

KEVIN HUGHES

Senior Service Delivery Manager · Service Transition · Project Management

SC Cleared · Available inside and outside IR35

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PERSONAL STATEMENT

A service delivery professional with 30 years of senior IT experience, including hands-on EMEA Service Delivery for SunGard Financial Systems serving FTSE 500 clients across multiple sectors. Built the first iteration of Service Metric Reporting for SunGard's Global Service Delivery, drove down open ticket volumes across client teams, and improved SLA attainment across the practice. Cross-sector supplier governance and service integration experience built across IBM Global Services (BP Account — integrating IBM/Fujitsu/HP delivery into 28 European countries and 10,000+ users), recent ITIL process maturity work for M Group Telecom, and current AV service delivery to a top-tier London law firm.

CORE CAPABILITIES

- FTSE 500 client service delivery
- Service Metric Reporting design
- Cross-supplier service integration
- SLA & KPI management
- Risk management within service delivery
- Process maturity assessment
- Vendor and contract management
- Regulated-environment service governance

FINANCIAL SERVICES & ADJACENT EXPERIENCE

Aug 2014 – Mar 2015

EMEA Service Delivery Manager

SunGard Financial Systems · FTSE 500 clients across multiple sectors

- Service Delivery Manager for SunGard products and services delivered to FTSE 500 clients utilising specialist software and systems to maximise corporate profitability.
- Developed and presented the first iteration of Service Metric Reporting for SunGard's Global Service Delivery practice.
- Reduced open and aged ticket volumes across client teams, leading to fewer escalations and improved SLA attainment across the practice.

Nov 2011 – Oct 2012

EMEA Service Delivery Manager — BP Account

IBM Global Services · 28 European countries, 10,000+ users

- Service Delivery Manager responsible for delivering Service Desk and Field Service services across IBM towers and several third-party providers (HP, Fujitsu) to 28 European countries and 10,000+ users in a regulated multinational.
- Managed supplier relationships and service integration between IBM, Fujitsu and HP to deliver services into BP Europe.
- Coordinated training and onboarding for all Field Services during migration from ServiceNow to Remedy.
- Implemented a cross-Europe Field Services improvement plan to reduce aged tickets, improve ticket quality and reporting.
- Recipient of IBM Service Excellence Award for service improvement, ticket reduction, escalation management and SIP delivery with one of the third-party suppliers.

Nov 2013 – Jun 2014

Service Delivery Manager — Contract, PRS for Music Account

Advanced365 · Royalty collection / financial body

- Led onsite Service Delivery to Advanced365's client PRS for Music. Spearheaded transition, process design and project management activities required to onboard the PRS contract into Advanced365 support.

- Managed transition of out-of-hours monitoring services from Bulgaria into a newly created in-house team within one week.
- Oversaw migration of the local PRS Support Desk to A365 central Service Desk — coordinated cutover, analyst training and business change communications.
- Designed and implemented processes for Out of Hours support, VIP support, MACD changes and PIR. Designed first iteration of Service Reporting for the contract.

Jun 2025 – Nov 2025

ITIL Process Writer — FTC

M Group Telecom · NOC Transformation Programme

- Maturity assessment of the current Service Delivery team, providing and implementing recommendations for service roles.
- Embedded Incident, Problem, Change and CSI disciplines across Engineering, NOC and Service Delivery teams. Implemented Risk Management within NOC and Service Delivery.
- Process review and drafting to industry standard, communications management, training and guidance sessions delivered to all teams.
- PMO to the NOC transformation plan, ensuring updates provided, actions chased, and management reporting produced.

Sep 2022 – Jan 2024

Senior Service Delivery Manager & CoP Lead — Contract

National Highways · Multi-supplier governance (NetCompany → CapGemini)

- Cross-supplier service governance and knowledge transfer during retender and transition. Led the Service Delivery Community of Practice harmonising delivery across IT and OT teams.
- Created CoP framework documentation, Service Improvement initiatives backlog and weekly reporting processes — applicable to any regulated multi-supplier environment.

ADDITIONAL EXPERIENCE

Senior service delivery roles across UK Central Government (Defra/DECC, IBM 2007–2011), multinational European IT service management (Serco Europe — multinational business managing contracts across Space, Defence, European Parliament and Science sectors in 9 countries, 2018–2021), Transport (TfL London Cycle Hire 2015–2017) and AV (Travers Smith / Kinly, current) — full 30-year career detailed in the comprehensive CV available on request.

QUALIFICATIONS & CERTIFICATIONS

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| • ITIL Foundation v4 | • SIAM Foundation |
| • ITIL Practitioner | • Six Sigma Yellow Belt |
| • ITIL Service Design | • DELL Certified Engineer |
| • PRINCE2 Foundation | • NVQ4 — Meat Tech & Management, Smithfield College |

AWARDS

- **Group CEO Recognition & Serco Pulse Pride Award** — Serco Europe (Cyber Incident response, 2021)
- **IBM Service Excellence Award** — BP Account, IBM Global Services

REFERENCES

Available on request.