



## Market Developments

2010 continues to be a very busy year for us, with a broad range of assignments across most sectors and in many European countries.

**What's Hot?** The Insurance, Technology and Media sectors are seeing plenty of activity this year. The insurance sector has come under increasing scrutiny from European regulators and the need for businesses to meet the requirements of Solvency II is coinciding with a broad upgrading of the technology function across many companies in this sector. Historically the IT function within insurance companies has been underinvested in which is now being rapidly addressed in many organisations, often in the form of creating a shared services function. This is giving CIOs an opportunity to gain more responsibility and to demonstrate their capability to take on chief operating officer type roles. The reorganisation of IT functions is also placing a premium on the need for strong capability in the architectural function. There is consequently a high degree of demand at the moment for both IT and Enterprise Architects in the market. Media remains very active as newspapers and print based businesses continue to invest more effort into having a compelling online presence and broadcast businesses move rapidly towards multichannel delivery including video on demand and play back radio. The need for CIOs to maintain an up-to-date technology suite and to facilitate business agility through technology is critical. There is also an emerging view that in the telco sector, the increasing use of technology software in networking is pulling the roles of CTO and CIO closer together.

**What's Cool?** The iPad is being experimented with in many businesses across sectors. Most newspapers now have an iPad version available, and are already producing the second or third release. A senior individual in BP commented that “the iPad is fantastic if you are a consumer of content, less good if you are a creator of content”. The C-suite, and their direct reports are therefore ideal users of the iPad since powerpoint, word and spreadsheet reports are typically created elsewhere in their organisations. We hear that the BBC have started experimenting with the iPad and a number of banks are also experimenting with enterprise applications run from the iPhone.

**Sound Bytes:** What Chief Executives say about their favourite CIOs:

- “She’s a person who doesn’t bring you problems, but does raise challenges with solutions. She’s very good at working across all levels and is well respected throughout the organisation”.
- “He’s a good communicator who related well to Business Unit Presidents and the CFO. He was succinct and could stand his ground when needed and listened well”.
- “His communication abilities are excellent, he’s known by a lot of people; he is always calm under pressure and is a determined change agent for the business”.

The comments above demonstrate the continued importance of CIOs (and CTOs in digital companies) to have great communication skills and to be regarded as a partner and not a supplier by their business colleagues through the quality of the questions they ask and the speed with which they take ownership and deliver initiatives.

## IOPening Moves & Changes (June – September 2010)

### Belgium

#### Aviapartner

- **Toon Martens** has recently joined Aviapartner as Group CIO. Toon was formerly Director of Global IS & Supply Chain Procurement with Anheuser-Busch Inbev.

#### BNP Paribas Fortis

- **Jacques Godet** has been promoted from CIO to Chief IT and Operations Officer of BNP Paribas Fortis. Jacques replaces Lieve Mostrey after her move to Euroclear where she joined as Executive Director, Chief Technology and Services Officer.

#### Delhaize

- Delhaize Group have appointed **Frank Suykens** as CIO Europe and Asia. He was previously CIO for Wrigley the confectionary company, based in Chicago.

#### Dexia

- **Peter Billiau**, the former Head of Service Operations for UK and Ireland at Vodafone, has been appointed CIO for Dexia Group.

#### Petercam

- **Wim Claeys**, who previously was Director IT Project Delivery at Euroclear, joins Petercam as Director of IT.

### Estonia

#### Skype

- **Lars Rabbe** agreed to take on the permanent role of Group IT Director for Skype after being their interim Group IT Director. Lars was formerly the CIO for Intuit and Yahoo!

### France

#### Alcatel-Lucent

- The major telecom solutions and service group have appointed **Robin Dargue** as Group CIO. Robin was previously CIO for the Royal Mail and Diageo.

#### Auchan

- Auchan France has promoted **Gil Guibert** to GM & CIO. Gil joined Auchan in 2000 and was previously a consultant with Sopra.

### Germany

#### Beiersdorf

- **Barbara Saunier** has been promoted to CIO and Head of Beiersdorf Shared Services. She previously managed IT and logistics at Tesa.

**Deutsche Telekom**

- **Edward Koziel** has been appointed Chief Technology and Innovation Officer (CTIO) and joins the Deutsche Telekom Management Board. He replaces previous incumbent Hamid Akhavan, who left Deutsche Telekom in mid February. Edward spent most of his career in the telecommunications industry in leading positions, including being a member of the management board of Cisco.

**E.ON IT**

- **Edgar Aschenbrenner** is the new General Manager of E.ON IT, the internal IT service provider. He replaces Werner Ecker who has retired. Edgar already replaced Torsten Ecke as Group CIO in 2009.

**Funkwerk**

- Funkwerk AG has created a new department and appointed **Carsten Ahrens** Chief Technology Officer. Carsten previously headed mobile networking gear maker Ericsson Deutschland.

**Media-Saturn**

- CIO **Wolfgang Lux** has left the company. The CIO position will not be replaced but a team of five people (the “IT-Board”) is going to manage the IT department of Media-Saturn.

**Metro**

- **Silvester Macho** has become CIO of Metro Group. He currently spearheads the internal IT service provider MGI Metro Group Information Technology along with Dirk Töpfer.

**Microsoft**

- **Dieter Frömming**, former Head of IT at MAN SE, joins Microsoft as a Global Business Manager and is responsible for the collaboration between Microsoft and BMW.

**NSN**

- **Hossein Moiin** joins NSN as Group CTO reporting to the CEO acting as the thought leader for the company. Hossein was previously with BT serving as a fellow and lead architect for their mobile arena.

**The Netherlands****C1000 (Schuitema)**

- **Dick Dijkstra** has joined C1000 the Dutch retail chain the as CIO. Dick was previously Corporate Express CIO part of Staples International and prior to this held a senior IT leadership role at Ahold.

**Mediq**

- **Frans van Duivenboden**, former Vice President IT Europe with Office Depot, has been appointed CIO with Mediq, an international provider of pharmaceuticals and medical supplies.

**Staples**

- **Kevin Milliken** has been appointed VP Information Systems Europe, succeeding Dick Dijkstra. Kevin was previously in charge of global infrastructure with the American office products supplier in Framingham, Massachusetts.

**Unilever**

- **Willem Eelman** has been promoted to Group CIO replacing Neil Cameron. Willem was previously CFO for Western Europe and prior to this position was leading Finance and IT for Germany.

## Spain

### eDreams

- The European online travel agency has appointed **Philippe Vimard** as CTO. Philippe was previously the CTO for Venere.com (part of the Expedia Group).

## Sweden

### Volvo

- **Klas Bendrik** has been appointed CIO for Volvo Cars. Klas was formerly CIO of Assa Abloy.

### Appear

- Enterprise mobility software provider Appear has appointed **Mattias Karlsson** Chief Technology Officer, as part of the growth of its management team based in Kista, Sweden. Mattias is a recognised expert in software development and a leader in the Java Community.

## Switzerland

### Gategroup

- **Stein Tumert** succeeds Edward Mitzel in the role of Group CIO. Stein was previously Regional Information Officer for Europe and Africa. Prior to Gategroup Stein was previously CIO for the Burger King Corporation EMEA.

### UBS

- **Stefan Arn** has been promoted to Group Head of IT Switzerland. He previously worked as CIO for the department's "Wealth Management" and "Swiss Bank". He will retain these functions in addition to his new role.

### Zurich Financial Services

- Zurich Financial Services Group has promoted **Markus Nordlin** to Group CIO. Markus was previously responsible for all technology for Farmers Insurance Group, Zurich's US arm.
- In the course of the management restructure, Zurich Financial Services Group created a new position called Group Head of Operations which is staffed with **Kristof Terry**. He will be responsible for improving IT operations and shared services. Kristof previously worked as Chief Operating Officer in the General Insurance department of Zurich and as a consultant at McKinsey.

## United Kingdom

### Christies

- The world famous auctioneer, Christies has appointed **Karina Buch** as CIO. Karina was previously Director of Technology for Oracle Denmark.

### Financial Services Authority

- **Gareth Lewis** has been chosen as the new CIO for the FSA following his Interim CIO position with the watchdog. Gareth was previously CIO of Centrica and Virgin Group.

### Findus

- Findus, the frozen food giant, have appointed **Jola Gillespie** as Group CIO. Jola joins from SAB Miller where she was CIO for Europe.

#### ITV

- ITV have selected **Paul Dale** as their new CTO reporting directly to Adam Crozier. Paul was previously CTO for Astro in Malaysia.

#### News International

- **Paul Cheesbrough** has joined News International as CTO replacing Andrew Hickey. Paul was previously CIO for Telegraph Media Group.

#### NFU Mutual

- Reporting directly to the CEO, **Tim Mann** has accepted the newly created position of CIO of NFU Mutual. Tim joins from Skandia Life where he was Customer Services and Technology Director as well as their Platform Development Director.

#### Old Mutual

- **Richard Boynett** has been selected as the new CIO for the Long Term Savings division of Old Mutual. Richard was previously Group CIO for Electrocomponents.

#### Vodafone

- Vodafone UK have recruited **Mark Dearnley** as CIO replacing Phil Jordan. Mark was previously CIO for Cable and Wireless International and has worked for Boots, Scient and Accenture.

#### Royal Mail

- The Royal Mail confirmed it has chosen their new CIO, **Yvonne Ferguson**. Yvonne succeeds Robin Dargue and was previously CIO of Transport for London.

#### Standard Life

- Standard Life has secured **Christian Torkington** as Group Information and Operations Director. Christian was previously with Royal & Sun Alliance, Lloyds and Barclays in a variety of operational and technology leadership positions.

### About Russell Reynolds Associates

**Leadership for a Changing World.** In today's global business environment, success is driven by the talent, vision and leadership capabilities of senior executives.

Russell Reynolds Associates is a leading global executive search and assessment firm with more than 300 consultants based in 39 offices worldwide. Our consultants work closely with public and private organizations to identify, assess and recruit senior executives and board members to drive long-term growth and success. We value teamwork, serving our clients with a collaborative approach that spans our international network of sector and functional experts.

Our in-depth knowledge of major industries and our clients' specific business challenges, combined with our understanding of who and what make an effective leader, ensure that our clients secure the best leadership teams for the ongoing success of their businesses. For more information, please visit us at [www.russellreynolds.com](http://www.russellreynolds.com).