

Henry Dortmans has 35+ years of experience as a consultant and executive in business communications and customer service management.

He has helped over 300 organizations solve problems and make better decisions.

Results-oriented with extensive depth and breadth of experience, spanning: advisory services; executive leadership; management roles. Known as an innovative problem solver and an excellent communicator with vast knowledge, credibility, and true commitment. A successful track record of forging long-term relationships with customers and suppliers, leading to significant business results. Experienced in helping organizations make the right decisions by working with an extensive network and by providing clear insights. A trusted, responsible, and inquisitive adviser. Delivers results, on time and on budget, with the highest degree of integrity.

KEY SKILLS

- Business Development Presentations
 - Buyer, Supplier and Advisor Experience
 - Customer Service Reviews
 - Cost Reviews
 - Contract Negotiation
 - Moderator & Speaker
 - Presentations
 - Problem Solving
 - Thought Leadership
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BUSINESS EXPERIENCE

HENRY DORTMANS ENTERPRISES INC.

2007 - Present

Private firm providing advice, insights, and influence to buyers and suppliers.

President

Focused on consulting services for decision-makers. Projects include: strategy and tactical planning; customer service reviews; operations reviews; buyer-supplier facilitation; business development; feasibility studies; briefings and presentations; technology evaluations; cost reviews. Clients include: Alpha Insights, Bell Canada, BrantTel, CLP Central, CITA, CTCA, Datex, Fast Forward ICT, IKO Industries, Keefer Management, Northbridge Financial, Ontario Government, Panasonic, Saint Elizabeth Health Care, Seneca Queen Theatre, United Way, Unity, Voxdata, and other private and public sector organizations.

A few projects:

- Facilitated a large multi-year managed services arrangement for systems and networks through identification of key business, technology, service, customer, and staff needs. Both parties now have a solid foundation for success dealing with complex issues.
- Conducted a major cost review for a large finance company, identifying multi-million dollar infrastructure savings without sacrificing service.
- Presented insights to a manufacturer's top channel partners on what executive decision-makers need from suppliers, enabling them to better understand the keys to increasing sales and improving relationships.

- Conducted a survey of companies' key criteria for replacing vs. upgrading telecom systems. The results enabled the client to gain a better understanding of why IP-based decisions were made and the actual Total Cost of Ownership (TCO) before and after the changes.
- Conducted a strategic and tactical plan for a start up organization to ensure it had the right infrastructure to begin providing services and to grow effortlessly.
- Facilitated buyer-supplier problems in a convincing, polished, and positive manner.
- Helped implement a new business development process for a technology and hosted services provider that increased revenues and profits significantly.
- Revamped a firm's newly acquired outsourced managed services division and its clients. Focused on consultative sales, improved marketing, and better program management.
- Introduced a new wireless expense management program.
- Revamped a company's customer service processes, e.g., surveys, monthly reporting, formal reviews, increasing its Net Promoter Score (NPS) and customer satisfaction ratings dramatically.
- Created and led sales and marketing programs that enhanced a firm's visibility and image among buyers, industry analysts, and partners.

ANGUS DORTMANS ASSOCIATES INC.

1995 – 2007

Private firm that provided business telecom, network, and contact centre management advisory services; developed and chaired a variety of events, conferences, and seminars.

President

Responsible for the firm's operation – strategies, business development, sales, projects, and service delivery.

Clients include: 211 Ontario, 311 Halton, Alberta Government, AON, ATB Financial, Avaya Canada, Bayshore, Bell Canada, Cisco, City of Calgary, City of Mississauga, Clarica, CAA, Capital Health Authority, Dalhousie University, Durham Region, Fairmont Hotels, GO Transit, Great-West Life, GSK, GTAA, Imperial Tobacco, KPMG; Manulife, Newfoundland & Labrador Hydro, McCarthy Tétrault, North West Company, Queen's University, Royal Canadian Mint, Samuel Son & Co., SaskTel, Toronto District School Board (TDSB), TELUS, TransCanada, Travelex, regional governments, federal government.

A few of the projects:

- Developed and led complex projects for over 200 clients, helping organizations—public and private, large and small—solve problems and make better decisions.
- In addition to providing strategic and tactical assistance, saved organizations millions of dollars through optimization services.
- Developed strategic plans and road maps— systems & networks, business communications, contact centres—for CXOs in a wide variety of organizations across Canada.
- Complemented and contributed to the sister firm's publications, *Telemanagement* and *Telecom Update*, then Canada's top industry journal and eNewsletter generally considered to be the most authoritative information in the industry (later sold to Decima).
- Delivered highly rated speeches and presentations to associations and supplier events.
- Keynote speaker of a six-city, cross-Canada major service provider's event for its customers to help launch its new hosted service.

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- Negotiated many multi-million dollar vendor agreements.
- Helped plan and managed many successful implementations of telecommunications systems, networks, and cloud services.
- Delivered public and private workshops and seminars to hundreds of managers across Canada on various business communications management and contact centre management topics.
- Within two years, became the preeminent business telecom advisory firm in Canada, planning and managing projects across the country.

PRIOR TO 1995

TSB International 1992 – 1995
VP, Managed Services

Reporting to the President, set up an entirely new business over three years. The new division provided outsourced telecom management services to enterprise organizations. Developed the programs; developed the marketing campaigns; signed long-term contracts with companies including Microsoft, Moore Canada, Purolator Courier, TNT/TST; hired and managed a group of skilled professional services staff; more. The business was sold years later to MTS Allstream as Contour Telecom Inc.

TNT Canada (now TransForce) 1990 – 1992
Management Consultant (Contract)

Reporting to the Vice President IT, replaced a Canada-wide and Canada-U.S. infrastructure of systems and networks (voice and data) and re-aligned the entire IT department within the two-year deadline.

Angus TeleManagement Group (ATMG) 1985 - 1990
Director, Consulting Services

Managed the consulting division, leading a team of experienced advisers and many projects. Helped to establish the ATMG brand as Canada's premier business telecom publications, education, and consulting firm.

KPMG 1982 - 1985
Senior Consultant

Reporting to the senior partner of the National IT Practice, established the firm's telecom management consulting practice, signed new clients, conducted and led studies and projects for public and private sector organizations. Conducted a project for Prudential Insurance which was featured in the Financial Post as one of the most innovative initiatives in the industry.

General Foods (now Kraft Heinz) 1978 - 1982
Manager, Telecommunications

Reporting to the Vice President IT, replaced the entire organization's – and subsidiaries' – telecom systems, voice networks, data networks over a four-year period. Roles and responsibilities for were expanded, including managing the IT transition group.

EDUCATION

M.B.A., York University, Schulich School of Business
Bachelor of Commerce (Honours), Queen's University

PUBLICATIONS & SPEAKING ENGAGEMENTS

- Author of *On the Line*, a column distributed to over 2,000 industry buyers, suppliers, advisers (180+ columns on key industry issues).
- Author of eight publications on topics focusing on practical strategies and guidelines for implementing and managing new technologies, optimizing costs, and/or enhancing service.
- Speaker at many Canadian and U.S. events (industry, association, and supplier) including Bell Canada, Canadian Telecommunications Consultants Association, CITA, Corporate Networks, ICCM, ITPX, Panasonic, TELUS.

INDUSTRY INVOLVEMENT

- Mentor in Ryerson University's School of Business Top 200 Program
- Host of a golf tournament for industry suppliers, customers and advisers.
- Chair and host of various major conferences including: Canadian Independent Telecom Association; Enterprise Networks; Telemanagement Live; VoiceCon Toronto.
- Former chair and program producer of ICCM International (Chicago, Las Vegas, Toronto), the largest contact centre conference in North America.
- Co-founder and past-president of the Canadian Telecommunications Consultants Association (CTCA).