

Recommended By

Recommendations For My Work



[John Matthews, Comscient Group](#)

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"John is a fount of knowledge in his area, and all that you'd want from a consultant: thoughtful, consistently helpful & full of energy."

[Robert Suttie, Director, Informavores Ltd, former IT Director at AXA Sun Life, and former Consultant at McKinsey & Company](#)

"John is a highly professional researcher and networker in the CRM space. He has current industry expertise and a wide range of contacts."

[Sir Richard Heygate, Chairman of Welford Technology Partners, Founder Sophron Partners, former Partner at McKinsey and Company.](#)

"John is the most brilliant researcher that I have deployed as a third party ever. He and his team would be able to source very specific information in no time, and insights were always presented with a very solid fact base underpinning them. John's work is outstanding in all of its components: 1) Very precise engagement framing, even if the matter is broad, 2) careful planning of research activities, 3) excellent reach and critical mass of high quality expert / client interviews, 4) sourcing of other information sources and references. I recommended John multiple times to teams working with tough issues around provider selection and technology options, across OECD economies and emerging markets. All of them were highly pleased and invariably came back with positive feedback. Lastly, John is highly creative on the business side, with a flair to understand your needs beyond specific engagements, and adapt flexibly services according to needs. As office manager, he approached me with new ideas, always trying to help consulting teams stay on top of the best content available in the industry. I remain available for anyone needing more specific references for anyone considering John's work"

Top qualities: Great Results, Expert, High Integrity

[Alejandro Picos, VP Strategic Initiatives at Fannie Mae, previously VP Global Financial Services, LA at Unisys, and Partner at McKinsey & Co.](#)

"John is a brilliant consultant, who is a seasoned professional with cutting edge insight into market trends. His research skills is second to none."

Top qualities: Personable , Expert , High Integrity

[Scott Creighton, Partner at Motum, former VP Business Development at RightNow Technologies and former VP CRM at Oracle](#)

"I knew John as one of the founders of INFAC Research and as an excellent and knowledgeable industry analyst for both the financial industry software and the customer relationship management software marketplaces. John's knowledge and insight of the European CRM marketplace stood out among the other industry analysts and industry consultants who covered this area and I found his insights of great value and use. I would not hesitate to use John again or to recommend his services to others"

Top qualities: Expert, High Integrity, Creative

[Debra Fox, Senior Director, Global Customer Management at Oracle](#)

"John conducted a survey and compiled a report for me whilst I was working at EDS in which he reflected the views of a number of large financial institutions regarding the use of outsourcers in card transaction processing. The result of this survey allowed EDS to capitalize on some real opportunities in the Central European card arena and also shaped EDS's strategy for processing in the medium to long term. I think John's assessment of what the customer wanted was accurate and his report gave a useful view of the landscape and key player's 'top of mind' issues. John's work was good value for money and I would not hesitate making use of his services again should the opportunity present itself."

Top qualities: Great Results, Expert, Good Value

[Alletia van der Zandt, Senior Solution Architect at EDS](#)