

Guy Sansome

An accomplished Programme and Project IT Executive with extensive experience in Finance, Customer, Manufacturing, and Project systems. Proven ability to design, create strategies, and deliver cross-functional solutions that improve operational performance and customer satisfaction. Considerable international experience together with strong leadership, commercial, stakeholder management and risk management skills. Expert in full ERP product life-cycle; from assessment and acquisition through to delivery, maintenance, and system optimisation. Also, practitioner in Project Management, Programme Management, Application Implementation, Custom Development, Upgrade, and Data Warehousing methodologies.

Career History

2010: RGH Consulting Services Limited

Grontmij Netherlands B.V. (Project Manager – Oracle ERP)

Apr 2010-Mar 2011

Grontmij Netherlands: Successfully managed the business & technical teams in a complete re-organisation and re-implementation of Oracle ERP from 6 key organisations into a single organisation with core operations being managed through a new single Share Service Centre.

Other Achievements:

- On time transition of 6 organisations and customer project history to 1 organisation , on budget delivery
- Established integrated Design & Configuration mapping process & application using Sharepoint
- Built a Testing and Defect management application using Sharepoint to record and report all test cycles

Grontmij Belgium: Advised and delivered a country ERP Strategy and implementation capability assessment for the merging of systems for 3 core business.

1991-2009: Oracle

Oracle is the largest business software company in the world with revenues of \$23 billion.

Oracle UK Limited – Programme and Project Director (Major Projects)

2004-2009

Working within the Strategic Accounts consulting team, enjoyed a successful track record in winning large complex project bids, delivering fixed price commercial contracts and project managing the final delivery of projects which include.

Sainsbury's Plc (Sales) Project Improvement Project - Project Director

May-Oct 2009

In 2008 Sainsbury's incurred a major outage in their OnLine website. All vendors with an interest in the failed system were invited to advise Sainsbury's on how they could best avoid this type of failure happening again. Oracle established the Project Improvement Project to look at 5 key applications and determine how they were being managed within their respective Product Life-Cycles.

Achievements

- Secured Oracle leading architects & expertise in Warehouse Management Systems, Retail In-store systems (EPOS, Sales Audit), Online Sales and Oracle EBusiness Suite.
- Used Oracle PLM methodology to identify how Sainsbury's should identify their in-house capability according to a Product Maturity Model
- Facilitated and led key workshops with Sainsbury and external vendor architects to determine capability deficiencies and identify a programme of improvement projects to move Sainsbury's application management capability and execution from being "Good to Great"

City and County of Swansea - (Project Manager)

Mar-Oct 2009

City and Council of Swansea were Oracle EBusiness Suite R11 users for Financials, Procurement and HR but had twice failed to implement Oracle Payroll to replace their legacy payroll system. Cap Gemini had bid £2million to replace the legacy payroll. Oracle were called in and bid less than half this amount

Achievements

- Worked with Cap Gemini and Abeam Change Management consultants to identify the main issues causing previous 2 failures.
- Developed a successful Project implementation approach that addressed the issues of Payroll department (40 people) buy-in, parallel testing and transition, conversion accuracy, and Product Release Management.

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- Led the design of a productivity tool (Web Application Desktop Integrator) to upload hours and other recurring / non recurring changes to save the Payroll department an estimated 40-60 days per month
- Integrated the development of Testing and Training materials using the Oracle User Productivity Kit to enhance the productivity of the payroll business team and build their confidence in accepting the system
- Led the 1st successful payroll cutover

The National Trust (Oracle R12 Financials & CRM (£4m+))

**Oracle Programme Director
Jun 2007-Feb 2009**

The Nation Trust's replacement CRM system covered pre-sales and subsequent implementation of an Oracle R12 CRM system capable of full lights out fulfilment processing for 3.7 million supporters of NT together with re-hosting on a new platform and a new hosting partner.

Achievements

- Successfully Project managed the winning Oracle proposal and bid teams for the Project
- Established Programme Governance model that brought quality control and assurance into the design and development processes of the project teams including the partners of IBM, Vertex and Cagemini.
- Created a release management process designed to improve environment stability and enable test teams to work more efficiently
- Improved design development and business buy in by having the configuration and development team use the Oracle User Productivity kit to build and demonstrate new processes. Also, got the teams to use Rapid Application Development methods to build new functionality for Order processing and web site store
- Successfully developed customer data conversion transition across 2 service providers to load all customer history into Oracle Customer Data Hub within a 2 day window (some 10 million parties)
- Managed a team of over 30 Oracle consultants (including 3 Project Managers) in the development of the new system
- Reduced call centre agents average handling times by up to 2/3rds
- Achieved all fixed price milestones for the development of the product

Research Councils UK (£50M+ contract) - Project Director

Apr-Jun 2007

The Research Councils UK (RCUK) went into competitive tendering for a replacement Financials & CRM system in 2007. In competition with SAP and 3 other System Integrators, Oracle partnered with Fujitsu in proposing an Oracle EBusiness Suite R12 system integrated with Siebel CRM. A key objective for RCUK was that the new system would have one grants management system enabling RCUK to move to a new Share Service Centre model catering for all 8 research councils.

Achievements

- Project Managed the Oracle build team (10) in the successful development and configuration of the R12 / Siebel applications used in the competitive tendering demonstrations
- Delivered all product demonstration on time
- Provided Fujitsu with a fully costed Project implementation plan and risk analysis for the project including the proposed governance and optimised resource model using off shore resourcing.

Highways Agency (£2M Contract) - Project Director

Dec 2005 – Apr 2007

The Highways Agency wanted to get a multi-dimensional view of their thousands of proposed and actual projects in terms of actual and projected costs, geography, and contractual obligations. They also wanted these views fully integrated with the monthly consolidated and regional Management and Year End reporting systems so that they could drill down from the highest level into any project. To do this Oracle recommended that they re-structure the Chart of Accounts, re-define Project set up templates, introduce Project Billing, and establish a new Business Intelligence reporting system.

Achievements

- Successfully completed the project but 3months overdue and £250,000 over budget due to client resource issues
- Reporting Solution enabled HA to dramatically (5 days pcm) reduce regional and consolidated reporting and investigation.
- Chart of Accounts changes enabled simplification in accounting and improved breakdown between Capital and Expenditure (Maintenance) investment

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BBC TVL (Television Licensing) - Engagement Manager

Oct 2006 Mar 2007

Siebel Marketing and Oracle R11 Customer Data Hub (CDH) project to transfer license users from mainframe to an integrated Siebel and Oracle EBusiness system.

Achievements

- Managed the relationship with Capita and the Oracle team in delivering largest Oracle Customer Data Hub project in Europe. The successful migration of 20+ million customer records

Department of Work and Pensions - Programme Director

Apr-Oct 2005

The **Central Payments System project** devised by DWP was intended to bring 13 legacy payment systems together from various agencies of DWP so that they could all be paid through one system thereby enabling DWP to save on costs and get a better view of benefit fraud.

Project Managed Phase 3 of the Staff Information System

A pathfinder project delivering core HR across DWP covering 130,000 employees.

Achievements

- Working with Siemens led the successful Oracle bid team consisting of 8 Infrastructure and Application architects including application and database tuning experts from Oracle's Centre of Excellence.
- Designed, developed, and presented to the DWP agencies the winning Project Governance and Project Management Plan.

Dell (UK & Ireland) – Roll out Advisor

Jan-Apr 2005

Omega Project. European rollout Approach & Planning Advisor & Manager for the rollout of Omega 11i replacement (Oracle Order entry and AR back office systems).

Environment Agency - Project Director

Jun 2004 – Mar 2005

Oracle ERP Phase 3 project delivered to the Agency - HR Self Service, iRecruitment, Absence, Pensions, OTL and Oracle Assets.

Achievements

- Successful closure and payment of a Fixed Price contract with some 2,000 requirements built in.
- Full delivery of Assets, iRecruitment and HR Self service

Oracle Canada Inc. – Senior Project Director (Community Leader)

1996-2004

Based at Oracle Head Office in Toronto, Guy's work achievements were spread across the 3 positions he held as Senior Project Director, Project Management Service line Leader and Risk Manager.

- **Senior Project Director** Delivered projects in Canada and the US for such clients as:

Alcan Aluminium
Labatt Breweries
Government of Ontario

Delivered 40% under budget on system upgrade & Global roll out of Projects. Helped design & implement 1st Oracle multi-lingual solution. (Full Fin & Mfg). Won CDN\$100m+ bid with PwC and KPMG to deliver Oracle Financials to all 22 government ministries. Led the Oracle bid team, developed and secured acceptance from all ministries on the implementation strategy and plan.

Hudsons Bay Company
Nortel Networks
PricewaterhouseCoopers

Led CDN\$5m successful bid on Oracle retail architecture. Managed a successful System International upgrade in Canada and US. Delivered 1st Collections system in Canada based on Oracle CRM.

Integra Life Sciences (USA)

Oracle ERP Business Flow Global Implementation

Led Oracle team in the Global Design and Conference Room Pilots 1 and 2 of a complete ERP system covering an global deployment (US, Germany,UK, France) of Financial, Customer/Order Management, Procurement.

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- **Project Management Service Line Leader** Community leader and coach for 24 Oracle Consulting Project Managers. US and Canadian instructor for Project Management Masterclass. Speaker on Governance models and Stakeholder management at Canadian Project Management Symposium.
- **Risk Manager** Established the new global role of Consulting Risk Manager within Canada and ensured that all bids and projects were compliant with new global policies covering risk assessment, estimation, and commercial fixed price agreements. Introduced new documentation and processes for bid reviews and project health checks.

Oracle New Zealand Ltd – Practice Manager **1993 – 1996**

Based in Wellington, Guy quickly moved from Senior Consultant to Practice Manager and grew the Applications Practice from 8 to over 20 application and technical staff. Key clients and achievements included:

New Zealand Dairy Board	<i>Project managed a supply chain pilot across Saudi, USA and NZ</i>
Ministry of Education	<i>Project managed full Oracle ERP & payments for 20,000 teachers</i>
Ministry of Foreign Affairs	<i>Project managed overseas reporting integration</i>
Department of Conservation	<i>Project managed Bank Reconciliation development module</i>

Oracle UK Limited – Senior Pre-Sales Consultant **1991 – 1993**

Pre-Sales and implementation consultant for Oracle Applications Release 9. Clients included BT, ICL, Northern Telecom, European Tunnel

Kontron Instruments Limited (UK Financial Controller) **1989 - 1991**

Kontron Instruments design and manufacture hi-tech medical equipment. Managed staff of 12.

Imed Limited (European Financial Controller) **1984 - 1989**

Controller for UK, Germany, France, Netherlands and Australia. Imed UK designed and manufactured medical infusion pumps and hospital oxygen monitors. Managed staff of 20.

Alcan Aluminium UK Ltd (UK HO Senior Accountant) **1980 - 1983**

Alcan merged with British Aluminium in 1982 to form the largest Aluminium company in the UK. In 2007 Alcan worldwide was acquired by Rio Tinto for US \$38 billion. In the UK was responsible for UK Statutory reporting, worked on merger team and also Treasury department.

Coopers & Lybrand (Senior Auditor, Chartered Accountant) **1976 -1980**

Coopers & Lybrand merged with PriceWaterhouse in 1998 to form PricewaterhouseCoopers in 1998.

Personal Details

ACA	Chartered Accountant - Coopers & Lybrand	1975 - 1979
BSc Hons (Economics)	Loughborough University	1973 - 1976
	Dauntsey's School	1967 - 1982

Contact Details: The Swedish House, Spring Hill, Nailsworth, Gloucestershire, GL6 0LX
Tel: 01453 834297 **Mob:** 07730 501 091 **Email:** Guy.Sansome@btinternet.com

Appendix: Schedule of knowledge: Products, Partnering, Methodologies & tools

A. Product Knowledge

ORACLE Oracle Implementation Product experience

Oracle Release 12 Oracle GL , AR, AP, CRM, Inventory, M, iStore, Configurator, Marketing, TeleSales, Teleservice Oracle Content Management (Stellent), Oracle Email Centre, Oracle Business Intelligence Architecture, Oracle Integration Architecture (SOA & BPEL), Oracle Application Desktop Integrator (Web ADI)

Oracle Release 11 (Also Releases 9 & 10) Oracle HR, Self Service, Payroll, Time & Labour, iExpenses, Oracle GL, FA, Projects & Oracle Project Billing, CDH, AR, AP, Collections, Oracle (Discrete) Manufacturing, Oracle PO, Oracle Business Intelligence, Oracle Application Desktop Integrator (Web ADI), Oracle Financial & Sales Analyzer.

B. Partnering experience with System integrators / others



City & Council of Swansea (2009) (Project Manager)

Implementation of R11 payrolls. Project managed a recovery project where client had tried twice before with Capgemini to implement but failed. Worked with **Abeam consulting** (Change Management specialists) to identify the organisational issues and developed a new strategies for engaging the business and securing stable environments from Capgemini. Reported to CIO



The National Trust (R12) implementation (2008-2009) (Project Director)

Worked with **IBM, Vertex and Capgemini** in delivering a complete replacement CRM system handling 3.7 million supporters. Led Oracle team responsible for the complete re-design and build of a new Oracle R12 system. IBM was the new outsourcing partner to The National Trust and provided the new infrastructure for Oracle to test. Vertex was the (Call Centre) operator for the new system and Capgemini were the outgoing outsourcing partner.

Project Managed the Oracle team (30) and worked with the partners to ensure that Oracle was able to get the legacy CRM data converted and moved from Capgemini to IBM and Vertex hosted infrastructure. Worked with and directly reported to The National Trust Programme Director and Finance Director.



Highways Agency (2005- 2007)(Project Director)

A recovery project. Project managed the re-implementation of Oracle Projects, Projects Billing and re-designed the Chart of Accounts. Introduced a new Oracle Management reporting system with full drill down from report into Project transactional detail. **Capgemini** were previous implementers and the system was not accepted by the business or the operations team who were ex Capgemini independent contracts.

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Reported to Highways Agency Finance Director (sponsor) and HA Programme Director. Gained acceptance from the business of the new design and advised the Finance Director on how to replace the operations team.



TV Licensing (2005) (Engagement Manager)

Engagement Manager for Oracle team working within a **Capita led** project to load 30 million records into Oracle Customer Data Hub with integration to Siebel Marketing. Oracle provided the technical design and data conversion utilities into CDH and Siebel Marketing implementation. As Engagement Manager reported to Capita Programme Director and TVL Steering Committee.



Dell (2005) (Project Advisor)

Project Advisor: Omega Project. Provided detailed implementation strategy, rollout approach & plans for the European rollout of Omega 11i replacement (Oracle Order entry and AR back office systems). Involved complex time critical order processing cut-overs and numerous test simulations. Reported to Dell Omega Programme Director

Other partnering work undertaken:



Fujitsu Oracle R12 and Siebel. Led Oracle Consulting bid team @ RCUK



Siemens Oracle R11 Central Payment System. Led Oracle Consulting team @ DWP



PwC &



KPMG Oracle R11 EBusiness Suite. Led Oracle bid team Government of Ontario into 22 ministries



Accenture Oracle R10.7 Global Roll out. Project Managed Oracle Projects team

C. Methodologies & Tools experience

I have been trained in and have extensively used the following methodologies and collaborative tools:

Methods: Prince2, Oracle PJM (Project Management), and Oracle PMM (Programme Management Method), Oracle AIM, Oracle CDM, Oracle DWM, Oracle AIM4BF, RAD

Tools: Oracle UPK, (MS) SharePoint, MSProject, HP Test Director.