

BJORN O. JOHANSSON

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INTERIM CIO / CTO / CDO, PROGRAMME DIRECTOR AND C-LEVEL EXECUTIVE

Customer-centric business technology leader with 20 years of international experience having operated at board level translating business needs into executable outcomes in diverse environments spanning from Retail Banking to Healthcare to Retail and from entrepreneurial, PE-backed, SMEs to global FTSE100s

Track record as a 'strategic problem solver' transforming IT functions to best-in-class, successfully driving business change programmes, mitigating IT risks and executing digital strategies – passionate about leading change towards excellence enabling business growth whilst enhancing customer and end-user experience

KEY ACHIEVEMENTS

- Outlined and implemented an IT road map allowing future growth for a rapidly expanding global Retailer
- Increased revenues by £30m by implementing new digital front-office services in Retail Banking
- Rescued a failed ERP implementation avoiding a £20m write-off for an international PE-backed Professional Services Group and delivered a digital, multi-channel product and set of services to drive business growth
- Improved daily delivery from 92 to 99.5% by transforming a global IT function to world-class
- Turned around and executed a £40M bank modernisation programme improving cost / income ratio by 30 points, equivalent to £35m bottom-line, and reduced headcount by 300 staff
- Realised £15m savings p.a., reduced headcount by 30% and improved efficiencies by migrating a global finance organisation to one ERP platform, establishing common processes and near-shoring back office
- Grew top line by 20% by building the first European Sales and Marketing Data Warehouse in Life Science
- Saved £500k with outsourced IT vendor and reduced operational risk by securing a stable daily IT delivery

PROFESSIONAL EXPERIENCE – EXAMPLES OF INTERIM ASSIGNMENTS

Interim CIO and Founding Director – Senior IT Executive Limited, Manchester, UK 2012 to date
Provider of Interim IT and Transformation Management Services in the UK and EMEA

Interim Global CIO – Pandora, Denmark January to May 2016
Leading Global Jewellery Manufacturing and Retail business listed on NASDAQ Copenhagen, t/o £2bn, 16,700 Staff

- Engaged as interim CIO, whilst the search process for a permanent CIO had been initiated, outlined and anchored a strategy transforming IT from a fragmented and uncoordinated to a global organisation allowing future business growth, planned and initiated the launch of the new organisation, processes and governance
- Regained full control over a £50m global ERP programme and engaged in a global outsourcing contract

CIO Advisor – International Consortium for Health Outcomes Measurement, Cambridge, MA, USA Q4 2015
ICHOM was founded by Harvard Business School, BCG and Karolinska Institute to transform healthcare worldwide

- Advised the CEO outlining and recommending an IT strategy for future expansion
- Carried out the due diligence of candidate companies, made recommendations for short-listing and participated together with the board and the CEO in the negotiations and selection of a global IT partner

Interim CTO – System C / McKesson, Warrington, UK Q1-Q2 2014
The UK Health Care Systems division of McKesson, Fortune 500 listed on NYSE

- Appointed to outline an IT strategy (during the divestment of a UK business to a PE investor) to navigate the software development organisation's turnaround and manage 225 staff, reporting to CEO
- Advised new owners how to standardise operating procedures (new TOM), reduce the number of software versions and introduce system integration testing to improve product quality in EMR/EPR systems for NHS
- Delivered a 3-year plan introducing Agile (Scrum) methodologies, communication and training plans

Interim CIO – Proffice – Stockholm, Copenhagen and Oslo Dec 2012 to October 2013
Listed (OMX/MID CAP) Leading Nordic Staffing and Recruitment Group, t/o £0.5bn, 10,000 Staff

- Appointed to salvage a £50m programme for the Group wide ERP implementation, to oversee all IT leadership functions and to define and execute the long-term IT strategy, organisation and roadmap
- Worked closely with the CEO, the board and the main PE share holder representative to anchor the future IT strategy and to plan for and renegotiate the commercial contracts with the original system provider

- Rescued the investment by acquiring the system source code and established an in-house software development organisation providing full flexibility configuring and developing the platform going forward
- Implemented a digital multi-channel strategy with responsive web and apps/APIs enhancing external and internal customer efficiencies to drive business growth

CIO Advisor – NDA in place 2014 and 2015

Listed Nordic Banking Group (OMX/NASDAQ)

- Engaged to advise the board to analyse and evaluate the financial performance, strategy, technology and software development of an IT subsidiary, and presenting alternative strategies going forward

Interim Programme Director – Skandinaviska Enskilda Banken, Vilnius, Lithuania Jan 2003 - Sept 2004

Vilniaus Bankas, market Leading Retail Bank, subsidiary of SEB AB, t/o £300m, 1,800 Staff

- Appointed to turn around a 24 month £40m Retail Bank modernisation programme delivery, establishing new front and back office processes, target operating model, new data centres, IT infrastructure and replacing legacy banking systems, reporting to board, 14 Direct Reports, 225 Staff
- Improved the cost/income ratio from 0.66 to 0.35 and reduced headcount by 300 by championing the programme and centralising support functions into head office, offered role as incoming CIO

PROFESSIONAL EXPERIENCE – PERMANENT POSITIONS

SEB – SKANDINAVISKA ENSKILDA BANKEN – London, Frankfurt, Stockholm 2004 - 2011

Leading Global Financial Services Group listed on NASDAQ OMXS30, t/o £4bn, 18,900 Staff

Global Programme Director (2006-2011)

- Promoted to spearhead a major ERP transformation programme to integrate Nordic, German and Baltic businesses to a common financial platform, 12 Direct Reports, 200 Staff, reporting to Group CFO
- Successfully controlled an £80m investment budget over 42 months by creating and charting a programme plan, delivering the sense of urgency for change and building the future vision
- Reduced the Group end-of-month process by 4 days and improved financial data quality by automating the reconciliation of accounts and near-shoring back office functions saving £15m per year

Global Head, Business Intelligence and Data Warehousing (2004-2006)

- Recruited to lead the turnaround of a global IT function to provide daily financial, risk and CRM information in a timely and accurate manner, 5 Direct Reports, 75 Staff, reporting to Group CFO
- Supported business divisions and helped grow profit by leading the product and service development of end-to-end data feeds, enabling new business applications and management information systems
- Significantly improved time to market on the delivery of a portfolio of projects worth £25m per annum by implementing streamlined, predictable and cost efficient SW development processes and controls
- Improved the availability from 92 to 99.5% of management information and built a 'winning culture' by implementing KPIs, introducing structured reporting systems and continuous improvement processes

OM GROUP (NASDAQ/OMX) – Stockholm, London, New York 2001-2002

International Exchange and Financial Services provider, t/o £300m, 1,500 Staff

CIO and Vice President

- Appointed as the first CIO to direct strategic IT management and improve IT service delivery with full budget responsibility for all internal IT functions in Europe and US, 8 Direct Reports, 45 Staff
- Contributed to a 20% growth in business and profitability by creating a global IT organisation, a group IT strategy and implementing new standards and procedures

EARLY CAREER

ASTRAZENECA – Stockholm and Singapore 10 years

Global Pharmaceutical Group, FTSE 100, t/o \$16bn, 57,000 Staff

- Grew revenue and managed several product launches managing up to £50m P/L in Europe and Asia
- Initiated and developed the first Sales and Marketing data warehouse in Life Science sector in Europe
- Promoted 7 times – e.g. Regional Marketing Manager (Asia), Sales Manager and IT Director (Sweden)

THOUGHT LEADERSHIP

Chronicler and Speaker on Operational Risk Mitigation, Programme Management and IT Performance Management with over 10 articles published by CIO Magazine UK and CFO World (2011 to present) and speaker at various events and conferences in Europe

PRO BONO

- Proffice Life Science – NED (2013)
- GotaTraneberg Ice Hockey and Mossen Ice Hockey Limited – Chairman and NED (2011-2014)
- IDG – Mentoring and Coaching IT Managers (2011 to present)
- Rotary International (2004 to present)

QUALIFICATIONS

- BSc in Business Administration, Uppsala University, Sweden
- Executive Training – IMD, Lausanne, Switzerland
- Lean Six Sigma Green Belt / ITIL / Practical Project Manager (equivalent to PRINCE)

CORE COMPETENCIES

Sector Experience

Banking and Financial Services
Life Science and Healthcare
Professional Services
Retail
Software Development

Business Management

General Management
Budget Control (OPEX/CAPEX)
Business Strategy Execution
Sales and Marketing
CRM

IT Management

IT and Digital Strategies
BI, MIS and Data Warehousing
Technology Roadmaps
Agile, Lean, ITIL and
Service Management

Subject Matter Expertise

Operational Risk Mitigation / GDPR
IT Performance Management
Re-structures and Turnarounds

Transformation Management

Business / Digital Transformations
Programme Management (+£80m)
ERP (Oracle / SAP / MS Dynamics)

Supplier Management

Negotiations
Vendor Management
BPO and Near-shoring

REFERENCES

“Bjorn Ovar was responsible for the single most important programme within SEB. His strategic capabilities proved extremely important for the bank to create and deliver the sense of urgency for change, the right vision for the future and the right team and organisational design to implement the required steps. I am thankful I had the opportunity to work with him.” Florian Weispfenning, Director, Deutsche Bank, USA

“I hired Bjorn as an interim for the bank’s main centralisation project ... he managed all aspects of this giant project, both the HW and SW parts as well as the re-organisation of the bank’s IT department and support units ... he delivered on time, budget and with all goals fulfilled! Impressive is the conclusion of his efforts!” Mattias Styrman, former CFO, Vilniaus Bankas, Lithuania

“Bjorn clearly demonstrated his ability to identify strategic priorities and to gain support for these priorities from multiple stakeholders. He is highly experienced and very professional ... someone I would like to work with again in the future.” Dave Sanders, Deployment Director, McKesson UK

“Bjorn Ovar is a very talented IT Executive, truly focused on quality and performance and with a sharp mind for IT. He has a strategic, analytical and structured approach to vendor management. He is highly professional and respectful in his communication, with a strong leadership, but always open to others’ opinions. An engagement with him will result in overall control and significant improvements. I can recommend him strongly.” Rolf Friberg, Managing Director, Remco, Sweden