

PERSONAL INFORMATION

Paolo CLERICI



EDUCATION

High School Diploma in Telecomunicazioni
at ITIS GB Pininfarina – Moncalieri (TO)

CURRENT POSITION

STELLANTIS-CNHi Client Executive DELL Technology

PERSONAL PROFILE
(summary)

Expert in IT Global Outsourcing Contract from the Engagement to the Delivery phases, in the last fifteen years I acquired significant international experiences within the Governance of the FCA – CNHi Global Outsourcing Contract. From July 2019 I have the role in DELL is to manage and develop the existing Outsourcing contract following engagements, contract change, contract charging (pay per use pricing), escalation and governance process. In the past experience for IBM I improved greatly my skills in terms of Decision Making, Problem Solving, Flexibility and Leadership. In 2004-06 I was involved in the GLOBAL VALUE Engagement team for the FIAT/IBM JV dissolution and Outsourcing contract signoff (>1B\$ contract value). In 2006-08 I led the GLOBAL VALUE Offering team (managing about 35 Solution Managers), responsible if the Request for Services process, tools and working with the FIAT Customers to prepare Technical and Commercial proposal (Application Maintenance and Infrastructure). In 2009-13 I was appointed as the IBM Chief Technology Officer for the FIAT/CNHi Outsourcing contract, leading the design authority board (Joint Technology Board) working with the FIAT/CNHi CTOs and the IT Architect to define and adopt new technology standard (hardware, software and network) and transform the most important Business Application. From 2013 to 2014 I was part of the IBM engagement team to extend the 5 years Global Outsourcing contract signed with FCA and CNHi at Global level (>0,5B\$ contract value) leading many complex Contract and Finance workstream, reporting to IBM Commercial Director. In 2017 I was appointed as the IBM Global Program Manager for the contract price Benchmark verification (Gartner Group was the third party). In 2018 I was part of the IBM engagement global core team to renew the Outsourcing Contract with FCA (>300M\$ 3+1 years contract at global level); I was responsible for the financials in collaboration with the Pricer and FCA Contract Managers (international team). All of the above experiences improve myself especially in the Customers relationship based on expertise, professional reliability and trust becoming a reference point for the FCA and CNHi Contract Managers, CTOs at regional and global level. In addition I had the opportunity, since 2004, to know (through several business trips and the day by day activities) the European, United States and Asia Pacific (Singapore) outsourcing markets. Starting from here and taking advantage of the historical moment of transformation and the great challenges for the IBM and FCA/CNHi companies, my goal for the foreseeable future is to broaden the horizons of my profession in strategic and innovative areas by giving my availability with the passion and the enthusiasm that has characterized me so far.

WORK EXPERIENCE

July 2019 – Today

DELL Technologies Spa, Turin

Client Executive – reporting to the DELL MS EMEA Delivery Executive and receiving direction from the Global Account Executive, I'm leading the Outsourcing contract following engagements, contract change, contract charging (pay per use pricing), escalation and governance process. In addition I have the responsibility to manage the charging process also for the LATAM region (included in the Outsourcing contract).

Sept 2009 – July 2019 IBM Italia SPA, Turin

Global Program Manager – reporting to the IBM Global Delivery Manager for FCA and CNHi I'm leading the transformation program of the extended contract with FCA of the following main implementation streams: Financial changes, Reports transformation, DataCenter refresh program, USA Mainframe transformation, Cloud adoption program.

Outsourcing Contract and Finance Expert – reporting to IBM Commercial Director for the new Global Outsourcing contract signed with FCA and CNHi at Global level (>0,5B\$ contract value) leading the most complex Contract and Finance engagements; last activity I was appointed as the IBM Global Program Manager for the contract price Benchmark verification (Gartner Group was the third party). Responsible of the Charging process, I'm leading an external team to produce every month the charging reporting for the EMEA and US (CNHi).

Fiat Group Chief Technology Officer – Lead, within outsourcing contract, the design authority in the contract governance, working with the Fiat Group CTO team and chief for IBM the Joint Technology Board as decision maker. During this experience I was involved by the Customer to support the Application Transformation Program with the objective to reduce the number of application and introduce innovation in products and solutions to support the most important Automotive Business Processes (for example Revenue Cycle, Spare Parts, CRM, DWH). About 200 applications, spread over 3 different Customers, were transformed/standardized/consolidated by IBM and other third parties selected by the Customers.

Aug 2006 – Sept 2009 Global Value Service Spa, Turin

People Manager of the **Engagement Services** team reporting locally to the Global Value CEO and receiving direction from the IBM IMT ITD ES leader. Main achievements:

- 1) Deploy the new outsourcing contract with Fiat as one of the key negotiator
- 2) Prepare more then 500 technical and pricing proposal per year on Application Management and Infrastructure Services
- 3) Align processes, tools and mind set of the Global Value Technical Solution Manager to the IBM standard
- 4) Re-size the team member in line with the Corporate guidelines and budget (35 to 25 employees)
- 5) Responsible for IBM of RFS corporate audit and compliance (once per year)
- 6) Working on the outsourcing Customers business growth.

May 2002 – July 2006 Global Value Service Spa, Turin

2005-06 Technical Solution Manager – Team member in the engagement process with the responsibility in the early stage of the deal to resolve the FIAT/IBM JV foreign companies (located in UK, DE and FR); then in 2006 to complete the initial phase of the new signed contract to the 15 FIAT Group companies.

2003-05 Program Manager – Responsible of the new ITALGAS PIU' CRM and BILLING infrastructure transformation and deployment.

2002-03 Solution Manager – Team Leader of the CAPITALIA (banking) outsourcing proposal to manage the HR processes (administration, payroll, development and communication)

July 1995 – April 2002 *Thera Spa (IBM Business Partner), Milan*

Project and Solution Manager – In seven years I was involved in many critical transformation projects of important companies : Contitech Ages (full Outsourcing Solution Deployment), Cinzano, Burgo working in relationship with ISSC Spa (the former IBM outsourcing company).

1989 – June 2005 *Logol System – Conel Services (an Olivetti Company), Venaria Reale*

IT Specialist and Project Manager – In the first 3 years I was an IT Specialist (in the laboratory) for the x86, RS6000 Unix, MS-DOS, WindowsNT, Xenix and Novell Netware products and solutions. Also knowledge on x86 and Risc hardware technology. Then I was involved in the Customers project to support the end-users on such technologies. The main Customers supported was SEAT Pagine Gialle, GOING Tour Operator, Cassa di Risparmio di Torino, Conner Technology.

1988 – 1989 *Carlo Erba Spa (Montedison Group) – Settimo Torinese*

Apprenticeship – First working experience in a Large Chemical industry; I was involved in the maintenance team of the electronical equipment used by the production systems (for example measuring probes for temperature, acidity, salinity, flowmeter, etc.).

EDUCATION AND TRAINING

DELL Competition Law (2021)
 DELL Data Protection GDPR (2020)
 IBM Journey to Cloud (2018-19)
 Insight Selling to the CxO (2018)
 IBM Cognitive Practitioner (2018)
 English semi-intensive course (2016-17)
 Cloud, Agile and Cognitive IBM Learning (2016-17)
 People Manager Development course (IBM Learning)
 Engagement and Solution Management (IBM Learning)
 IBM AIX Certified
 Contract Initiation Services
 Process PgMS and Governance Models
 LEAN methods
 Project Management (Isvor Fiat)
 Many products educational (IBM, Olivetti, other brand)

PERSONAL SKILLS

Mother tongue	Italian
English	Level B 2.1
Communication skill	Good communication skills developed especially through human and work experiences working on national and international projects; Excellent relational competences gained through training and / or participation in conferences as an orator during work and recreational activities.
Organisational / managerial skills	Organizational and management leadership skills acquired in project coordination, people management and business critical situation.
Professional skills	Excellent knowledge and mastery of the business processes of ICT services at a strategic, functional and operational level; this experiences were gained on the Business Processes and Application (Automotive, HR, CRM, Charging/Billing); key skill on the Engagement and Solution Deployment.
Digital competence	Good mastery of Microsoft Office tools such as Word, Excel, Powerpoint, Project and VISIO.

ADDITIONAL INFORMATION

Presentations	<ul style="list-style-type: none">- Dublin (IRL) 2017 : FCA-CNHi Contract Benchmark results and Lesson Learned to the IBM EMEA SMEs and GTS leaders- Orlando (USA -FL) 2008: IBM Global Technical Leader Exchange - Executive Summary of the FIAT Group Outsourcing contract- Segrate (IT) 2003: IBM Forum – Capitalia Lesson Learned to the IBM GTS leaders
Honors and Awards	<ul style="list-style-type: none">- IBM MEANS SERVICE AWARD 2011 for the outstanding personal performance
Memberships	<ul style="list-style-type: none">- IBM ACADEMY of TECHNOLOGY member since 2008
Other information	<ul style="list-style-type: none">- Dirigente- Available for international travelling and assignment
Personal information	<ul style="list-style-type: none">- married since 1992, three sons (two females of 28 and 26 – one male of 21)