

# Kevin Linn

**Kevin has a solid track record of successfully delivering change and innovative product solutions, and improving business performance in complex organisations.**



- Extensive experience in SME's as well as large blue chip organisations and has held various executive director roles including Rentokil Initial, Hays and Iron Mountain.
- Has been particularly successful in the rapid assessment of business improvement opportunities, building effective collaborative relationships and first-rate commercial delivery.

## **Practice Areas**

- Business System and Process Improvement
- Commercial Services Management
- Project & Portfolio Management
- Business Transformation

## **Primary Capabilities**

- Track record of successfully driving transformation across complex B2B & B2C organisations within the business services sector and unlocking improved performance.
- Has specialist expertise in creating “fit for purpose” solutions and supporting profitable growth, and effective stakeholder collaboration and engagement.
- Strong people and process leadership and a focus on business measurement and delivering tangible results. Operates on a portfolio and fulltime contract basis.

## **Preferred Activities**

- Business system and process reviews
- Project delivery strategies
- Benefits mapping and realisation
- Technology enabled change
- Service transition
- Business measures
- Commercial services management
- People and process leadership
- Stakeholder management and engagement

## **Core Offer**

Kevin is a seasoned self-sufficient individual who builds rapid and effective collaborative relationships. He can fast-track pragmatic insight and high quality presentation to unlock improved performance and support innovative projects and profitable growth. A key aspect to his service is that clients can use him flexibly based on their needs, to accelerate delivery or support growth as needed.

## **Other Disciplines Offered**

- New markets analysis
- Business development
- Executive mentoring
- Data projects
- Outsourcing
- Enterprise content management

## **Primary Sector Experience**

- Business Services

- Information Management
- Consultancy
- IT services
- HR Outsourcing
- Recruitment Services
- Enterprise Content Management

### **Areas of Distinctive Performance and Value- Addition**

- Business system and process improvement
- Supporting growth with innovative projects
- Programme strategy and management
- Stakeholder management and engagement
- Transformation and change management
- Formulating and implementing best practice
- KPI's and business benefits realisation
- Market analysis and business development
- Data analysis and business intelligence

### **Notable Case Studies**

- IT and operational systems re-establishment for security business after total data loss
- Review of processes linking time and attendance, payroll and invoicing for group recruitment business yielding £602K PA efficiency opportunity
- Real time reporting solution for International HR outsourcing company linking 1500 contracts 200 customers and 50 international fulfilment vendors
- Re-negotiated £5M outsource services contract increasing gross profit to 65%
- UK shared services facility serving 3 headline businesses for FTSE100 business
- Devised logistics and communication system to exit £55M, 15K accounts, 1700 employee business
- Designed and implemented innovative customer centric infrastructure for £80M business services company

### **Qualifications and professional memberships**

- CEng Chartered Engineer
- MIET Member of Institute of Engineering & Technology
- BSc (Hons) Engineering & Management, Loughborough University

### **Employment Summary**

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|--------------------------------------|---------------------------------|----------------|
| • Managing Director                  | K J Linn and Associates Limited | 2001 – present |
| • Commercial Director (consultant)   | Hyperwave Ltd                   | 2012 – present |
| • Commercial Services Director       | Initial Washroom Solutions      | 2008 – 2009    |
| • Business Services Director         | Initial Washroom Solutions      | 2007 – 2008    |
| • Shared Services Director           | Rentokil Initial plc            | 2006 – 2007    |
| • Service Quality Director (interim) | Initial Hygiene                 | 2005 – 2006    |
| • Global Product Manager             | Iron Mountain inc               | 2003 – 2004    |
| • Service Delivery Director          | Hays IMS                        | 2002 – 2003    |

### **Contact Details**

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