practitioner with the British Accreditation Bureau and rated in the top 10% of all registered British Consultants.
* Past member of the Chartered Management Institute and past Chairman of the Johannesburg and Pretoria branch

# Key Achievements

* Progressed from Analyst to Group CIO level at Rennies Group in my earlier career, a global business with [**xxxx]** employees at its peak. Following a period of significant acquisitive growth, the business had developed a technology landscape that was disparate,I delivered a global IT consolidation and optimisation programme reducing annual IT operating costs by 49%
* Utility Warehouse

# Consulting Experience

GfK

Senior Business Transformation Consultant (Contract) Mar 2019 – March 2021

All business and information, systems and technology (IST) analysis and consulting assignments were delivered using Value Engineering and Agile techniques:

* Provided consulting services to investigate and recommend updates to the GfK Business Automation infrastructure, initially for a new Business Intelligence platform. This was a Client-facing assignment which required working intensively with the Commercial and Business Operations functions in the Group across Northern, Central and Southern Europe. This is led to two further assignments:
  + Facilitate a major upgrade to the Point-of-Sale (POS) Logical Data Model
  + Work with the legal team to harmonise Client Engagement contracts, GfK Terms and Conditions and to develop a new Service Level Agreement for the Business Intelligence products and services.
* Recommended and justified a GfK-wide Complaint, Issue and Request Management Service (integrating 3 key groups of systems and all GfK Global Service Desks) which by the end of 2020 was implemented in the UK, France and Germany. Roll-out to the rest of the world (c. 100 countries) started in 2021. Already regarded as a highly successful programme.
* Evaluated and then recommended an IST Value Engineering upgrade programme for the GfK IT division. This programme included a focus on how to increase and measure contributions to the Market Value of the business, including an analysis of the Intangible Value to be addressed.
* Led a Business Automation Review and the development of an Automation Plan for the Retailer Management division within GfK. This was a major cross-functional and strategic collaboration, especially between Retailer Management, GfK Business Operations and GfK IT. It also addressed:
  + The rationalisation and harmonisation of business processes, products and services, systems and the POS Logical Data Model, including a focus on governance and the “capabilities required to execute”.
  + The development of a strategy-level “Value Decision Table” and hence, strategic and tactical recommendations affecting Retailer Management and related GfK functions, especially IT.

## Energised Work (EW)

## Senior Business Transformation Consultant 2012 – 2018

## Drax Retail Division Nov 2017 – Jun 2018

* Led the definition and design of a new business service based on Solar Power Generation, Battery Storage and Energy Trading. Defined and evaluated the impact of the new capabilities required on the existing systems and IT infrastructure.
* Led the Technical Due Diligence for the proposed acquisition of an Energy Aggregator for the Board.

## Utility Warehouse Jun 2016 – Oct 2017

* Provided staff coaching for and led the Service definition and BA functions for the programme. • Provided Programme, Project and Service management and IT Director support.
* Led the risk management and collection of legal evidence when a key Software Service Provider failed and then, the evaluation and successful integration of a replacement Service Provider.
* Highly commended by the IT and Business Operations Directors for the work done.

## Informa Jul 2015 – Apr 2016

* Provided business analysis and design support for the specification of the business and IT Services and capabilities required for a new Branded Website Generation product (and set of systems) for Informa events.
* Subsequently asked to advise on the Service Management and Data management governance standards required, including the protection of Intellectual Property.

## Pottermore Mar 2015 – June 2015

* Provided Project Management and Business Analysis assistance to the design and development of a new “Wizarding World” website and the supporting services required to deliver the website worldwide.

## Energized Work (EW) Nov 2014 – Feb 2015

* Provided consultancy to the Board in 2 key assignments; Company resourcing strategy and a Board performance review.
* Called upon to advise the directors in several other lesser areas over a longer period.

## BSkyB Nov 2013 – Oct 2014

* Led the introduction of Agile Project Management (PM) and Business Analysis (BA) practices in a successful showcase project.
* Subsequently asked to manage a project to integrate the Sky Store with new back-end systems to provide a new service providing multiple mobile screen formats. Commended for implementing the new service on time, under budget and with just 3 minor operational acceptance testing errors, all fixed within a week.

## British Gas Connected Homes (BGCH), Dec 2012 – Oct 2013

* Led parts of the programme to develop the initial Remote Heating Management products that subsequently became the Hive Brand. Worked closely with the Operations Director and Programme Manager to ensure close integration with the relevant BG systems.
* Invited back by the Operations Director to review BGCH Service Strategy and to upgrade their Service Management practices in 2015.
* During this time, introduced and applied advanced Business Analysis and Design and Project Management standards in and for EW based on Software and Competitive Engineering disciplines.
* Also consulted to the EW Board on many Corporate Strategy and Governance issues.

# Permanent Career History

## Rennies Group

## Analyst 🡪 Group CIO 1979 – 1997

Rennies Group is a Transportation, Logistics, Travel and Financial Services organisation. Progression (most recent first): Group CIO and Director, Divisional CIO (Marine Division), Group Systems Manager, Holiday Inns (Southern Africa) IS Manager, Project Manager, Financial Modelling Analyst.

**Responsibilities:**

* Held oversight responsibility for over 400 IT staff
* Accountable for large, complex IT projects and programmes across a wide diversity of functions and international conditions, including multi-company, multi-cultural and multilingual environments.

**Achievements:**

* Managed consulting department, three software development departments, large IT Operations (WAN, mainframe, midrange and LAN sites, Service Desks) and IT Training department.
* Conversion of a computer bureau to a networking company for the Rennies Group - Connected over 230 IT sites (mainframe, midrange and LAN).
* Highly successful, subsequently regarded as a “strategic jewel” in the Group and subsequently sold in a highly profitable deal.
* Established group-level information, systems and technology policies and standards (IT Governance programme). Measured results: Over 200% p.a. ROI for the first 5 years including a reduction of IT operating costs by just under 50%.
* Successful merge of the IT organisations of 10 international companies into 5 companies.
* Completed information, systems, technology planning and business automation strategy formulation for over 65 companies and 3 groups. Managed or directed strategy implementation in many of these. Key industries covered: Transportation and logistics (air, sea, road, rail), media, utilities, insurance and insurance broking, financial services, travel agency, hotels and casinos, retail and FMCG, manufacturing, security, medical and performing arts.

# Recommendations

**Gus Power: VP of Engineering & Architecture at GfK**

*“Trevor is a business engineer of the highest calibre. His extensive and varied knowledge of business dynamics coupled with his expertise in numerous mapping, analysis and modelling techniques sees him identify and articulate the key constraints preventing organisations from reaching their goals. His work is strategically significant and tackles the complex problems of prioritisation and optimisation, especially useful in situations where large business change is occurring - mergers and acquisitions, joint ventures and supply chain disruption. He is patient, easy to work with, knowledgeable and thorough.”*

**Yoav Aviram: Managing Director at Energized Work**

*“I had the great pleasure of working with Trevor for several years at Energized Work. Trevor brings a very potent combination of Business Analysis, Project Management, Systems Thinking and Service Design skills. Furthermore, Trevor successfully integrates these distinct disciplines into a coherent thought and work process. As a result, Trevor quickly became an incredibly valuable asset and helped influence decision making at the executive level both within Energized Work and with our clients, leading global brands and FTSE 250 companies. I look forward to working with him again.”*