



Johan
Lundell



Having led over 40 transformation projects in different areas of IT across Europe and assisted more worldwide I have acquired a deep understanding of them. My part in these projects has been through a diverse set of roles, including as Project Director, Project Manager and Management Consultant while working for companies such as Infor, SAP and Tieto.

After 25 years of creating customer value for businesses by successful transformation projects while working for major service providing companies in Europe I understand in depth areas such as **Enterprise Resource Planning (ERP)**, **Customer Relation Management (CRM)** and **Sales and Service** across the most modern technological solutions available.

Examples include the **S/4HANA** solution from SAP, the **M3** solution from Infor and **MS Dynamics AX** from Microsoft. In many projects these solutions have been combined with technologies such as **API hubs**, **Cloud platforms** and **Artificial Technologies** aiming to increase the impact of the business transformation.

My recent work for Infor and SAP have meant a lot in terms of my personal development and knowledge, especially the chance to work with **Artificial Intelligence**, **Predictive Analytics**, **IoT** and **Blockchain technology**. I am now ready and eager to embark new challenges, supporting further business growth created by strategic transformation projects while working with new technical solutions.

Project Director

I was recruited by Infor in the spring of 2019 to the role as Project Director managing the project portfolio across the Nordics. As Project Director I have the responsibility to support and guarantee the success of our projects as they launch. My commitment is primarily to support a successful start of new projects, often involving our Cloud Suites, Project health checks during execution and readiness before go live.

Principal Project Manager

During my time as Principal Project Manager at SAP I led several lighthouse projects implementing some of the most modern IT solutions for international companies like Electrolux, SKF, Hydro and Vestas. Previously I have also worked as Project Manager at Tieto and Telia.

Management Consultant

After being hired as the first employee at the startup consulting firm Rhemispheres I was VP of the Management Consulting team mainly focusing on leading business transformations of companies in the Utilities and Manufacturing sector.

Project Director

Infor

As Project Director I actively help our projects reach their strategic target and support our customers transition to the Infor cloud suites. The transition to the cloud suites is key for Infor and many of their most valued customers since it means a series of advantages: new innovations provided monthly, centralised security, simpler scalability and a modern platform for operating their business processes accessible from any place being a true Software as a Service.

Thus far I have supported ten successful go lives both for customers moving from on premise to the cloud suites and for new customers. My work has involved start ups of projects, supporting a successful start for strategic projects through health checks, and project reviews I conducted for several strategic European projects.

The role also entitled me the management of upcoming needs for customers. I have had the chance to closely work with industry leading customers in defence, food and beverage, distribution and ceramics.

Highlights

A customer in the fishing industry was having a hard time in their project during autumn 2019. I visited them in Copenhagen to conduct an overall health check of the project and followingly proceeded to support the Project Managers with guidance and examples. Furthermore I supported the Project Governance. As a result the project went from struggling to a readiness for going live in February 2020. The customer successfully went live and is currently in a second phase of implementation where I coach the Project Manager to become successful with the rest of the plants and business in early 2021.

I have supported 10 customers successfully going live in SaaS cloud solutions.

I have made several Project Health checks to turn around projects having challenges.

I supported a French government owned company with Health check and turnaround recommendations.

I supported a danish customer close during the last 6 months of the project, enabling a smooth go live in cloud solution, moving from SAP on premise.

Principal Project Manager

SAP

As Principal Project Manager I achieved 30 business transformation plans for SAP customers moving to S/4HANA, the cloud or on premise solutions. I was assigned to head the innovation stream of SAPs move program for customers, which meant sharing and introducing our customers to technologies like Machine Learning, Predictive Analytics, Internet of Things and Blockchain. The customers came from all over EMEA and industries such as manufacturing, professional services, food and beverage, ministries, education and the public sector.

Throughout my work at SAP I also had the great chance to learn all about ERP, CRM and surrounding solutions such as Project Systems, Governance, Risk and Compliance, Planning and Business Warehouses. From working with customers such as SKF, Electrolux, Vestas, Royal Greenland, DSV, Energinet, National Grid, Atlas Copco, Hydro and Dong Energy I acquired a thorough understanding of the concept of the “Intelligent Enterprise”.

Furthermore I also, as Bid Manager, helped SAP make attractive offerings to customers while supporting their business needs.

In summary I achieved the target for my employment at SAP, being that I would work with all their technologies in leading roles in projects across the European market.

Highlights from ball bearings to energy

One highlight comes from a project for a major manufacturer and supplier of ball bearings. In the project a cloud based customer relations solution, integrated with their core ERP system, was to be implemented in six months. I managed the project in five sprints, each five weeks long. The implementation was successful and the solution ultimately supported core business processes in sales and service.

Another highlight comes from when I led a project for a major energy supplier in Denmark, implementing an iPad application for engineers maintaining wind mills. The potential value was big since the digitalisation would mean a vast simplification of their work. Following a successful launch the customer decided to use the solution in several other business units.

Management Consultant Rhemispheres

I was offered to be the first employee in the startup company later to be called Rhemispheres (abbreviation for right hemisphere), in 2009. As being an early employee I had the chance to influence the company and take a leading role at both customer sites as well as internal strategic processes of hiring the core team of the company and influence its service offering. I focused on Utility Service offerings, strategic recruitments and supply of the Project Management and Business Transformation services to Utility Customers.

As part of the evolution of the Rhemispheres I was offered the role of VP Innovation & Management Consulting Teamlead. One of my ideas and main focus in this role was to model the Utility Service Profit Chain, i.e. to commercialize an IT Framework model based on the HBR Service Profit Chain. The Utility Service Profit chain support Customer Retention and Service Profit by providing premium Employee tools and support which in turn support Employees to provide first class service to Customers, becoming Net Promoters of the Utility. This concept is a mix of the method and thoughts behind the Service Profit Chain together with first class internal support to employees which make the employees enabled and motivated to retain and deliver first class service. I could practice the theory in roles as being Product Manager for IT in area of Meter to Cash and Order to Cash. In these roles I could see the value of the theories in practice.

Within my role at Rhemispheres I was also supporting Transformation at E.ON in consultancy roles, such as Project Manager for Global Service Desk, consolidation of Application Portfolio, transformation of Energy Purchasing products and supporting projects within Smart Metering.

Rhemispheres was acquired by Prevas in 2012 where I followed to work as head of Management consulting until 2015 when starting at SAP.

Project Manager Tieto

I started my employment as Project Manager at Tieto in early 2000.

The project I lead was providing the Software as a Service called Instant Invoice to E.ON in south Sweden (then called Sydkraft). The service helped to vastly streamline the purchase to pay process and especially the payment of invoices. Earlier an invoice had to be managed by several workers by paper in a cumbersome process often resulting in delays. The implementation of Instant Invoice that we achieved covered the entire process. Incoming paper invoices were scanned and stored digitally in Instant Invoice where they could be tracked and managed with higher automation. As a result of the successful implementation E.ON decided to implement the solution for all their subsidiaries.

From 2003 to 2006 I was part of the central core team as Project Manager at the energy company Fortum for a data conversion project within a Transformation Program called Customer and Billing. The Conversion project succeeded to replace the old system and seven surrounding systems with one modern solution. Following the successful conversion I was tasked to support the transcendence from the old system to the new solution.

At Tieto I was also offered to become a PPS Trainer with the mission of conducting training in project management methodology. I managed to join the team and deliver trainings for customers like IKEA and Scania as well as other open trainings.