KERSTINWENZEL
Unternehmensmanagement

Profil

Name	
	KERSTINWENZEL Unternehmensmanagement

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Nationality	German
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Professional Experience and Point of Interest

Since 1986 Mrs. Wenzel is working in the information technology industry. Since 1992 as Director of Projectmanagement at Compline AG she has managed challenging IT projects and gained diverse experience in infrastructure projects and in service operations of outtasked customers IT. Since 1997 she led as Director of Sales Consulting and Consulting at debis Systemhaus large outsourcing projects and transitions. For example, the global outsourcing and transition of Bahlsen GmbH and Phoenix AG, as well as for the British American Tobacco, the data center relocation from Southampton to Hamburg.

Since then she has performed diverse and demanding national and international mandates in England, Spain, Italy, Netherlands, Czech Republic, Austria, Singapore and Germany.

Her mandates stand out in particular through defining and implementing effective IT Stratgies aligned with business needs and targets, achieving significant level of savings, gaining value and sustainability of agreements and overall accomplishing a very good customer satisfaction.

She successfully manages mandates through a holistic approach considering the complete "food chain" with a focus on costs, benefits and timelines. She puts value to a proper setup and structure, defined work packages, clear goals and tasks, quality citeriasfor results and efficiently taking with her the stakeholders and project teams.

She defines IT as a useful and necessary addition to the transactions in business. She complements her industry-specific expertise with customers specific business targets "Dedication to Customer's Success."

Her own goal is to accomplish a balanced and - on a long-term basis - a successful relationship between all involved partners.

Mrs. Wenzel is focusing in shearing points as IT Manager for defining and implementing **ICT Strategies,** and as IT Project Manager for **ICT Sourcing** and **Transitions, ICT Solutions, Portfolio and Service Calalogue Management, IT Process Implementation and Customization, Business and Service Continuity**. Taking into account compliance and legal, regulatory, audit and organizational requirements as well as the integration into information security management.

For these highly complex assignements, she uses her many years of experience in sales and service, as well her particular understanding of how these tasks should be addressed and implement. Customer interest and the financial viability of the projects are given the highest importance.

She is determined, highly qualified and very convincing.

Career History

2001-now	**Unternehmensmanagement** • Set up on own company in Februar 2001,starting with Interims Management for Startups and Organization Foundations in the German Market • In 2002 focusing on strategic sourcing and Interim IT Management
2000-2000	**LLynch Meta Medien GmbH, Germany** **Operations Officer Sales and Organisation** Branche: Media (In-Outbound Marketing) Number of staff responsible: 10 • Member of the Management Board • Business development of the Start-Up company (direct marketing) • Development and management of sales • Establishment of accounting, product marketing
1997-2000	**Debis Systemhaus GmbH, Germany (Subsidary of Daimler Chrysler)** **Director Sales Consulting and Consulting** Industry: Service Provider for Outsourcing, Telecommunications Number of staff responsible: 15 • Responsible for Departments Sales Consulting, Consulting • Overall leadership of strategic sourcing projects > € 100 million, internationally • Significant projects win of Big Deals • Negotiation Lead, Contract definitions, cost- and price calculations, IT Solutions and Portfolio creation, Multi Provider responsibility, etc. • Project management, project controls, member of the Project Board • Conducting business reviews, benchmarks • Analysis of outsourcing projects in terms of cost, efficiency, utility, sustainability • Managing Transitions and data center relocations, international • Accomplished significant savings for the parties through defining agreements based on sustainability and fair share of values e.g. Bahlsen , British American Tobacco, Phoenix
1992-1997	**Comline AG, Germany** **Head of Project Management** Industry: Provider for IT Projects and Solutions Number of staff responsible: 15 • Responsible for a team of skilled project manager, consultant, solutions architect • Support the establishment of the company, setting up six offices • Comline AG in 5 years to become a leading system integrator for mid-market customers for IT Infrastructure and SAP • Fully Responsible for the sales of services, project services, outtasked Services • Commercial responsibility, contribution of top margin targets • Responsible for advising and supporting customers • Structure and responsibility of management for customers outtasking services • Management of large and complex projects, turnaround management • Product development, Product Marketing • Development and management of Service Desk, internal IT • Accomplished a very high customer satisfaction, significant margins and OE

Side 3 of 12 - Date: 18.05.2013 - Author: K.Wenzel - Version 02/2013- IntM Profil Kerstin Wenzel
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1886-1992	**Coutinho, Caro und Co. GmbH und Co. KG, Germany (subsidiary of McDermott Group)**
	IT Consultant, Teamleader IT
	Industry: Countinho Steel Trading, Coutinho Construction, Coutinho Engineering, Coreck Maritim Shipping
	Number of staff responsible: 5
	• Fully responsibility for the operation and development of internal IT
	• Support the business processes of the markets through application development for departments finance, construction, Coreck shipping, Coutinho trade
	• Construction of the network, client-server infrastructure and Help Desk based upon organizational needs
	• Support the organization by developing a range of services for consultancy and support for users as our "Customer"
	• Signifikant cost reduction and achievement of transparency in creating test system structures for external programmers for meeting organizational targets, timelines and compliance requirements

Qualification

Education	Master in Computer Science 1986
Language	English, business fluent
	German, native
	French, social
	Spanish, elementary
	Ongoing English & French intensive seminars
Certification	• ITIL ITSM Foundation
	• Lead Auditor Security ISO 27001-27002
	• Lead Auditor Business Continuity Manager ISO 22301, BS 25999
	• Microsoft Professional
	• Project Management
	• SAP Basis 4.6, 6.0
	Planned in 2013 certifications for Compliance, Six Sigma, Qulitätsmanagement ISO 90001
Working abroad	Long term
	• Spain 11 month
	• England 7 month
	• Netherlands 2 month
	Regularly sind 1998
	• Czech Republik, Austria, England, Netherlands
	• Italy, Singapur in 2004
Industries	automotive, banking, various services, retail, logistics, petroleum gas, civil service, publishing, insurance, telecommunications.

Side 4 of 12 - Date: 18.05.2013 - Author: K.Wenzel - Version 02/2013- IntM Profil Kerstin Wenzel
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Service Range IT Interim Management

Project Support

- Professional Project Management and Project Controlling
- Project Libero, Project Coaching
- Selection of Project Staff
- Project Setup, Structuring, Planning, Redesign
- Quality Management
- Turnaround Management of running Projects
- Preparation of Decision Memos
- Marketing, Project Selling

ICT Sourcing, Outsourcing

- Defining ICT strategy aligned with Organizational Goals
- Management of Contract Negotiations
- Identification and Analysis of Needs and Requirements
- Creation, Review of Tender Documents
- Manage the Selection Process of Service Providers
- Design, Preparation of Contracts and Service Documents
- Design, Preparation of Transition Agreements
- Creation of service level agreements and KPIs
- Portfolio Management
- Customizing of IT Processes
- Re-organization of business units
- Transition und Transformation
- Control of Multi Provider Environments
- IT Process Implementation, Customization
- GO LIVE Management
- Operation Stabilization
- Risk Management
- Sourcing Reviews
- Alignment to Regulatory, Legal and Audit Requirements

Transition and Transformation

- Transfer of ICT Services to Provider
- Transformation of ICT Services to new Solutions and Service Portfolios
- Cut-Over-Planning
- Introduction of Measurement Methods and Measurements
- Planning and Development of Test Management, Defect Management, Issue Tracking
- Establishing Acceptance Criteria
- Quality Management and Quality Gates

Portfolio Management, Service Catalogue

- Identification and Design of "realizable", efficient Sourcing Portfolios
- Counseling for Standardization, Modularization of ICT Services and Service Description
- Advice on the Definition of NON-Standard Services and Service Description
- Design and Implementation of Service Catalogues
- Collection of Quantity Structure of Frameworks and Costs
- Preparation of Business Cases, Business Plans
- Preparation of Cost and Price Calculations
- Creation of Billing Models
- Introduction of Measurement Methods and Measurements
- Preparation of Cost, Cost Allocation Models for Standardized and NON-Standard Production Modules

IT Process Implementation, Customization

- Alignment of IT Processes to needs of Business Units
- Priorization on key IT Processes
- Introductions, Alignments through Cost-Benefit-Approach
- Usage of ITIL and Best Practice
- Maturity level analyses
- Introduction of Commercial, Technical Reporting

ICT-Benchmarking of Costs, Prices

- Selection of Benchmarker
- Negotiations
- Review of ICT Service Portfolios for Computing, Desktop, Network Services etc.
- Review of Pricing, Service Models
- Implementation of Results

Due Diligence

- Assessment of existing environments ("as is")
- Inventory Valuation

Compliance

- Determination of Regulatory and Legal Requirements
- Implementation of Alignments through Cost-Benefit- Approach
- Base: GDPdU, GOBS; AO, KontraG, MARisk, Bafin, BDSG, FAIT, SOX, EU8, more

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Interims Management

- Qualified Management of Strategic, Operational Projects
- Proven Management Experience in Complex Responsibilities
- Crisis Management
- Customer and goal-oriented Business Implementations
- Expertise in Challenging, Complex Mandates
- Experienced in managing Inter-Cultural Teams
- „Dedication to Customer's Success"

ICT Strategies, ICT Solutions

- Analysis of Needs and Requirements to the Organization and the IT Support
- Definitions of Controls und Rules on IT Usage
- Definition and Provision of IT Solutions aimed at Demands
- Avoidance of Delivery of efficiently and effectively IT Portfolios - that are "non-required" by the business units
- Establishment of a permanent Communication Process between all Key Stakeholders in the Organization
- Adapting of IT Strategy to changed conditions, experiences of the organization, and unforeseen events
- Conduct IT Planning Framework with defined Projects
- Conduct Regular Performance Reviews
- Verification of Market Trends
- Determine Make or Buy Decisions
- Identify Partners and Third Parties

Other Fields of Expertise

- Implementation of Requirements and Cost-Benefits Analyzes
- Conducting SWOT Analyzes
- Review of Life Cycle Management
- Guide on Coarse, Fine Conceptions
- Trainings für Managers and Project Teams

Business and Service Continuity

- Implementation of Pre-Assessments, Audits
- Manage strategic BCM Projects
- Conducting Business Impact Analyses
- Derivation of Business and Service Continuity goals
- Identification, Valuation of Risks
- Establishing Emergency Manuals, Procedures
- Recovery Planning (composite, computer center, alternate sites)
- Base: BS25999, ISO 22301, BSI 1001-4

ICT Security

- Implementation of Pre-Assessments, Audits
- Strategic Alignement of ICT Security
- Identification of Risks
- Asessment of Security Compliance Policies
- Base: ISO19011, ISO 27001-2-5, BSI 1001-4, more

Cloud Computing

- Identification and analysis of needs and requirements of the Cloud
- Classification of XaaS, SaaS, PaaS, IaaS
- Security Requirements of Cloud Solution
- Implementation Support
- Control of Service Providers and Vendors
- IT Process Adjustments
- Identify restructuring requirements to the organization
- Portfolio Management
- Risk Management

Project Experience / Reference

2012 - Overall Project Management for the Centralization and Virtualization of Applications through Cloud Computing

Industry: bank
Scope: > € 35 million project volume
Project staff: about 150
Project language: German, English
Capacity: about 4,000 applications (net), approximately 43,000 users, 430 banks, > 3,000 stores
Location : Germany

As stated by all involved parties e.g. Microsoft, Citrix, service providers, consultants, the cloud computing solution for banks is a unique, feasable and innovative solution for the market. Worldwide there is no comparable service portfolio in the market

- Fully responsible for the new IT Strategie and the project
- Turnaround Management to meet the time constraints
- Business case creation, fundraising
- Direction of the company on the project as Top 1 organizational target
- Management of multiple service provider, vendors and customer project teams
- Recording of the requirements for the centralization of applications with cloud computing and virtualization solutions
- Gaining feasibility of implementing and offering centralized services to banks
- Recording of the GO decision by stakeholders
- Creation of acceptance of the banks for the new centralized services and the underlying solution
- Requirements specification, fine concepts for platforms SaaS,Paas,IaaS , application virtualization, packaging fabric, application "self-service" , network ,etc.
- Implementing cloud computing environments Bank and staging environments for release management (development-, integration-, testing and acceptance-, pilot-, production-environments)
- Recording and implementation of the security requirements based upon legal, regulatory and further requirements for banks
- Starting with a pilot for banking cloud computing in a very short period of time
- Development of further technical solution concepts (e.g. server hosting, storage services)
- Analysis of all existing IT processes and further sub processes and adjustments to the new requirements, introduction of capacity management
- Reorganization of of business units
- Adjustments on request fulfilment process, security identy management and more sub processes
- Particular risk management because of the novelty of the solution

2009-2011 - Interim Management - control of an Outsourcing Project and Project Management of the Transition (2nd level generation outsourcing)

Industry: bank
Scope: Contract volume in € million, project value > € 5 million
Project staff: co-worker 12 Outsourcing, 165 Transition
Project language: German
Capacity: computing services, desktop services, service desk, partly network services
Location : Germany

Achievment of an exceptional customer satisfaction, e.g. the sustainability of contract has been materialized during transition phase and operational phase. The transition was a success despite the fact that the IT provider had deficiencies with the complexity of the scope and in delivering in scope, quality and time.

 IT service provider uses the transition project as a blueprint for all of its transition, transformation projects.

- Determining the IT strategy
- Responsible to manage the outsourcing and transition
- Creation of finale contract and tender documents, quantity frameworks, price components etc.
- Bid review, provider selection and negotiation leadership
- Control of the receiving service provider, the donating provider (2nd Level generation outsourcing for computing services, desktop services) and other external providers e.g. network
- Ensuring the implementation of contractually warranted services
- Ensuring the successful execution of the Transition
- Crises and escalation management
- Establishment of test management, test execution and fault tracking
- Audit of IT security implementation
- Successful transition and service start

2008-2010 Interim Overall Program Management for the worldwide standardization and harmonization of IT contracts, service catalogues, price models of all IT services HCP (Harmonized Contrats and Pricing)

2008 – 2010 Deputy project manager CITOP (Common IT Operations pricing)

2007 Interim Engagement Manager for the Standardization of IEI (Integrated Enduser Infrastrcture for Desktop,- Network,-Telecommunication Services)

Industry: service provider, telecommunication
Scope: project value in € million
Project staff: about 450
Project language: English
Capacity: about 280.000 user, complete field of IT Services for Computing-, Infrastructure-, Desktop-, Network-, Print-, Media,- Project Services, Service Desk, License Management
Location : Germany, Austria, England, Czech Republic, Netherlands

Successfully manage an international and highly complex program. Laying the foundations for significant cost savings (€ billion/ y). Provide the basis for introduction of best-practice solutions by bringing transparency in the markets. Creation of comprehensive, innovative and standardized service catalogs for Standard and Non-Standard IT Services.

- Leader of an international project team responsible for all ongoing projects and subprojects, and management of international project teams and head of the core team
- Member of the core team for the areas of HCP Harmonized Contracts & Pricing
- Interim Engagement Manager for the wordlwide standardization of IT services for enduser infrastructure
- Provide the basis for introduction of best-practice solutions by bringing about transparency in the markets
- Creation and implementation of the new contractual models in the countries
- Creation of comprehensive service catalogs with Standard and Non-Standard Services
- Development of commercial and contractual concepts (master contracts, service agreements, pricing models, IT

Side 8 of 12 - Date: 18.05.2013 - Author: K.Wenzel - Version 02/2013- IntM Profil Kerstin Wenzel
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governance models, IT Process contracts, etc.)

- Support in the implementation of orders and billing models and systems (processes)
- Support contract and price negotiations
- Empowerment of the international project team for the professional and successful implementation of its tasks

2007 Interim Coaching of Outsourcing Project

Industry: mineral oil
Scope: contract value in € billion, project value € 35 million
Project staff: about 250
Project language: English
Capacity: ICT Services for Computing Services, Telecommunication
Location : GermanySuccessful

Successful coaching led to the invitation of tender and subsequently to winning the worldwide advertised outsourcing.

- Responding to a Request for Invitation to a global outsourcing project with the lots Computing Services and Telecommunications
- Compilation of the project team
- Presentation of the project to the stakeholder
- Identification of customer transactions
- Translation of understanding the customer philosophy in the project language and orientation / training of project staff on the customer philosophy
- Identification of the Unique Selling Points
- Enforcement against competitors through an intense understanding of the organization as well as the orientation of the solutions offered to customers business processes

2006 Risk Management of a Software Development Project for Controlling the persons border traffic, Outsourcing of Operations

Industry: public sector
Scope: contract value in € billion, project value € 12,5 million
Project staff: about 250
Project language: English
Capacity: Software Development and Outsourcing of Operations
Location : England

Successful implement the risk management of a proposed solution for monitoring the entire national border traffic.

- Risk Management Implementation
- Presentation of the risks in the management
- Review of legal, regulatory and other requirements with legal advisers
- Review of the proposal
- Guidedance of project team as Interim Engagement Manager
No further information due to security restrictions

2005-2006 Interim Management for the recovery of a customer contract for IT outsourcing

Industry: public sector
Scope: contract value > € 100 million, project value € million
Project staff: about 75
Project language: English, Catalan
Capacity: Computing-, Desktop-, Network Services
Location : Spain

Successful recover customer trust in service provider and re-win the outsourcing contract.

- Responsible Manager for the contract proposal and contractual figures, project team, Solutions and Services
- New design of the contractual relationship
- Recovery of of customer confidence as there has been an contractual relationship between the parties and the customer has been highly dissatisfied with the delivery qualities, and poorly established IT processes of the services provided
- Achievement of defined targets and significant savings for the customer, and the provider
- Implementation of new technologies and solutions to the provider
- Implementation of new and innovative service catalogs
- Introduction of ITIL processes for managing the new IT services
- Consulting of a Global Service Center for controlling a multi-provider environment
- Gaining sustainability of and value retention of the contract

2003-2004 Lead Negotiating IT Outsourcing Computing Service (data center computing and application operations

Industry: logistic
Scope: contract value > billion, project value > € 25 million
Project staff: about 225
Project language: German
Capacity: about 3,000 servers, 350 applications, 60,000 users, > 4,000 stores, multiple data center locations
Location: Germany

Gaining exceptional customer satisfaction for both parties. Gaining sustainability and value of the contract. The maximum extension of the contract was exploited. Further service level agreements with subsidiaries e.g. DHL have been concluded on the basis of the contract. Contractual partnership was extended in re-using the achievements of this projects.

- Fully responsible for the the Contract, Order Entry a/o figures, the IT Strategie, the team, the project budget, the Solutions and Services
- Recovery of of customer confidence as there has been an inventory contract and the customer has been highly dissatisfied with the delivery qualities, innovations and portfolio of the services provided.
- Achievement of significant goals and savings for the customer and the provider
- Analyse the existing commercial figures, costs, quantities
- Creation of new and innovative service catalogs with standardized products and prices for data center computing and application operation
- Collection of quantities and controllability, managebility of all amounts through the customers
- Implementation of automated ordering and billing processes and tools
- Introduction of internal cost allocation at the provider
- Introduction of IT processes for managing the newly designed IT services
- Re-organization of businesses units
- Verification and proof of the value of prices as well as services through IT Benchmarking

2002-2003 Member of Negotiation for IT Outsourcing Computing Service (data center computing and application operations)

Industry: telecommunication
Scope: contract value > billion, project value > € million
Project staff: about 120
Project language: German, English
Capacity: about 4,000 servers, 250 applications, 80,000 users, > 4,000 stores, multiple data center locations
Location: Germany

Gaining exceptional customer satisfaction for both parties. Gaining sustainability and value of the contract (maximum extension was exploited, further agreements with subsidiaries e.g. DHL have been concluded on the basis of the contract)

- Fully responsible for the the Contract, Order Entry a/o figures, the IT Strategie, Solutions and Services
- Recovery of of customer confidence as there has been an inventory contract and the customer has been highly dissatisfied with the contractual relationship and canceled the contract.
- Achievement of significant goals and savings for the customer and the provider
- Creation of new and innovative service catalogs with standardized products and prices for data center computing and application operation
- Survey of quantity structures and costs through a complex due diligence
- Controllability, managebility of all quanities, performances, KPIs through the customers
- Restructuring of business units
- Implementation of automated billing processes and tools
- Introduction of IT processes for managed IT services
- Introduction of internal cost allocation at the provider
- Identification of existing performance and transfer to contractually guaranteed benefits
- Elimination of 'superfluous' and obsolete IT
- Verification and proof of the value of prices as well as services through IT Benchmarking
- Introduction of Business Continuity Management
- Gaining sustainability and value of the contract (contract is still valid)

2001 - 2002 Interim Management for business area expansion, business extraction

Industry: media
Project language: German, English
Location: Germany

- Business expansion in Germany of a company based in New York City, Construction of a GmbH, based in Hamburg
- Successful development and implementation of the corporate strategy for the German market
- Development and implementation of business plans
- Construction of the distribution channels
- Management Coaching
- Professionalisation of business processes
- Development and implementation of the sales strategy
- Introduction of financial and management reporting, liquidity planning, and of Contract Management

Overview

Methodical a/o other Knowledge

- Overall IT Architecture and a very good knowledge of technique
- Audits, Pre-Assessments (certified Lead Auditor ISO 27001 IT Security, ISO 22301 Business Continuity Management)
- Business Case, Business Planning
- Business and Service Continuity Management
- Cloud Computing
- Compliance
- Communication, Mediation and Moderation
- Developing and Testmanagement
- Due Diligence
- Interview Techniques
- IT(IL) Processes
- IT Benchmarking
- Legal-, Regulatory, Audit Requirementes and Contracts
- Maturity level analyses
- Negotiation
- Operations Management
- Projectmanagement and Methods (PMI/PMBook, Cobit, Six Sigma)
- Reporting
- Restructuring
- Sales-, Service- and Delivery Management
- SLA, OLA, KPI
- TCO

Technical Knowledge

- Data center infrastructure: high availability solutions, backup solutions, server platforms, distributed data center
- Cloud Computing: SaaS, PaaS, IaaS, limited XaaS
- Desktop Infrastructure: Server platforms, file servers, mail servers, LDAP, etc.
- Hardware: Server platforms (virtualized dedicated, centralized, decentralized), data storage (SAN, NAS, UP), passive and active cabling, routers, PCs
- Operating System: OS/2, Unix, Linux, Windows, Citrix, Virtual, Operating Systems, limited Mainframe
- Data communications: all popular protocols
- Application operation: desktop and computing services, service desk, operation of standard and custom applications, SAP, Customer Care, CRM, Rating & Billing, Web, databases etc.

Side 12 of 12 - Date: 18.05.2013 - Author: K.Wenzel - Version 02/2013- IntM Profil Kerstin Wenzel
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