

John Zakrasek

Principal Advisor

jzakrasek@techpargroup.com

As a consultant, John has provided CIOs with services that span outsourcing bid, selection, negotiation and implementation, service level design and management, outsourcing optimization, program management, project and operations turnaround, process improvement (CoBIT, ITIL), organization design, strategic planning. and IT cost reduction.

He turned around infrastructure operations and data center outsourcing services for a client with \$5B in annual revenue as acting Infrastructure VP and led a \$90M data center outsourcing from RFP through provider selection and contract negotiation that reduced costs by 33%, improved availability from 99.90% to 99.99% and provided full disaster recovery for key applications. At the same time, he improved incumbent provider performance in spite of their exclusion from the RFP, and delivered gains in availability, responsiveness and support for the data center transition. John executed the 11 month data center migration and transformation on budget with no unscheduled outages or business impacts, stabilized post transition operations, exceeded availability improvement targets and delivered system performance improvements of 20%-30%.

John led development of a business driven IT Strategy supported by 5 year project and technology roadmaps, an organizational restructuring shifting 20% of IT spend to newly critical operations and reductions in IT expense of 30%.

John implemented large, complex and time-sensitive programs. He integrated and brought online applications and networks enabling the remote operation of 17 plants within 60 days post-acquisition, allowing the business to capitalize on near-term, favorable market conditions. He turned around and completed a 3000 seat, 90 location desktop refresh of 5-7 year old assets; significantly improved security with lockdowns, rationalized and packaged over 600 applications, streamlined ongoing support processes and enhanced enterprise-wide asset controls. John implemented comprehensive ITIL processes and business focused IT service catalogs to improve quality, increase responsiveness to business needs, enhance productivity and streamline operations. He turned around an IT outsourcer's services for a key account; produced contract deliverables, enhanced responsiveness to incidents and eliminated counterproductive behaviors to enable performance to contracted service levels.

As an executive of a major outsourcing services provider, John delivered \$1B in information technology services to clients. He handled negotiations, delivery and client responsibilities for large contracts such as a \$207M, 4500 page outsourcing agreement with 650 deliverables and \$55M in client savings. He managed partnership arrangements with companies like Deloitte and A.T. Kearney to craft transformational opportunities for clients, negotiated sub-contractor and client agreements and delivered the projects to client expectations, such as a full-footprint SAP 14 month implementation and a supply chain restructuring that delivered an ROI of 103%.

As Senior Vice-President, Americas, John assumed delivery responsibility for an unprofitable \$600M unit consisting of 6 global and 29 national outsourcing clients and returned the unit to profitability. He restructured 32 accounts by segment, exceeded earnings targets by 15% with 97% of clients reporting good or excellent satisfaction with services and eliminated all overhead by integrating the now profitable unit with a related vertical. He transitioned from a non-performing \$1B global account, led

delivery of the \$175M disengagement and placed 1100 global resources while he maintained critical client service levels.

John delivered information technology services using innovative co-sourcing agreements that tie achievements in the implementation and management of technology to business results. He enabled start-up companies and mergers to move ahead by providing rapid implementation of new applications like the \$4M, 9 month SAP ASP implementation for a start-up company. He has turned innovations into intellectual property, producing five patents, three case studies that were used globally and articles that were published nationally leading to client references and new business opportunities of \$500M.

John's early experience was as an application developer and large system implementation project manager. He led a team of 55 business analysts in the implementation of a back office system supporting 74,000 employees and achieved a 25% reduction in administrative costs.

John received a BS from Northwestern University in Evanston, Illinois and furthered his education with both an MA and an MBA from Texas Tech University.