

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

He has helped over 300 organizations 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 clients 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

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|------------------------------|------------------------|-----------------------------|
| ■ Contract Negotiation | ■ Moderator & Speaker | ■ Operations Reviews |
| ■ Buyer - Supplier Relations | ■ Business Development | ■ Problem Solving |
| ■ Cost Reviews | ■ Thought Leadership | ■ Customer Service Programs |
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BUSINESS EXPERIENCE

HENRY DORTMANS ASSOCIATES INC.

2007 - Present

Providing advice, insights, and influence to end users and suppliers/service providers

Principal

Focused on consulting services for decision-makers. Projects include: strategy and tactical planning; 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.

Projects included:

- Facilitated a large multi-year managed services arrangement for systems and networks. 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, to gain a better understand the keys to increasing sales and improving relationships

- Conducted a survey of companies' key criteria for replacing vs. upgrading telecommunications systems. The client gained a better understanding of why IP-based decisions were made and the actual Total Cost of Ownership (TCO)
- Conducted a strategic and tactical plan for a startup organization to ensure it had the right infrastructure to begin providing services and to grow
- Facilitated buyer-supplier problems
- Helped implement a new business development process for a hosted services provider that increased revenues and profits significantly
- Set up a process for writing RFPs and for responding with excellent proposals.
- 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, increasing its Net Promoter Score (NPS) and customer satisfaction ratings dramatically
- Created and led a marketing programs that enhanced a firm's visibility and image among buyers and partners.

ANGUSDORTMANSASSOCIATES INC.

1995 – 2007

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

President

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

Clients included: 211 Ontario, 311 Halton, Alberta Government, AON, ATB Financial, AVAYA, 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.

Projects included:

- In addition to providing strategic and tactical assistance, saved an organization millions of dollars through optimization
- Developed strategic plans and road maps for executives and managers in a wide variety of organizations
- Complemented and contributed to the sister firm's publications, *Telemanagement* and *Telecom Update*, considered to be the most authoritative information in the industry
- Delivered highly rated speeches and presentations at associations' and suppliers' events
- Keynote speaker of a six-city, cross-Canada major service provider's tour event for its customers to help launch a new service
- Helped plan and manage many successful systems, networks, and cloud service implementations
- Delivered public and private workshops and seminars to hundreds of managers across Canada on various business communications management and contact centre management topics.

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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, Purolator Courier, TNT/TST; hired and managed a group of skilled professional services staff. The business was sold 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, meeting the two-year plan.

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 telecom systems, voice networks, data networks. Roles and responsibilities were expanded, including managing the IT transition group.

Bell Canada 1975 - 1978
Head office management positions in Traffic Engineering and Business Services.

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 end users, suppliers, advisers (190+ columns on key 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, supplier) including Advanstar, AVAYA, Bell Canada, Canadian Telecommunications Consultants Association (CTCA), Canadian Independent Telecommunications Association (CITA), International Customer Management Institute (ICMI), ICCM, Panasonic, Questex, Society of Communications Technology Consultants (SCTC), Telus.

INDUSTRY INVOLVEMENT

- Mentor - Ryerson University's School of Business Top 200 Program
- Host - Golf tournament for industry suppliers, customers and advisers
- Chaired and hosted various major conferences including Enterprise Networks; Telemanagement Live; VoiceCon Toronto
- Former chair and program producer of ICCM International (Chicago, Las Vegas, Toronto), then the largest customer service/contact centre conference in North America
- Co-founder and past-president of the Canadian Telecommunications Consultants Association (CTCA); now Society of Communications Technology Consultants (SCTC).