

# SUDESH PATEL

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## PERSONAL PROFILE

- Accomplished technology manager with 20+ years in Software & I.T.
- Focussed on delivering quality
- Extensive experience of managing small and large teams
- Proven track record in transforming development organisations
- Successful hands on implementation of departmental and enterprise wide computer systems
- Adept at getting the best out of individuals and teams
- Passionate about quality
- Pragmatic
- Excellent communicator
- Not averse to getting hands dirty

## EXPERIENCE

### VITALPAC

NOV 2015 - MAY 2017

*Vitalpac (<http://vitalpac.com/>), provider of mobile clinical systems that provide clinicians with accurate and real-time information for safest possible patient care.*

I transferred from System C to its new acquisition VitalPAC. Whilst VitalPAC had excellent mobile products, at the time of joining, the company was rife with issues that resulted in missed deadlines, poor software quality and loss of customer confidence.

I instigated a transformation programme across the organisation that introduced order, visibility, quality, and timely delivery. This was primarily achieved through organisational restructuring, the introduction of the Scaled Agile framework <http://www.scaledagileframework.com/>, the introduction of Agile testing methodologies with Test Driven Development and test automation, and much needed development tooling (GitHub, Jira, Ranorex, Neotys, Redgate).

VitalPAC's products were primarily developed using Microsoft .NET, MS SQL Server, Objective C and Xamarin.

### SYSTEM C HEALTHCARE

JUN 2014 - NOV 2015

*System C (<http://systemc.com/>), a health and social care software and services company providing integrated IT solutions for the UK health sector.*

After System C re-acquired the Medway product and customer base from McKesson, I led the programme to reduce development costs and implement a leaner, more Agile development approach. This was achieved by reducing the size of the development team and introducing the SAFe Agile framework. The leaner development methodology allowed for a more predictable and controlled delivery of software to the System C customer base.

Due to the success of the changes I implemented in the development team, I was asked to lead the VitalPAC development organisation and re-enact the changes I carried out at System C.

System C products were developed using Microsoft .NET, MS SQL Server, SSIS, C# for Winforms and WPF, and ASP.NET and HTML for Web.

### MCKESSON UK

MAY 2011 - JUN 2014

*McKesson UK formed part of McKesson Corporation, ranked 14 in the US FORTUNE 500. Prime activities within the UK were around the delivery of Payroll, HR and Clinical information systems to the NHS.*

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After McKesson acquired the System C operation I took responsibility for the development and delivery of multiple product lines including the Medway Clinical Information System, Maternity, Proxima, and Medway BI.

McKesson invested a significant budget to increase product scope and delivery so that the Medway flagship product could be implemented worldwide. The investment allowed me to grow the development team to meet perceived demand.

To facilitate scalability and to align UK software development with that in the US, the McKesson Application Life Cycle management methodology was implemented.

## SYSTEM C HEALTHCARE

MAY 2001 - MAY 2011

*System C Healthcare Limited ( <http://systemc.com/> ), a UK based company delivering modern Clinical Information Systems to the NHS.*

I was responsible for teams spanning Design, Development, QA, Customer Support and IT functions.

During my tenure, I took the team from using legacy C++, Sycero and Pervasive client server technologies for its core Medway product to Microsoft based n-Tier technology using .NET and MS SQL Server. This was done initially as a proof of concept with Microsoft and subsequently turned into a full blown strategic product built over 4 years and implemented at several NHS Trusts. At the time, Medway was the largest application to run against a SQL 2005 (beta) in the world.

The partnership that I nurtured and evolved with Microsoft led to System C being named Microsoft's public-sector world health partner of the year in July 2010.

Whilst the product was still evolving and in beta, I spent a significant amount of time on customer sites to oversee the technical implementation of Medway.

The success of Medway led to the eventual sale of System C to McKesson UK.

## PREVIOUS EXPERIENCE

<b>ReMass Ltd (Jun 1995 - May 2001)</b>	Technical manager, hands on developer, sales support, on-site training and implementation.
<b>ICS (Medical) Ltd (Aug 1992 - Jun 1995)</b>	Consultant, network configuration, software implementation and systems interfacing.
<b>Pitney Bowes plc</b>	Operations & Support Manager
<b>Woods of Colchester (GEC) Limited</b>	Business Analyst & software developer

## QUALIFICATIONS

- SAFe Agilist (SA)
- BSc (Hons) in Combined Engineering Studies at Coventry University.

## REFERENCES

Will be provided on request.