Craig Larnach

B.App.Sc (Math), M.Bus.Systems (Tech)
Mobile: 0418 753 986 | Email: craig.larnach@outlook.com

Profile

Craig is a senior business and technology professional with over twenty-five years of experience across a broad range of industries. Craig's experience covers a variety of roles including customer engagement, business development and sales, commercial and operations management, program and project management, and technical team leadership.

Craig has most recently, at Citadel Group, led a Customer Engagement Program that has delivered significant capability uplift to sales delivery and operations teams working with Citadel customers. The program has delivered uplift across commercial and contract management including improved compliance and customer reporting, customer engagement and service delivery, and technology operations within the managed service business.

Previously in his Customer Account Director role, and underpinned by previous consulting and delivery experience, Craig led a circa $15m delivery portfolio of work for financial services customers. In this role he consistently demonstrated a high level of business, commercial and customer management capabilities through oversight of the portfolio delivered by up to 50 delivery consultants.

Craig's strong verbal and written communications skills underpin a clear track record of commercial delivery success, people management and leadership, and a demonstrated capability managing technology and business systems related delivery.

Career Overview

July 2019 – Current	Citadel Group; Customer Engagement and Success Program Leader
October 2010 – July 2019	ASG Group / SMS Management & Technology, Account Director
April 1999 – October 2010	SMS Management & Technology, Senior Consultant
July 1997 – March 1999	MasterCard International (Singapore), Manager Systems Administration Asia/Pacific
March 1997 – July 1997	National Computer Systems (Singapore), Senior Technology Consultant
December 1993 – March 1997	Mallesons Stephen Jaques, Technology Manager
February 1990 – November 1993	Ipswich City Council, Computer Operator/Programmer

Areas of Expertise

Program and project management	Business operations management
Customer account management	Team leadership and management
Sales and commercial management	Business systems management
Proposal development for complex solutions	Business and systems analysis
Service delivery management	Strategy development

Experience

CITADEL GROUP
JULY 2019 - CURRENT

Customer Engagement and Success Program Manager

At Citadel Group, I currently lead a Customer Engagement Program that has delivered significant capability uplift to sales and operational business units working with Citadel customers. The program has delivered capability uplift across commercial and contract management, customer engagement and service delivery, and technology operations within Citadel's managed service business.

ASG GROUP (PREVIOUSLY SMS MANAGEMENT & TECHNOLOGY)
OCTOBER 2010 – JULY 2019

Customer Account Director – Financial Services

In this role, and underpinned by my previous consulting work, I led a circa $15m delivery portfolio of work for financial services customers. I consistently demonstrated a high level of business, commercial and customer relationship management capabilities through portfolio delivery oversight of up to 50 delivery staff. My strong verbal and written communications skills underpin a clear track record of commercial success, people management and leadership, and a demonstrated capability managing technology and business systems related delivery. This portfolio delivery included clients such as Bank of Queensland, Suncorp, Credit Union Australia, QSuper, Sunsuper, Wilsons Advisory, Queensland Investment Corporation and Global Payments. Key outcomes include:

1. Successful customer portfolio leadership across ASG's largest two Queensland customer accounts, including leadership of accounts with national presence.
2. Successful delivery of $15M portfolio of projects and managed services annually over the last 5 years.
3. Leadership of client delivery for team of up to 50 staff working across customer accounts.
4. Successful sale and delivery of largest (approx. $5M) testing managed services contract for SMS.
5. Acted in General Manager Queensland role to cover periods when General Manager absent.

SMS MANAGEMENT & TECHNOLOGY
APRIL 1999 – OCTOBER 2010

Senior Consultant

During my tenure at SMS as a Consultant, I was fortunate to work with many different SMS clients on a variety of different consulting and program delivery engagements. This experience includes engagements at clients such as AMP, GIO, Suncorp, Queensland Health, Ergon Energy, Tarong Energy and Energex. A summary of key consulting engagements follows.

Suncorp - Business Management Improvement

In this role I managed the development and deployment of a Business Practice Management Improvement program focused at Leader level across Suncorp's Enterprise Services Division. This program was designed to improve the business management capabilities of Team Leaders, provide them with a business management 'toolkit' and ensure that they understood the business management expectations for their role.

Suncorp - Program Lead for Building Blocks Program

I led the infrastructure-related program of work across key projects in the CEO sponsored 'Building Blocks Program' including:

- Provided a mentoring role for infrastructure leaders, ensuring co-ordination of project activities, budget, resource management and delivery across the program.

- Provided a focal and escalation point across Infrastructure for key projects within the program.

- Provided regular Senior Leadership briefings on status and structure of program.

- Participated in governance forums providing oversight and steerage across the program.

Suncorp – Senior Project Manager for Data Centre Consolidation

When Suncorp embarked on a major data centre consolidation program, I led the fit out of the new production data centre at Polaris (Springfield, Qld) and prepared the data centre for production infrastructure installation and relocation. The key outcomes achieved by the team that I led were:

- Developed and delivered the plan to have the data centre production-ready in time for key consolidation milestones, including delivery within the $4M budget.

- Negotiated and selected key partners for delivery of services during the fit-out stage, and managed procurement of key infrastructure and services.

- Managed implementation of base infrastructure to prepare Data Centre for production deployments.

As a follow-on activity, I investigated and prepared a detailed business case for the consolidation of Suncorp's two disaster recovery (DR) data centres into a single DR location. This business case was used to drive a decision not to proceed with this project, but to take a longer-term consolidation approach using existing operational budgets and staffing levels.

Suncorp – Program Delivery Consultant for Technology Integration

When the $7.9B Suncorp and Promina group merger was approved, I was engaged as a project consultant to work with Suncorp on the integration of key components of their technology. The key outcomes of this work were the development of strategies, plans and project budgets for the integration of key IT infrastructure platforms, and development of business cases for these projects to facilitate approval of the program of work.

Once integration plans were approved, I managed the implementation of a new storage infrastructure platform, based on technology from NetApp, for the merged Suncorp-Promina group. This work involved management of partner and internal teams to plan, design, build and implement the new platform, which provided data storage for most of the group's key business applications. The project budget was ~$12m.

Queensland Health – PMO/Project Consultant

Following a Queensland Health restructure, I worked in an SMS team on the establishment and operation of a Project Management Office for the corporate HR Branch, and then led project initiation activities for the business unit, within the newly established PMO.

Suncorp - Consultant Midrange Server Consolidation

I was engaged by Suncorp to conduct a review of their Midrange server hosting environment resulting in a strategic decision to consolidate the environment. This work successfully delivered an infrastructure and applications assessment, the development and presentation of the business case for consolidation, and a formal tender process resulting in selection and engagement of the key technology partner to provide the consolidated solution. The implementation of this solution resulted in savings of over $1M pa on infrastructure hosting costs.

Suncorp – Leader, Voice Communications

I was engaged by Suncorp to act in the role of Team Leader Voice Communications within the IT Infrastructure Division. This assignment required me to step into this leadership role for three months at very short notice and ensure team stability was maintained after a management restructure.

Ergon Energy – Project Delivery Consultant for Business Systems

On Ergon's 'Build Service Delivery Capability' project, I was engaged as a Project Consultant on the Business Systems stream, delivering business systems enhancements, primarily to an internal Project Management system, to support key organisational and process changes delivered in this business.

Tarong Energy – Consultant

Tarong Energy engaged SMS to undertake the development of an IT Strategy for the new Tarong North Power Station during the construction stage. In this engagement, I worked closely with a senior consultant to develop the strategy which provided a series of recommendations identifying the business systems, information services and support, and technology infrastructure requirements for the new power station. Each recommendation was comprehensively supported with implementation plans, resource requirements, and NPV investment costings over 5 years.

AMP Australia - Web Systems Development Manager

After AMP's acquisition of GIO, I moved from a GIO consultancy engagement to lead the e-Business Development group, managing a team of 20 specialist web developers, business analysts and support professionals responsible for Internet and (Intranet) Lotus Notes systems development in AMP.

PRE-SMS (1999) EXPERIENCE PROVIDED IN SUMMARY ON PAGE 1

Education
Masters of Business Systems – Monash University
Bachelor of Applied Science (Mathematics / Computer Science) – Queensland University of Technology

Referees
Executive and Governance referees available upon request