

# Curriculum Vitae - Gillian Wilder

Learned her consultancy skills as a senior manager with Andersen Consulting in London and as a Partner with Price Waterhouse. She also gained senior line management experience as a Divisional Director within the Kingfisher Group. Now an independent consultant specialising in the application of technology based solutions to meet the needs of businesses in the consumer industries, she is a Fellow of the Institute of Management Consultants and a Fellow of the Institute of Logistics and Distribution Management. A part of her commitment to continuing personal education and development and to improve her effectiveness in her most recent project management role she has recently trained and qualified as a SAP Certified Consultant.

With extensive experience of managing major change within the organisations for whom she has worked, her approach to assignments is practical and realistic; she is always willing and able to implement her recommendations. A strong technical background, coupled with experience in financial management, sales and marketing, ensures that the solutions she recommends are innovative and achievable. She believes that 'Fast Follower' is most often the appropriate strategy for organisations in the business sectors within which she works.

## Some recent major assignments

### **Abbeystone Plc**

Led the development of an IT strategy for the largest UK manufacturer and distributor of fine jewellery. This involved first working with the Board to confirm and clarify the Company's overall strategy for the business and then leading representative groups drawn from all levels in the organisation to develop an agreed strategy for IT. The strategy included a major upgrade to the Company's IT infrastructure, introducing a local area network, personal productivity tools on PCs and extensive use of digital imaging in the product development and marketing functions as well as specifying the need for a new, integrated, business system.

Subsequently managed the project which specified the Company's requirements for an ERP package and resulted in the selection of a suitable implementation partner. Is now in the final stages of project managing the implementation of the chosen solution, SAP R/3, which is currently undergoing final user acceptance testing.

### **First Quench (Retail) Ltd**

This was a short but important assignment for the UK's largest Off-Licence chain. Its purpose was to establish the structure and overall plan for a major re-organisation project which the company was finding difficult to get off the ground.

Contributed to the definition of the overall concept, set Key Success Criteria, evaluated the costs and benefits and prepared a project plan. Put together and presented the Board Report which led to the Company deciding to progress the initiative but starting after the crucial pre-millennium trading period. Helped with the internal recruitment of a Project Manager to implement the proposals and with his initial training for the role.

### **Hartstone Leathergoods Plc**

Managed the development and implementation of a new IT strategy for this market leading designer and importer of fashion leathergoods and luggage. The company had recently undergone major restructuring to integrate a number of newly acquired businesses and in response to the changing needs of their major customers. A major element in the implementation phase was the development and introduction of new working practices which went far beyond the scope of the new computer systems.

Gillian Wilder  
3 Redcourt  
Woking  
Surrey GU22 8RA

Telephone: 01932 355770  
Facsimile: 01932 336454  
Website: [www.gpw.co.uk](http://www.gpw.co.uk)  
Email: [gillian.wilder@gpw.co.uk](mailto:gillian.wilder@gpw.co.uk)

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### **W H Smith Business Supplies (now Niceday Ltd)**

Planned and project managed the operational integration of five previously independent businesses to form a single entity serving the business to business stationery and office supplies market. This involved managing the orderly transfer of the sales teams along with their major accounts and integrating the systems and customer services functions supporting the new integrated business.

Established from scratch the central IT function for this newly created Division of W H Smith. Smiths Business Supplies was created by the acquisition of five previously autonomous companies with the objective of becoming the leading player in the business to business office supplies market. Effective and innovative use of IT is fundamental to achievement of the new company's objectives. Her role was to set up the IT support team required, to manage the first major project to standardise basic systems in the constituent businesses and, having handed over line management responsibilities to a permanent IT Director, to formulate the strategy for longer term exploitation of information technology.

### **J Sainsbury Group**

Project managed the multi-functional team who formulated and implemented the company's strategy for in-store computing and EPOS. Prepared, for Board presentation and approval, the return on investment case for this multi-million pound project. The systems defined are today fully operational in all Sainsbury supermarkets and have been attributed with making significant contributions to the Company's outstanding profitability record. The benefits forecast during the planning phases were achieved.

### **Woolworths Stores**

Rebuilt and reorganised the Company's Systems Development function as part of the programme of change that followed a consortium led buyout from the previous, American based, parent company. Instigated and managed a variety of systems development projects which were fundamental to achievement of the Company's new strategy and commercial objectives. These included new operational systems for store ordering and warehouse and purchase management along with improved management information and financial control systems.

Was promoted to Divisional Director in the Merchandise function with the responsibility for creating the infrastructure needed to enable buyers and merchandisers achieve the sales, stockholding and profitability targets required by the new commercial strategy. This involved introduction and management of new budgeting and reporting procedures, directing and project managing the programme to re-range all 814 stores and controlling the orderly disposal of obsolete stock.

### **ICL Plc**

Worked as part of the management team which set up a Group Retail Centre to spearhead the company's world-wide activities to develop and market products for the retail industry. Established, and was first head of, a consultancy function which was set up to exploit the growing market for value added services to support the sale of software and hardware products. Participated in sales campaigns to major accounts in the UK, Europe, Singapore and Australia.

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### Price Waterhouse

In addition to normal responsibilities as a client service partner (selling and supervising delivery of consulting assignments) was responsible for the graduate recruitment and training programme which was focused on developing young consultants to work in the systems development and implementation practice. Under her leadership 200 graduates were recruited over a 2 year period and training programmes were provided for 450+ staff. Whilst maintaining the quality of the training provided, achieved significant (£600k/annum) savings in the costs of the graduate development programmes.

Identified the opportunity to establish closer working arrangements with vendors of software products targeted at the markets in which she worked. Set up vendor alliance programmes and system showcases for marketing and retail areas. These provided excellent sales support for the practice and resulted in a number of new assignments.

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