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KEY OUTSOURCING PROJECT DETAILS

ClientOil & Gas

An oil and gas services company, with nearly 50,000 global employees, outsourced three key functional areas: Computer Systems, Non-Sales Purchasing and Financial Services. Over 850 client employees were in scope. Countries in scope for communications and change management work included the U.S., Canada, the U.K., the Netherlands, Norway, Germany, Romania, Mexico, Venezuela, Brazil, Argentina, United Arab Emirates, Egypt, Saudi Arabia, Singapore, China, Australia, and New Zealand.

The outsourcer put more than 600 employees in place in their delivery centers around the world to support the client’s business processes. Computer Systems services (Help Desk, Application Maintenance, and Desktop Management) were delivered by over 150 staff in the U.S., Argentina, and India. Around 20 staff delivered Non-Sales Purchasing support services (Auction Services, Category Management, Market Analysis, and Spend Analytics) from the same geographies. Financial Services (Accounts Payable, Collections, and Cash Applications) were delivered by over 430 staff from the outsourcer’s Philippines and Argentina locations.

Mr. Russell’s communications and change management leadership work included the following projects:

- Deployed a country-by-country change management approach and communications plan.
- Developed and delivered transition and operations communications (emails, newsletters, announcements, reports, webinars, etc.)
- Developed and deployed a comprehensive Net Promoter Score program for Financial Services.
- Built and rolled out the Non-Sales Purchasing Customer Satisfaction survey, report, interview, and action plan program.

ClientRetail Energy

As a result of a merger, the client determined to in-source their IT support services. Mr. Russell, as Transition Lead, directed a 3200-hour project plan through these work streams:

- Transition Management
- Knowledge Transfer
- Contracts
- Finance
- Service Readiness
- Communications
- People
- Technology & Work Environment Separation

ClientRetail Energy

We prepared and presented a proposal to deliver Application Outsourcing and Infrastructure Outsourcing services to the client. The AO proposal would deploy 46 resources in the client’s U.S. location and our Manila Delivery Center. The 5-year deal anticipated \$50M in revenue. As Transition Lead, Mr. Russell:

- Developed and documented the overall transition solution
- Developed and documented the AO transition plan
- Developed the AO service transition estimate
- Ensured consistency across four AO/IO transition plans
- Developed peer-reviewed, client-ready proposal documents
- Prepared and delivered oral presentation materials to the client

ClientSpecialty Chemicals

We developed and sold a 10-year application management and infrastructure outsourcing solution which impacted the client’s 180 global employees. Mr. Russell was a key player on the sales, due diligence, and transition team, focusing on employee transition and communications.

- Developed a fully detailed due diligence and transition work plan including staffing/cost elements.
- Established key client executive relationships
- Worked closely with the client to jointly develop key deliverables

ClientEducational Services

We mobilized a Services Unit at the client’s U.S. headquarters and our India delivery center in Bangalore. At full strength, the Unit was to be comprised of 32 onshore and 84 offshore staff, managers, and directors. As Transition Lead, Mr. Russell and his team delivered the following results:

- Analyzed transition requirements by assessing existing delivery capabilities defining the Unit’s operating model
- Developed and executed the transition project plan
- Developed and implemented the new business unit’s organization, processes, and tools
- Identified key risks and developed appropriate plans to mitigate them
- Controlled and directed all transition program elements: managed delivery, managed stakeholders, managed resources, managed quality, and closed project
- Established and directed the transition Program Management Office
- Developed and implemented all the required SLAs and OLAs relating to business unit delivery
- Managed and maintained successful client relationships.
- Managed a program budget of \$2,525,000
- Directed a team of eight on-shore and two off-shore resources

ClientConsumer Software

We created a 250-employee IT help desk in Seattle, Washington and Hyderabad, India. Mr. Russell directed a team of 20 in Washington and Hyderabad, managed a transition budget of \$1.4M, and came in under budget by 30% without sacrificing quality or schedule. Key deliverables included:

- Transition Solutions, Work Plans, and Budgets
- Transition Issue and Risk Management Processes
- Client Status Reports
- Transition Financial Tracking
- Transition and Delivery Governance Models
- Communications Approach and Plan
- Knowledge Transfer Approach
- Operating Models