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Summary

A dynamic Chief Digital and Information Officer (CDIO) and COO with 23 years of extensive experience spanning diverse sectors, including Healthcare, Fintech, and Financial Services, across the UK, Europe, and Asia. Nantha excels at bridging the gap between technology and tangible business outcomes. With a track record of pioneering digital transformations, he has consistently challenged industry standards and elevated end-user experiences across various sectors. His strategic leadership has driven substantial advancements in operational efficiency and customer-centricity.

Experience

Profile

Highlights

- Digital Transformation Architect: At KPJ Healthcare Group, a premier consortium in Southeast Asia, I have led a sweeping digital change. This transition leveraged IoT, advanced analytics, cloud infrastructure, and mobile applications, optimizing both customer experiences and revenue uplift.
- System Innovator: Championed the creation of an 'Integrated, Interoperable, Secure Management' system, enhanced by IoT and AI capabilities.
- Technological Vanguard: I have played a key role in the incorporation of state-of-the-art AR/VR technology in healthcare, transforming end-to-end onboarding in FS and setting new standards for user engagement.
- Data Strategist: Dedication to a 'Data-Driven Organization' approach has unlocked value from vast data reservoirs, refining user pathways and strengthening revenue streams.
- Strategic Advisory: Achieved over 50% reduction in both costs and time-to-market for industry heavy-weights across multiple sectors.
- ESG & Circular Economy Advocate: Spearheaded initiatives promoting a circular economy, emphasizing resource optimization, waste/carbon reduction, and value creation in every stage of the product and service life cycle.
- Sustainability Strategist: Alignment of 'triple bottom line' with technology and innovation to address global challenges, contributing significantly towards a more sustainable and inclusive future.
- Change Catalyst: Realized savings of \$32M and improved ROE metrics across varied sectors in EMEA & ASIA; enhanced NPS benchmarks significantly
- Thought Leader: Designed a unique hybrid framework that integrates Digital, Agile, Tech, and Psychology, fostering increased productivity and innovative thinking.

Key Achievements

Expertise

- Digital Trailblazer: Led industry-defining digital strategies, resulting in a 30% increase in digital transaction volume and 20% in mobile banking engagement at a major bank.
- Transformation Steward: Managed a \$150M tech/digital transformation portfolio for Standard Chartered.
- Client-Centric Innovator: Implemented a global system that reduced client end-to-end onboarding time to below 30 minutes.

- Large-Scale Transformation Impact: Spearheaded initiatives across the U.K. and Asia that generated \$22M in revenue uplift and significant digital adoption.
- Risk Strategist: Reinforced risk management and cybersecurity practices in alignment with international regulations.
- Global Recognition: Named 'Global Change Leader' by World Retail CSR Congress, 2017.
- Operational Expert: Contributed to a strategy that saved HSBC \$250M through efficient integrations.
- Entrepreneurial: Initiated key programs and frameworks benefiting over 75,000 personnel at HSBC Group.
- Lean Sigma Mastery: Recognized as a Master Black Belt, specialized in the 'Lean-Agile Model Office' concept.



Group Chief Digital & Information Officer

KPJ Healthcare Bhd

Jul 2022 - Present (1 year 5 months)

Spearheading the Digital Transformation agenda for one of Southeast Asia's largest private hospital groups (29 hospitals - over 16,000 staff).

- Conceptualized a resilient, integrated, and secure organizational framework while driving the digital revolution. Purposefully enhancing patient journeys, monetizing data, and fostering revenue scaling.
- Steering the implementation of a group-wide 'Data-Driven Organization', championing advanced analytics, cloud-based technologies, and mobile applications to heighten the customer experience and operational efficiency.
- Pioneered the integration of state-of-the-art HoloMedicine, dramatically enriching patient experiences during surgical procedures.
- Propelling customer-centricity through adept technology application, optimizing patient journeys, and effecting administrative cost reductions.
- Driving the adoption of cloud-based technologies to enhance agility, scalability, and financial efficacy.



Partner

Perfios

Feb 2019 - Jun 2022 (3 years 5 months)

Country Head Malaysia - International Business (APAC)

- Established, managed, and magnified the International Business of a USD 150M Fintech in South Asia. Focus encompassed Financial Institutions (Banking, Digital Bank Setup, Insurance, P2P lenders, Trade Financing, Telcos and NBFCs).
- Held comprehensive responsibility for Business Development, Sales, and Account Management for Malaysia, including full P&L oversight.
- Pioneered real-time automation of credit underwriting, claims processing and claims management for Tier-1 Insurance providers through advanced machine learning and A.I, revolutionizing operational and approval processes.
- Advised, consulted, and executed strategic transformations for Fintechs, Financial Institutions, Insurance entities, and Telcos. Led Digital Strategy and Technology Transformation in Core Banking, Lending, and Underwriting via A.I and Machine Learning.
- Enacted SaaS-based real-time automation and proactive fraud checks to expedite digital onboarding and automate credit decision processes. The impact ranged across Retail/Business Lending, Wealth Management, Forensic Accounting, Insurance claims, Taxation, and Fraud Identification.
- Instrumental in digitizing invoice payable and receivable financing, crafting an integrated digital platform to streamline end-to-end processes.

- Pioneered a reimagined landscape for Financial Institutions with approximately 90% reduction in TAT.



Chief Operating & Transformation Officer (MD)

Standard Chartered Bank

Jan 2015 - Jan 2018 (3 years 1 month)

Oversaw and led a diverse, cross-functional team, aligning their efforts with the bank's strategic vision while nurturing a culture of innovation and collaboration.

- Instated robust security protocols to safeguard the organization's information assets and ensure stringent regulatory compliance, resulting in a spotless audit record.
- Held stewardship over ~450 headcounts and directly managed the Contact Centre (GBS).
- Ingeniously introduced a cutting-edge omnichannel banking paradigm, achieving substantial gains in digital self-servicing capabilities. Slashed branch transactions by 50% and elevated online self-servicing by 70%.
- Spearheaded collaborations with FinTech's and Global Technology Partners to realize 'Real-Time Onboarding of Clients', alongside streamlined I.T Systems for Lending and KYC processes.
- Pioneered a Group-first transformation of Core Banking systems, unveiling a hybrid 'Internal Client Master' Solution to optimize digital customer onboarding and servicing.
- Catalyzed innovative re-engineering and automation of E2E Product/Payment processing, resulting in an almost real-time TAT reduction from 7 days.
- Spearheaded a cultural transformation, achieving YOY best-in-class NPS for Priority Banking, and orchestrating a significant reduction in overall complaints - from 450 p/month in 2014 to 60 p/month in 2017/18.
- Noteworthy reductions of YOY Cost-To-Income Ratio by ~10% and savings of USD 9M from; with direct P&L accountability.
- Spearheaded the launch of an AI-driven chatbot for customer support, driving a 30% reduction in query resolution time and a 20% increase in customer satisfaction.



Global Head of Process Reengineering & Technology Transformation – MD

HSBC

Jan 2015 - Jan 2018 (3 years 1 month)

of Process Reengineering & Technology Transformation - MD

- Pioneered and directed the establishment of the Global Process Reengineering & Operational Excellence team spanning over 15,000 headcounts.
- Architected and executed a hybrid lean sigma & operational excellence framework, culminating in USD 18M in cost savings.
- Orchestrated a modernization drive for the bank's legacy processes, translating into efficiency gains via process automation, and consequent 30% to 70% reductions in TAT.
- Innovated an unprecedented partnership with Warwick University, conceiving and executing a 'benefits-driven' Lean Sigma training program. Designed to elevate employee morale, behaviour, productivity, and ultimately, the bank's bottom-line outcomes.
- Collaboratively designed the; IT Operations Operating Model, seamlessly amalgamating 30K FTE from two global functions. Resulted in efficiency savings of c\$ 250M over 3 years.
- Delivered complex technology transformation programs, manifesting a substantial reduction in core technology projects. One of the outcomes - a remarkable E2E server provisioning time reduction from approximately 6 months to an astounding 1 day, specifically for Global Banking & Markets.
- Undertook the mantle of I.T governance for global efficiency and improvement program.



Program Director

UBS

Apr 2011 - Feb 2012 (11 months)

Transformation & Operational Excellence - Investment Banking and Asset Management

- Spearheaded large-scale, intricate change initiatives within UBS Group Finance, orchestrating a comprehensive modernization of the Target Operating Model.
- Co-managed the UK and Zurich Program offices, orchestrating multiple process improvement projects spanning equities, derivatives, asset management, and financial reporting.
- Drove an ethos of continuous improvement, innovation, and change management across Investment Bank, Asset Management, Wealth Management, and Product Control. The objective was to streamline, standardize, and scale operations across the UK, Europe, and Asia.
- Re-engineered Front to Back 'Feed Delivery to Trading Desk', resulting in a substantial annual saving of USD 1.8 million for the London office.



Senior Operations Specialist

Barclays Wealth Management

Jun 2008 - Mar 2011 (2 years 10 months)

Co-facilitated the establishment of the first Lean Framework spanning the UK, Offshore Islands, and Singapore.

- Catalyzed a radical transformation and re-engineering of Wealth, Corporate, and Commercial Banking. Effectively reducing lead time and cycle time by an impressive 45%.
- Achieved an impressive >85% First Point of Resolution rate, accompanied by the successful implementation of 'Activity Based Management'.
- Pioneered Guerrilla Technology, an in-house automation approach with minimal cost outlay, driving remarkable improvements in productivity and overall operational efficiency.



Director of Operations

Pentair

Jun 2005 - May 2008 (3 years)

Held a dual role with comprehensive P&L responsibility for Operations across two UK sites (250 FTE) and Lean Enterprise across EMEA (1100 FTE).

- Spearheaded the formulation and execution of the Group's EMEA Strategy & Business Transformation Plan.
- Drove multimillion savings through inventory reduction, while simultaneously doubling inventory turns.
- Transformed a loss-making European plant into profitability within a commendable 6-month span, earning accolades through the Chairman award.
- Elevated vendor on-time delivery from 56% to 95%, concurrently reducing scrap by 30% and increasing productivity from 35% to over 50% across a £20 Million operation.



Head of Engineering

Continental Group

Nov 2003 - Jan 2005 (1 year 3 months)

Spearheaded Process Engineering, Continuous Improvement, and Lean Manufacturing initiatives spanning Product development through final manufacture.

- Augmented cell layout to achieve a remarkable 40% boost in productivity, accompanied by a commendable 44% reduction in Operation time.

- Re-engineered intricate processes such as the Jaguar passenger airbag manufacturing process and the infrared heating process. These endeavours delivered substantial end-to-end cycle time savings ranging from 20% to an impressive 80%.

Business System Manager

Danaher Corporation

Dec 2002 - Nov 2003 (1 year)

Directed and managed all Lean and Kaizen activities for the UK sector.

Senior Engineer

Bookham

Jul 2000 - Oct 2002 (2 years 4 months)

Provided technical and engineering support for all manufacturing operations and test processes.

- Garnered support for the establishment of the Lean Team, which led to the company-wide implementation of Lean principles.

Senior Technician

Western Digital

Jun 1997 - Sep 1998 (1 year 4 months)

Performed preventative maintenance, troubleshooting, and calibration of In-Circuit Testers (H.P) and Advance Test Stations.

Education



The Wharton School

Diploma, Robotic Process Engineering



Saïd Business School, University of Oxford

B.Eng. (Hons), Manufacturing Systems Engineering



Liverpool John Moores University

HND, Mechatronics

Skills

account management • accountancy • administration • adobe premiere • adobe streamline • agile • approach • ar • art • artificial intelligence