



# Gary Thompson

## Retail Banking



**Expert areas: Counter to Back Office Operations, Functions, Business**

### Summary

A change management professional specialising in the structure and delivery of transformation initiatives within business and finance operations. Gary has delivered a number of high profile, complex, change initiatives in banking and financial services, covering all elements of people, process and technology and returning significant benefits and savings to clients.

His experience encompasses business re-organisation and transformation for UK and Global financial services and commercial clients involving:

- Consolidation of activity and process through outsourcing or in-sourcing
- Organisational and structural consolidation post merger and acquisition activity
- Strategy development and delivery of large cost cutting initiatives across multi site and multi country operations.
- Development and strategic change to redefined target operating models
- Delivery of policy and process to comply with revised external regulation

Change projects have included:

- Building the delivery of global regulatory change for KYC, AML, and Sanctions
- Leading the transformation of a finance function and establishment of a global finance shared service centre to deliver a €9m annual reduction for a leading Irish Bank.
- Managing the post acquisition operational integration of two banks, significantly overachieving previously forecast post-integration operational savings of £3M p.a. to £9M p.a. through innovative measures and supplier negotiations.
- Led the change delivery within a UK retail banking network to support the successful £3.6bn sale of a life assurance business.
- Delivered Pan-European operations and finance system change programme
- Rescued a failing pension change programme.

### Past engagements

- Barclays Bank
- Abbey Santander
- Bank of Ireland
- First Group
- Budget Rent-a-Car
- Uniqueair (latterly Vodafone)
- Equant
- Woolwich Building Society

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