

Stewart McKie

ERP & CRM Specialist Consultant

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Profile / Summary:

ERP & CRM Specialist / Consultant, expert in scoping complex business requirements and selecting best-in-class technologies that allows companies to maximise ROI from Cap-Ex and optimise TCO. With a genuine reputation as a thought leader having authored over 50 technical whitepapers, written over 200 articles for *Business Finance* Magazine and published 6 books on accounting software, key strengths include: using formal business analysis methodologies to scope systems and processes and define robust target operating models; a deep knowledge of CRM / ERP systems with the commercial knowledge to understand 'best fit' for the business; performing cost benefit analysis and assisting senior sponsors to business case solutions and justify Cap-Ex; and structured project management for CRM / ERP selection and implementation.

Key Skills:

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| <ul style="list-style-type: none">▪ Functional Specification Writing▪ As-Is/To-Be CRM/ERP Process Mapping▪ POC Application Development▪ Stakeholder Management▪ Technical White Paper Author▪ Consultative Solution Delivery | <ul style="list-style-type: none">▪ Selection Project Management▪ Implementation Project Management▪ Microsoft Sure Step MB5-858 Certified▪ New Product Development▪ Project Troubleshooting▪ Supplier / Partner Liaison |
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Current Role:

1992 to date: Independent Contractor – ERP & CRM Consultant

- Since 1992, has worked as an Independent Contractor and Advisor, completing assignments for clients such as Navision, Microsoft, Touchstone Group, Systems Union and Pepsi Cola International. Below is a list of example assignments (in no particular order).

Project / Assignment Portfolio:

Systems Union Inc (USA): Establishment of Subsidiary Company: Start Up Manager & VP (3 years)

- Systems Union established its first subsidiary company in the USA to fuel growth. Engaged as Start Up Manager & VP to identify business growth opportunities and build a US presence. Co-planned US business strategy with UK MD; identified existing UK clients with US connections; assembled management team and workforce; performed detailed market analysis; and engaged with key stakeholders of similar companies in the competitive market. Succeeded in delivering \$multi-million subsidiary based on offices in New York and Seattle within 3 years.

TH White: CRM Proof of Concept Application Development & Delivery: Project Manager (6 months)

- TH White required a new CRM solution to be implemented. Engaged to develop a proof of concept for an online CRM application. Worked with stakeholders to prioritise functionalities; developed trial solution using existing business data; configured and tested infrastructure and software; prepared findings summary and lessons learned document; and managed budget to develop a full execution plan. Succeeded in delivering a fit-for-purpose application that has been used by over 30 users for over 2 years.

Pepsi Cola International (USA): Global ERP Implementation: Systems Manager (1 year)

- Pepsi Cola Corporate required standardisation of the ERP systems in their South American bottling plants. Engaged to co-lead this time critical project. Analysed existing ERP system, documenting critical business processes; identified suitable solution to work across multiple sites; implemented SunSystems software on-site; reviewed integrity of migrated data; tested the system and user compatibility; and trained on-site employees. Succeeded in implementing and delivering working financial systems within a 1 month period at each site.

Microsoft: Project Green Strategy: ERP Advisor (6 months)

- Microsoft required an independent advisor to thought-lead their ambitious ERP system integration unification for multiple companies. Engaged to write ERP strategic paper to achieve this project (“Project Green”). Engaged with Microsoft team to understand objectives; participated in technical meetings with Microsoft and third-party management teams; and successfully delivered strategy paper, supporting vision for Project Green.

Touchstone Group: Acquisition Due Diligence: Consultant (18 months)

- Touchstone required pre-acquisition due diligence to be carried out on a number of software companies and their technology to add value to its existing portfolio. Engaged as Independent Advisor to review target companies and products. Identified target companies; performed senior level interviews; gained understanding of software through demonstrations; ascertained value proposition of software; calculated market potential; and wrote summary reports outlining procurement viability. Engaged for four due diligence projects of which 2 were acquired.

MBA Polymers: ERP Selection and Implementation: Project Manager (18 months)

- MBA Polymers required an ERP system solution that was fit for purpose for their UK and Austrian manufacturing sites. Engaged as EU Project Manager to lead this time critical selection. Identified key business drivers and carried out needs analysis; wrote RFP document to shortlist ERP software companies; managed shortlisted vendor demonstrations in Europe; and recommended vendor to implement software solution. Successfully project managed implementation project to deliver AX implementation for UK and Austrian sites.

JSP International: ERP Selection and Implementation: Project Manager (18 months)

- JSP International required an ERP system solution that was fit for purpose for their pan-European manufacturing sites. Engaged to lead this project alongside the JSP Selection Team. Prepared pre-tender scope of work documents for potential vendors; led requirement analysis meetings in the UK, France and Germany; engaged with successful vendor (IFS) to implement the ERP system; and hired as implementation project manager after initial PM was let go. Successfully project managed implementation project to deliver IFS implementation for sites in UK, France, and Czech Republic.

Career Chronology (contract from 1992):

- 10/14 to date: TH White: ERP Selection and Implementation Project Manager
- 09/14 to 01/16: JSP International: ERP Selection and Implementation Project Manager
- 09/12 to 07/14: MBA Polymers: ERP Selection and Implementation Project Manager
- 2001 to 2011: Various ERP & CRM related projects (vendors & end users)
- 1999 to 2001: Navision: Independent Advisor and innovation project leader (NaviHub)
- 1993 to 1998: Various ERP related projects in USA and Canada (vendors & end users)
- 1992 to 1993: Pepsi Cola Intl. (South America): SunSystems Implementation Consultant
- 1988 to 1992: Systems Union Inc (USA): Start Up Manager and Vice President
- 1987 to 1988: Systems Union Limited (UK): International Sales Manager
- 1984 to 1987: Digitus Accounting Software: Accounting Team Sales Manager
- 1983 to 1984: Granada Business Systems: Branch Sales Manager
- 1982 to 1983: Adda Computers: Sales Executive

Qualifications & Training:

- PhD (Royal Holloway, London: research focus in Screenplay Analytics)
- MSc Organisation Consulting (Ashridge Business School)
- Microsoft Sure Step MB5-858 Certification
- ITIL Foundation Certificate
- ISEB Diploma in Business Analysis
- BA (Hons.) Scandinavian Studies (UCL)