

# ENRIQUE SACAU

**Trusted CEO and Customer Adviser** across industries. Commercial acumen and relationships evidenced by organisation being invited to RFP and M&A tenders in a new region.

**Highly regarded leader** whose counsel is sought on various levels both internally and externally.

**Respected high potential employee** plucked from Management Graduate Programme after just 9 months, fast-tracked through development opportunities to become MD in a new region within 3 years; quickly identified for top-10 talent development programme (“Leading Edge”).

## AREAS OF EXPERTISE

Strategy & Vision  
Board Collaboration  
Business Development  
Establishing new Markets  
Motivational Leadership

Relationship Building  
Customer Engagement  
Optimising Opportunities  
Change Management  
Commercial Sizing

## EXECUTIVE PERFORMANCE BENCHMARKS

- **Doubled revenue** for like-for-like service through re-negotiating customer contract whilst increasing customer satisfaction.
- **In 12 months, quadrupled deals in pipeline** through establishing a new Go To Market Strategy.
- Frequently pioneered largest sales opportunities including **\$10bn deal** in US.
- **Reduced team headcount**, achieving cost savings; accomplished an increase in efficiency, profitability and customer satisfaction at same time.
- **Established new market** growing organisation footprint and went from conception to Go-to-Market-Strategy (GTMS) in **6 weeks**.
- Relied upon to **turn around** failing bids or existing dissatisfied customers through strength of relationship and ability to build trust.
- First to run accounts like **P&Ls**, defining a new approach adopted across the company.

## PROFESSIONAL HISTORY

### **MANAGING DIRECTOR, XCHANGING SPAIN, Madrid** ■ Nov. 2011 – Present

Direct report to Business Development Director (ExCo member); 4 direct reports; operating budget, €1m.

- Developed and began to implement **GTMS in 6 weeks**; sizing market, opportunities and potential customer base. Established bid pipeline, created a customer engagement strategy, defined the operating model and budget and influenced the board to invest.
- At week 5, invited to first RFP with a major bank, attaining 2<sup>nd</sup> (competitors were Accenture, HP, IBM and Xerox). Customer stated Xchanging would have been awarded the contract if we had a North American processing centre already established.
- Reputable as key player in Spanish BPO market for Financial Services, Procurement and Technology **winning 2 logos** to add to Xchanging’s customer portfolio. 2 further logos are in late pipeline stages.
- Recent “Deal Gym” review by external consultant defined sales approach as **best practice** in organisation.

### **HEAD OF SERVICE, XCHANGING ITALY, Milan** ■ Mar – Oct 2011

Direct report to MD Continental Europe, 5 direct reports with operating budget of €500k.

- Appointed to role as a **safe pair of hands** to turn around key accounts with poor customer satisfaction. Objective was to protect €13m revenues and mitigate any further loss.
- Renegotiated key customer account, **doubling revenue** for like for like service, **whilst reducing headcount by 40%**, improving efficiencies and increasing customer satisfaction.
- Built credible customer relationships to establish true partnerships. Implemented a customer-centric service methodology, governance, and performance reporting. Retained each customer account **achieving a margin where there were losses**.
- Although reduced headcount, established a **motivated and engaged team**. Developed team in new ways of working in addition to sales skills, creating up-selling opportunities. This led to a member of the team securing an opportunity of €3m; another brought **€250m opportunity** (currently in the pipeline).

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**GLOBAL HEAD OF OFFERING, ENTERPRISE PARTNERSHIP (EP), XCHANGING Ltd**, London ■ Jan 2010 – Feb 2011  
Reporting to Global Sales Director, who reported to CEO. EP was Xchanging's top offering and largest product.

- **Head of Product:** intellectually owned the offering; defining the Go to Market Strategy, collateral, training and sales support for each region; imprinting a new way of working.
- Identified opportunities with existing customers – **4 times more deals and pipeline; value up by 80%**.
- Led sales from pre-sales, solution design to beginning of due diligence globally, including blue chips in Malaysia, Saudi Arabia and the US. Often owned C-level relationship and was instrumental in qualifying opportunities, some resulting in **largest deals** (\$10bn in US, £2bn in KSA and \$25m in Malaysia).

**DEPUTY HEAD OF BUSINESS DEVELOPMENT, XCHANGING ITALY**, Milan ■ Jan – Dec 2009  
Reporting to Head of Sales Continental Europe, was seconded to Milan to hone business development skills in readiness for Global Head of Offering role. Italy's became Xchanging's largest and fastest pipeline.

- Designed a sales campaign to target Italian financial sector. Pioneered **£15m deal establishing Xchanging** as a player in financial services sector. Subsequent deals in this Italian sector have secured **£25m annual revenue** and a stable business.
- Project managed **feasibility study for a €200m IT migration** involving major German Bank and Italy's leading IT services provider. United team involving different cultures, conflicting objectives, strained relationships at floor and C-Suite levels towards achieving a common goal. Additionally overcame numerous technical problems and successfully **delivered** project to **time, quality and cost**.

**MANAGEMENT GRADUATE, XCHANGING GROUP**, London ■ Sep – Dec 2008

Joined Xchanging Management Graduate programme as my first step from academia to business.

- Quickly identified as **best performer with highest potential**; an accolade I have continued to receive for pushing my comfort zone, honing my skillset, building trusting relationships and delivering results which impact on business growth and bottom line results.
- Completed a market study of Spain and Latam to quantify market opportunities for growth. Designed Go to Market Strategy, and **successfully influenced CEO and board** on business plan.
- **Demonstrated ability** at quantitative analysis, estimating market sizes, developing financial models and assessing customer impacts, as well as successfully influencing business strategy in emerging markets.

**STIPENDIARY LECTURER, UNIVERSITY OF OXFORD**, St Catherine's College ■ Oct 2006– Sep 2008

One of the youngest lecturers at Oxford, I lead a college department with 16 students.

- Department achieved **best results for a number of years** with 50% 1st class degrees. At the time, I lectured at 9 other Oxford colleges.

**EU RESEARCH CO-ORDINATOR**, Venice ■ 2002 - 2003

At 21, managed international research project; leading team of 20, across 4 countries in 2 continents. Managed EU budget, organised conferences and a travelling exhibition in 5 cities in Latin America and Europe. Raised additional income to fund the publication of a book, conference and exhibition.

## EDUCATION

2004 – 2008	PhD in History, St Catherine's College, University of Oxford.
2003 – 2004	MSt in Music with Distinction, The Queen's College, University of Oxford.
1997 - 2002	Licenciatura (BA equivalent) in History 2.1, University of Santiago (Spain).

## LANGUAGES

- English, Galician (enabling communication with Portuguese), Italian and Spanish (fluent oral and written).
- French (excellent reading and understanding, medium speaking ability).

## OTHER EXPERIENCE & PERSONAL INTERESTS

- **Delivered key note** to British Chamber of Commerce (Madrid) on Cross Cultural relationships in Business.
- Passionate about **travel** and have lived in Italy, Spain, UK and Venezuela.
- Keen interest in **Opera**; translated, edited and published books and 1,000+articles, delivered at 16 international conferences and organised 2 music festivals.

## **Dichiarazione di eleggibilità ed accettazione di candidatura alla carica di amministratore**

Io sottoscritto Dr. Enrique Sacau, nato a Vigo (Spagna), il 15 Febbraio 1979, residente a Haringey Park, Londra, Regno Unito

### **preso atto**

che, vista la necessità da parte della società CAD IT S.p.A. di procedere all'integrazione del Consiglio di Amministrazione tramite cooptazione in seguito alle dimissioni di uno dei propri componenti, è stato candidato alla nomina quale componente del Consiglio di Amministrazione di CAD IT S.p.A. medesima nella riunione del consiglio convocata per il giorno 21 ottobre 2013

### **dichiara**

sin da ora di accettare la candidatura alla carica di componente del Consiglio di Amministrazione di CAD IT S.p.A. per la medesima durata dell'attuale Consiglio di Amministrazione, ovverosia fino alla data dell'Assemblea convocata per l'approvazione del bilancio per l'esercizio chiuso al 31 dicembre 2014, ai sensi e per gli effetti di cui all'articolo 76 del D.P.R. n. 445 del 28/12/2000, per le ipotesi di falsità e di dichiarazioni mendaci

### **dichiara**

- l'inesistenza a proprio carico di cause di ineleggibilità, di decadenza e di incompatibilità ai sensi di legge, regolamenti e statuto vigenti;
- la sussistenza dei requisiti previsti da legge, regolamenti e statuto vigenti per assumere la carica di amministratore di CAD IT S.p.A.

Madrid, 15 Ottobre 2013

In fede

Enrique Sacau  
