

GREG CROUSE

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Dallas, TX

Proven senior consulting executive, with extensive business and technology experience within the Financial Services, Energy, Healthcare, manufacturing, and Public Sectors. Strong understating of how to enable efficient processes through technology enablement. Extensive experience implementing complex global IT projects which include commercial off the shelf as well as custom initiatives. Experienced with addressing strategic issues with Board of Directors and the C-Suite. Effective with program remediation as well as complex litigation, which includes litigation strategy, expert reports and testimony. An implementation practitioner by trade, currently leading two complex systems implementations.

AREAS OF EXPERTISE

- Complex technology implementations
- Supply chain operations/systems
- Custom/COTS software
- Governance Risk & Compliance
- Data Privacy/ Compliance
- Operations efficiency
- Systems strategy & selection
- IT Risk Management
- Cost Reduction
- Expert Witness

Relevant Expert Witness Experience

- Expert Witness supporting a customer plaintiff in a technology implementation dispute. In progress
- Expert Witness supporting a customer plaintiff in a technology outsourcing dispute. In progress
- Expert Witness supporting a customer plaintiff in a data migration and systems implementation dispute. In progress. 2018 Settlement
- Expert Witness supporting a systems integrator defendant in an ERP and CRM dispute. 2018 Settlement
- Expert Witness supporting a systems integrator defendant in an ERP and CRM dispute. 2018 Settlement
- Expert Witness supporting a systems integrator defendant in an ERP and CRM dispute. 2018 Settlement
- Expert Witness supporting a customer plaintiff in an ERP dispute. In progress. 2017 Settlement
- Expert Witness supporting a customer plaintiff in a data migration and ERP dispute. 2017 Settlement,
- Expert Witness supporting a systems integrator defendant in an international custom software dispute. 2017 Settlement.
- Expert Witness supporting a systems integrator defendant in an ERP and CRM dispute. 2017 Settlement
- Expert Witness supporting a customer plaintiff in an ERP dispute. 2016 Settlement.
- Expert Witness supporting a systems integrator defendant in ERP and CRM software dispute. 2016 Settlement.

SUCCESSFUL IMPLEMENTATION EXPERIENCE

- Successfully implemented over 50 complex systems implementations in various industries such as financial services, healthcare, energy, manufacturing, and public sectors. These ranged in size from \$250 thousand to \$550 million in overall spend. Many of these were multi-vendor scenarios with a global delivery model. These were typically a combination of custom software combined with commercial software.

- Sample successful implementation clients included El Paso Energy, Capital One, Bank of America, CSAA, Daimler Chrysler, Fannie Mae, Chase, Carolinas Healthcare, and Bank of Montreal.
- Currently leading multiple complex implementations and have been implementing continuously for the last 25 years.
- Completed seven project remediation exercises with projects led by other firms or other practitioners within the firm I was employed.
- Led six projects within firms to build their implementation methodologies and improve their implementation capabilities
- Have led 22 individual system assessments projects for firms in the financial services, energy, and manufacturing industries.

BUSINESS PROCESS IMPROVEMENT

- Led the complex business transformation within a commercial banking client, transforming a very paper-intensive, and clerical organization into an efficient proactive mobile sales force
- Led efforts to create and revise policies and procedures as it relates to various aspects of Financial Institution compliance including: Mortgage processing, underwriting, credit reporting, and payments
- Transformed the back office operating model within an energy company
- Created several of the first paperless banking processes within two separate banks
- Led the operational and process improvement as well as business process outsourcing related to a marketing and data services company

TRANSFORMING IMPLEMENTATION CAPABILITIES

- Performed three capability maturity model assessments for financial institutions
- Led the build-out of a systems implementation firm's outsourcing capability
- Created the implementation methodology for a financial institution's larger programs
- Led the build-out of a financial services firm's outsourcing capability

WORK HISTORY

- Mindseeker, EVP, Practice Lead, 2018-Present
- Navigant Consulting, Managing Director, Practice Lead, 2014 – 2018
- KPMG Advisory Services, Practice Lead, 2009 – 2014
- Dell/Perot Systems, Managing Director/Practice Lead, 2007 – 2009
- BearingPoint, Practice Lead, 2004 – 2007
- Accenture, Practice Lead, 1992 – 2004

EDUCATION

- University of Texas at Austin, Bachelor of Business Administration in Finance

HIGHLIGHTED PUBLICATIONS

- Author of Several White Papers related to Systems Implementations and IT Risk including *IT Project Success Factors*, *Performance Testing Excellence*, *IT Risk*, and *SDLC Optimization*
- Quoted in CIO, Law360, as well as numerous speaking engagements related to information technology risk and systems implementation
- Author of the Book *Systems Implementation Litigation*