



David Caldicott

Head of Service Delivery

Key Skills

Strong communication and collaboration skills with a focus on people management

Broad experience of transformation and leadership of functions including IT Service Desk, Application Support, Incident, Problem, Change, Asset, Service Delivery, Infrastructure and IT Client Management

Excellent relationship building ability at all levels

Demonstrable experience in design, delivery and establishment of IT Service teams, processes and tooling including contract review, negotiation and agreement.

Driven individual with proven track record in continuous improvement

Summary

An experienced senior IT professional with a proven ability to transform, build and lead Service Management, Operation and Delivery teams in delivering a quality, value added output leading to positive business outcome-based results.

Experience

Change8 LTD - Head of Service Delivery

Jan 2022 - Present

Took up new challenge to create and lead a Service Delivery division within Change8.

The Change8 business was created as part of a wider group to provide IFS Project and Service Delivery provision on the IFS Product. IFS is an ERP tool well established in the market

The role included creating the operating model, commercial proposition and day to day management of this new service

Accountabilities include:

- Leading the operational function of the Service Delivery arm including 1st and 2nd line support for customised elements of the IFS product.
- Leading the Service Delivery and Account Management functions with Change8 clients to ensure the ongoing success of the delivery and the future growth of the account.
- Defining and delivering the Service Delivery strategy to support the growth of the business.

Achievements include:

- Delivery of a current and future Target Operating Model to support current and future clients. This includes creating a finance model to ensure clear understanding of margins accounting for inter-group resource costs.
- Creating client Pre-sales propositions for Service Delivery to support the growth of the client base against the current and future Sales targets.
- Establishing the early Change8 Service Delivery Accounts and working with the clients to maximise the benefit and stability of the IFS product through continuous improvement.