

**Name:** Nicholas James Henley BA (Hons)

**Home Address:** 54 Poynings Drive  
Hove  
Brighton  
BN3 8GR

**Contact :** [nick@mundialconsulting.co.uk](mailto:nick@mundialconsulting.co.uk)

## Personal

- British / Married
- Ba (Hons) Business Studies – Brighton University
- National Diploma in Business and Finance
- 1 A Level
- 9 GCSE's
- Fluency in Spanish
- Member of Chartered Institute of Purchasing and Supply (CiPs)

## February 2003 – Present Day

### Founding Director – Mundial Consulting

Founding Consultant providing program and commercial project management support, to Private and Public sector organizations under PRINCE 2 methodologies. Working with Local authorities to advise on procurement and commercial contracts to ensure best value procurement and commercial project implementation. Working within the Private sector to support and advise on business process re-engineering and business support principles.

## Achievements Summary

- Procurement and project management of IP Telephony contract supporting a large metropolitan Council. Contract encompasses 3,500 extensions, 16 sites and is deployed using a number of partners in order to maintain and deliver the Council's IP Telephony and CRM strategy . Contract procured using G-CAT framework contracts in line with local government best value procurement and included all support product sets including call recording, management and training. Implementation due for completion late 2005.

- Program managed Global culture change initiative for large UK based multinational company. Interfacing with the Vice President of Customer Strategy, a Global change program was researched, designed and delivered to over 11,500 employees. Lasting a period of 9 months, more than 690 one day workshops were delivered in 12 different countries using content specifically designed to reflect changing cultural and business issues. The results achieved through this delivery ensured that the re-branding and values program was successful and contributed to a 15% increase in revenues. Customer satisfaction was also shown to rise significantly ensuring a nomination for the Global best practice customer service awards.
- Commercial support provided to Local authority, in order to improve performance on Managed Service Telephony contract. Reporting to the head of ICT a program of review was initiated that concentrated on all financial and operational aspects of the contract. Following this review a reduction in year on year expenditure of 15% was achieved, allowing for increased support functions and standards to be implemented within the Council.
- Creation of business support infrastructure for multi-national training organization. Reporting to the managing director a support program was researched, designed and implemented in order to support the growth aspirations that had been forecast for the financial period. Results supported growth level of 20% and the creation of new product offerings with the collaboration of 5 other countries. Support program included project management and coordination of international business seminar hosted in Madrid.

### **November 2001 – January 2003**

#### **Head Of Pricing Solutions – Damovo UK Limited**

Reporting into the President and UK Board, responsibilities included creation of all major UK and European proposals totaling in excess of 100m Euros per annum in association with commercial and Contract Management. Leading a team of 20, achievements included commercial innovation to secure key clients contracts, creation and launch of risk management procedures and business process re-engineering of the UK Commercial operation.

## **Achievements Summary**

- Lead Bid Director securing contract to supply data and services infrastructure to major banking institution and recognized as one of the key data supply contracts let in 2002. Contract won through key supplier negotiation and understanding of UK import tariffs for Cisco equipment to banking institutions. Special Purpose Vehicle (SPV) also considered for this task and proposed as part of this offering.
- Business process re-engineering of UK Commercial function in order to improve Damovo's Bid activity. Introduced new Bid and Commercial pricing skills and aligned bid team with key account sectors and Business Development Directors. This activity provided a 30% increase in bid success rate and profitability within an 8-month period through joint working practices.
- Created and delivered the UK commercial business plan for 2002/3. This plan also aligned the key account activity with new and emerging technologies associated with Damovo's existing and potential client base. This achievement also broadened the scope for growth in development in line with Damovo's 20% growth targets.
- Due Diligence of all UK and selected European Managed Service contracts in excess of € 15m. Lead and reported on business development opportunities within existing contracts. Required advice to be given on TUPE, asset ownership and contract scope in order to increase value of contracts over an 18-month period.

## **June 2000 – November 2001 Bid and Commercial Manager – Ericsson Enterprises Limited**

Bid and Commercial Manager with responsibility for new and existing European Managed Service opportunities. Leading Account Development with customers to define project requirements and budgets; bid qualification; co-coordinating with company departments to determine best technical and commercial solutions, defining milestones, resource requirements and carrying out risk analysis; planning and co-coordinating proposal production.

## **Achievements Summary**

- Secured outsourcing contract with FTSE 100 listed Services Company worth in excess of €40m over five years. Bid was directly negotiated at board level with CEO and CFO and

covered service and support in 19 countries. Bid was secured using a unique risk and reward approach to pricing which allowed infrastructure and services to be priced using a single global common rate. Complex issues involved in this bid included direct overseas negotiation with suppliers and offices alike to overcome taxation, language and support issues. Contract reported by both parties to the stock exchange as “a major step towards a global contract”.

- Four key Metropolitan Council outsourcing contracts secured over 10 years. Contracts lead and secured at director level within local authority ICT departments and involved successful TUPE of current staff seen as a barrier to win by other companies. Contracts have been extended and their scope broadened in line with the flexible approach presented. Included key government boroughs and all projects provided additional growth through development of e-government initiatives.
- Developed risk and reward pricing approach across UK and Northern Europe. Complex pricing approach across geographical and taxation borders created and implemented directly with country managers and individual suppliers. Achievement meant detailed negotiations both within the UK and Europe to align Ericsson's pricing approach to its customer's business plans and cash flow.

### **November 1997 – June 2000 Senior Bid Manager British Telecommunications PLC**

Responsible for leading Call Centre bids on behalf of BT's Connections in Business. Directly interfacing with a wide range of UK and European companies, a concentrated amount of proposals were submitted within the Media and Broadcasting industry resulting in a high success rate in long-term contracts. Directly responsible for specific customer and supplier negotiations during the launch of Digital Television this role was seconded to BT group for a period of twelve months involving direct business reporting to the Board of BT UK PLC.

### **Achievements Summary**

- Secured first digital television call centre contract which was let over a 12-year period. This bid was secured with the provision of three 250-seat call centre's and their support infrastructure. TUPE regulations, Employment contracts and Property leases were encompassed part of this complex bid,

which required BT Board sign approval in order to progress. Securing this contract was made possible by the flexible approach to staffing contracts and initial investment levels gained at group finance level within BT.

### **March 1996 – November 1997 Syncordia Services (BT PLC) Head of Purchasing**

Head of Purchasing responsible for all Purchases made by Syncordia both in the UK and globally. Reporting into the head of Contract Management and providing clear recommendations to the Board of Syncordia Services, this role required management of a large number of key suppliers pertinent to specific purchasing projects. In addition to the general management of a team of 10, responsibility was also held for specific supplier budgets and where necessary the control of purchasing through the implementation of Call off Contracts.

#### **Achievements Summary**

- Worked as part of a team which successfully reduced Syncordia's expenditure by £45m during a 12 month period
- Lead and secured three international supply contracts between BT's Joint Venture companies in Spain, France and Italy for the supply of two pan European contracts.
- Reported and administered Syncordia's call off supply contracts directly with contract management teams and provided monthly financial reports to Syncordia senior management

### **January 1992 – March 1996 BT UK PLC Account Manager**

Account Manager for BT UK directly supplying products and service to UK national companies. Providing advice to companies on how to reduce variable costs, whilst at the same time improving the revenue per line for BT during a time of intense competition and growth.

#### **Achievements Summary**

Consistently exceeded stretched targets and received nomination for National Performance award.

## **Education**

### **Court Fields Community School**

Wellington, Somerset

*Primary and Secondary Education*

### **Somerset College of Arts and Technology**

Taunton, Somerset

*Business Finance Diploma*

*Spanish GCSE*

### **Lewes Tertiary College**

Brighton University, Brighton

*Business Studies Degree*

*Spanish A Level*