

CHIEF INFORMATION TECHNOLOGY OFFICER

Visionary Leader and Innovator, Transforming Information into Business Value

♦ A passionate, business technology expert, with 20 years' experience in Healthcare, Retail, Finance and Utilities. Transformational Digital Technology executive, pivotal in collaborating with leadership teams on innovative hybrid platforms (Salesforce, AWS, Azure, Oracle, GCP). Unprecedented proven record in developing and implementing problem solving solutions. ♦ Proven ability to develop and lead a world class technology organization and serve as a key member of the executive team directly responsible for all aspects of IT P&L, strategy, development, implementation, and global IT operations that drive business growth, productivity, and competitive advantage. Extensive experience in change management, architecture, engineering, and product life cycle management. ♦ Led dynamic global teams of up to 600, managing applications and cloud-based infrastructure platforms, including data and actionable insights, OKRs and KPIs, with fiscal ownership and accountability for budgets to \$60M.

SUPERPOWERS

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| ♦ Solutionist | ♦ Budgets and P&L | ♦ Software Development |
| ♦ M&A Integration | ♦ Application Optimization | ♦ Salesforce Platform design |
| ♦ IT Governance & Compliance | ♦ Multi-Cloud rationalization | ♦ Cyber Security & Risk management |
| ♦ Mentoring & Team Building | ♦ Enterprise Architecture | ♦ SAFe Project Management |
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IMPACTFUL ACCOMPLISHMENTS

- **Inventor of Award-winning Healthcare Solution** (Omni Patient) integrated EMR records and drove real time actionable insights to front line clinicians, directly impacting readmission rates, ED wait times and discharging bottle necks – delivered \$60M savings on average per deployment. Created **\$160M new business revenue**.
 - **Led and overhauled clinical care pathways** for ST-MCI, COPD, Type 2 Diabetes and CCF – became the gold standard for pre-Hospital care. By navigating patient to correct critical care unit this significantly reduced mortality rates and dramatically increased cost savings, On average each admission **saved \$30K to \$90K**.
 - **Created and developed dynamic semantic rules-based engine**, using deep learning and Decision Tree, which would schedule customer/patients to the physician per ICD/DRG code. This solution drove down appointment wait time by 90 to 120 days. **Increased availability by 65% and reduced no shows by 80% which in turn added \$100M in lost revenue back to cash flow**.
 - **Instrumental in delivering new mobile application** for customer referrals, using AWS as the dynamic scaling platform. The **application generated 20M in its first 6 months of new business revenue** and dramatically reduced customer acquisition costs.
 - **Pivotal role in creating** a semantic neural network to analyze in real time customer behavior and drive real-time targeted promotions These promotions would generate **\$40 million per year**.
 - **Created a real time predictive and prescriptive actions solution**. This used deep learning and patterns of behavior per store and at an individual customer level to predict and manage gaps in inventory. The solution would predict and prescribe stock to be purchased, ensuring out of stock items were minimal.
 - **Ensured seamless strategy and support** and became the trusted advisor across multiple consultancy portfolios. Drove **new business revenue up by 27% and reduced 30% in duplication** and unnecessary architecture. Created blueprints for reusable accelerators across the enterprise ecosystem. Deployed reusable API interface engines for B2B, B2C with data processing workflows, and de-enveloping such as X12, EDI HL7 and FIHR standards making them reusable across the organization dramatically reducing \$40M in unnecessary consultancy costs.
 - **Embraced team culture of recently acquired company by** developing new communication strategy, including townhalls, updated intranet site and weekly 'Top of the Mind' podcasts. Improved employee engagement.
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PROFESSIONAL EXPERIENCE

ADT SOLAR, Chief Information Officer, Senior Vice President • Information Technology Feb 2022

♦ Create and nurture a thought leadership style working environment with the ability to deliver an enterprise technology platform which would enable the business to scale and enable market penetration for growth. Remove risk and unnecessary cost in duplication of applications and streamline the CRM/ERP platforms across the hybrid cloud environments. ♦ Maximise revenue stream sales process by automation and digital customer engagement. ♦ Managed \$47M IT operating budget and \$15M capital budget, drove all aspects of enterprise architecture including multiple cloud applications, solution stacks under M&A integration, management across functional project agile delivery teams.

- **Led overhaul of ADT Solar's** technology infrastructure to replace out of date 'hobbyist' designed platforms, **bringing \$20m of instant savings** and enabling an immediate increase in sales and revenue.
- **Created and architected a detailed IT Governance & Compliance roadmap**, deployed 130 SOX controls successfully enabling and ensuring the company's cyber security. Increased security with MFA and **reduced risk by 70%**.
- **Instrumental in migrating 5200 employees** to Oracle HRIS within nine months, enabling clearer visibility of HR & benefits, reducing the duplication of antiquated architecture, increasing employee satisfaction and retention.
- **Designed and deployed** an API led partner onboarding ecommerce platform, increasing capacity by 60%, delivering **\$40m in new business revenue**.
- **Focused on the items that mattered and** drove value to the customer and the growth of the business. Removed waste and roadblocks across the IT platform. Strengthened core skills and empowered business users to become citizen IT owners.

"The whole team looks up to you and admires the way that you listen to the clients' problems and provide insights from your vast underpinning knowledge" - Direct manager.

GIANT EAGLE, Chief Data & Analytics Officer, Senior Vice President June 2020 – Feb 2022

♦ Run Data Information Technology team as a business to serve the customer. Create accountably and SLAs to demonstrate service levels. Collaborate and inform teams on strategy and vision across a highly complex set of retail services and locations. Create an open-door policy for innovation and problem solving. ♦ Completely rearchitect the operating data and insights landscape, remove latency in data insights and drive real time decision making. Provide actionable trusted data to the entire leadership team, stabilize, and automate the supply chain, micro fulfilment, and transportation. ♦ Drive a real time customer promotion with e-commerce and deliver a world class mobile engagement platform. Removed duplication of operating costs by \$45M and managed IT budget of \$70M.

- **Led overhaul of supply chain team** technology infrastructure and delivered RPA to speed up and remove manual effort, **bringing \$25m of instant savings** and enabling an immediate decrease in supply chain pressure.
- **Created and architected** real time data platform to drive customer retention and **loyalty, increasing revenue across** the e-commerce and store locations.
- **Instrumental in migrating** the legacy data warehouse to a secure and auto elastic OCI cloud platform, reducing time, mitigating a significant risk of failure, increasing security and data retention as well as driving real time actionable **insights to the point of decision making by 67%**
- **Designed and deployed** a Cloud API platform to significantly **reduce the cost by 40% to migrate** to a new enterprise ERP. This reduced the project by **two years and saved over \$40M.**
- **Responsible for enhancing customer** experience with real time wallet and reward updates, and true 360 digital first engagement. Presented at gas stations and in stores, using digital e-commerce channels to push and receive interactive information **significantly increasing mobile cart purchases.**

“Retooling and upgrading the 12-year-old EDW was a massive win for the whole organisation, and the speed in which it was done was utterly amazing” - CTO.

EXL SERVICE, Global Vice President Healthcare Data Management Nov 2018 – Jun 2020

♦ Developed a portfolio of strategic accounts and clients in the payer and provider space in healthcare. Supported the pre- and post-sale activities, delivered subject matter expertise across data, and actionable insights to the internal and external teams. ♦ Created Strategic relationships with the executive suite. Became a trusted advisor for projects, problems, and solutions within a highly complex dynamic healthcare setting. ♦ Provided blueprints for written assessments, maturity models and architected solutions with collaboration of internal product teams to support the client's requirements. Encouraged and drove research and development to present new products and solutions to help market penetration of internal acceleration of product sets, which included B2B, B2C data exchanges, payment integrity and payment validation through automation. ♦ Delivered and spoke across the world best of breed thought leadership, presented insights to market trends and best clinical care practices where solutions and technology would drive innovation across the payer and provider space. Gave clear and precise direction for cybersecurity, HIPPA compliance issues and regulatory changes.

- **Developed and managed a 30+** client portfolio of healthcare Payer and Providers consultancy projects, pre- and post-sale which generated new business revenue. Responded to POC, RFI and became SME for internal teams.
- **Created and architected** an integrated single trusted view of patient/customer to manage and deliver HEDIS and STAR, identifying \$80M.
- **Instrumental in leading** a large team to create a world class data and analytics platform with over 30,000 KPIs and OKRs in a University Hospital system.
- **Delivered** thought leadership and creation of multiple white papers on best practices - keynote speaker, data and advanced analytics data science, MDM, and cyber intelligence.
- **Created real time patient** NLP/AL engagement behaviour nudging solution, to drive and manage digital first health & wellness programs which reduced appointment waiting time, and increased revenue.

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EDUCATION & CERTIFICATION

SNHU Masters Information Technology Management (In progress)
Postgraduate Diploma Certificate Metropolitan University of Wales/Hull (27cr)
Prince2 OGC/GOVUK
RSA D32/D33 Metropolitan University of Huddersfield

EMS - Paramedic • EMS - Emergency Medical Technician
EMS - Emergency Ambulance Driving • ATLS - Providers Course
Royal College of Edinburgh Surgeons Entrapment Training
EMS - Association Bronze Commander Course • Reserve Army Trauma Training
Health Protection Agency • Chemical Incident Response Training
EMS - Special Response Training USRP

John Paul Backhouse