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— executivesearch

Case Study

Managing Director



About Strand

Client Brief Assignment

The client sought to appoint a Chief Technology Officer to align technological advancements with long-term business growth. Reporting to the COO, the role focused on developing and executing a three-to-five-year technology roadmap.

Key priorities included modernising the organisation's technology ecosystem, optimising investment, and enhancing automation and digitisation in fulfilment processes. The Director was also responsible for transforming the e-commerce customer journey and leveraging data to drive strategic decision-making.

Additionally, the role required strengthening data management, ensuring system integrity, and upskilling the technology team. Securing Board approval for capital investments was crucial to advancing these initiatives.

Key challenges included:

- Developing a technology roadmap aligned with the organisation's growth strategy.
- Modernising technology infrastructure to meet evolving customer and industry needs.
- Enhancing distribution center productivity through automation and digitisation.
- Transforming the e-commerce customer journey by implementing roaming POS.
- Improving data enablement to enhance reporting and insights.
- Investing in team capabilities to ensure modern technology proficiency.
- Creating persuasive business cases for securing investment from the Board.

STRAND

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Execution Facts

- Geographical Scope: Nationwide search across Australia.
- Industry Focus: Searched for candidates across tier 1 and tier 2 retail brands (excluding food retail).
- Key Requirements: Expertise in data enablement, transformation, and high-performance leadership.
- Technology Expertise: Knowledge of ERP, POS, e-commerce, CRM, data analytics, and cloud computing.
- Leadership Attributes: Strong relationship-building, cross-collaboration, resilience, and resourcefulness.
- Team Development: Ability to nurture both long-tenured staff and new talent.
- Operating Style: Open communication, collaboration, and adaptability to change.
- Key Challenge: Tackling legacy systems and manual workarounds without integrated solutions.

Outcome

A highly qualified candidate was selected, bringing over 10 years of experience in C-suite roles with a strong focus on business growth and technology transformation.

- Business Growth – Drove substantial revenue expansion, achieving remarkable financial success while consistently meeting sales and EBIT targets.
- Technology Integration – Led the implementation of ERP systems, streamlining processes and improving decision-making with real-time data.
- Leadership – Successfully led cross-functional teams, managing transformation efforts and driving transparency across the organisation.

Their expertise in business strategy, technology integration, and leadership made them the ideal choice to drive scalable growth and operational efficiency.

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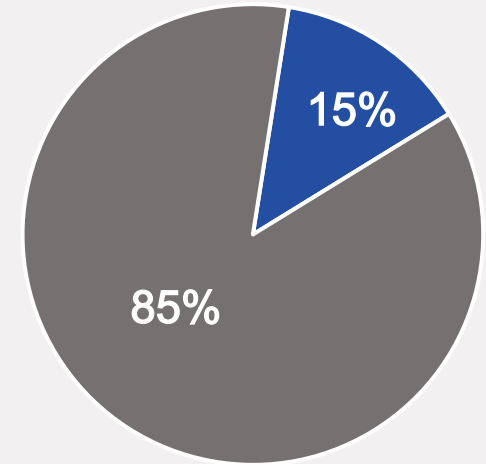
Candidates Formally Assessed

07

Candidates Interviewed by Client

05

Weeks from Engagement to Shortlisting



Gender Diversity Metric

- Female
- Male

Salary Range of Shortlisted Candidates

\$300k - \$450k
+ Super + STI + LTI