

2010 Advisor Superstars



Christian Baader

Vice President, Outsourcing, SAP
Baader took responsibility for the European business development function of SAP Markets in early 2000 and has worked extensively with most of SAP Markets' strategic marketplace customers in Europe.



Tibor Beles

VP Sales, Oracle
As vice president of sales for Oracle's global business process outsourcing, Beles empowers clients with BPO offerings through software and services. He has held regional and corporate management positions in Europe and Asia Pacific.



Monica Barron

Vice President, Research, The Everest Group
Barron has more than 15 years of experience in HR management, HRIS, and HRO from both buyer and supplier perspectives across a range of industries, including a tenure with provider Accenture.



Naomi Bloom

Managing Partner, Bloom & Wallace
Bloom's focus is on the application of IT to achieve breakthroughs in business outcomes and efficiency, and on the related business, technology, and investment strategies of end-users, HRM software vendors, HRM outsourcing providers, and investment firms in the industry.



Hary Bottka

Director, TPI
Bottka provides expert HRO advisory services including HRO assessment, vendor due diligence, final requirements development, and service delivery and support model for HR, payroll, benefits, compensation, workforce development, absence management, and staffing.



Jeff Croyle

Partner, TPI
Having spent more than 20 years on the HR service provider side and the past six years with TPI as a sourcing advisor, Croyle has tremendous first-hand knowledge of the global HRO market.



Rosemary Collins

Partner and Practice Leader, HR Advisory Services, TPI
Collins provides clients with support throughout the HRO life cycle by offering strategy and expert advisory services in sourcing assessment, service provider selection, implementation, and ongoing service provider management.



Richard Crespin

**President, Membership Services, SharedXpertise
Executive Director, HROA**
Crespin is a business and community organizer, and tireless advocate for global trade and corporate responsibility. In addition to his roles at SharedXpertise (publisher of *HRO Today*), he has a successful track-record as an entrepreneur.



Glen Davidson

Managing Director, Public Sector, EquaTerra
Davidson has been both a public-sector buyer and commercial provider of IT/telecommunications and business process management-related services during his 30-plus-year career.



Paul Davies

Principal, Debunk It
Davies is an independent advisor in HR services and outsourcing. He has two decades of experience in labor relations and HR management, the majority of this time spent in senior global and regional roles at General Motors.



Ross Docksey

Partner, Sonnenschein Nath & Rosenthal
Docksey is a member of the Corporate Group. His practice focuses on information technology, information services and BPO, technology contracting, the formation of strategic alliances, and on mergers and acquisitions.



Mark Dzialga

Managing Director, General Atlantic
Dzialga leads General Atlantic's investment efforts in the enterprise solutions sector and is a member of the firm's executive committee as well as the vice chairman of the investment committee.



Brad Everett

Executive Director, HR Advisory, EquaTerra
Everett directs the development of intellectual property, processes, tools, and methodologies for EquaTerra's HR Advisory Practice. Clients include GlaxoSmithKline, General Motors, Hess Corp., and Chevron Texaco.



Phil Fersht

Corporate Strategy & Communications, Corporate Operations, Cognizant
Having spent 14 years on the analyst and advisory side of the sourcing industry, Fersht now applies his knowledge to a strategy and communications role at Cognizant.

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Robert Finkel

Partner-Strategic Sourcing and Technology, Milbank, Tweed, Hadley & McCloy, LLP
Finkel's practice areas include IT and BPO, joint ventures and strategic alliances, software and technology licensing, venture capital, and technology and service company acquisition and finance.



Brenna Garratt

CEO and Co-founder, The Delve Group
Garratt has been instrumental in working with senior executives to reshape and reposition their organizations, as well as invent, position, and grow new ones. She has led multi-disciplinary teams in corporate strategy and branding.



Scott Gildner

Partner & President, North America, TPI
During his career, Gildner has assisted large multinational organizations in implementing business process service offerings and has negotiated outsourcing agreements valued in excess of \$3 billion of contracted services.



John Haworth

Consulting Principal, Pillsbury Winthrop Shaw Pittman LLP
A market-driven senior executive with significant experience in advising CEOs and the boards of billion-dollar corporations, Haworth has been effective at developing successful strategic partnerships between client companies and the supplier community.



Tony Herron

Partner, TPI
Herron has provided guidance on issues such as sourcing strategy, negotiation of contract renewals, request for proposal processes, post-award contract negotiations, and relationship remediation. Clients include AT&T, J&J, and BP.



Michel Janssen

Chief Research Officer, The Hackett Group
Janssen has global responsibility for analysis, thought-leadership, and research activities for The Hackett Group. In addition, he leads the firm's efforts in advising clients on world-class sourcing and outsourcing.



Barbara Melby

Partner, Morgan Lewis
Melby is a partner in the Global Outsourcing Group and represents a diverse client base, including those in the life sciences, consumer goods, health, and retail industries. Melby was recently recognized by Chambers USA as one of the nation's leading lawyers for BPO.



Linda Merritt

Director, NelsonHall
Having joined the firm in 2009, Merritt is director of NelsonHall's HR outsourcing program with global responsibility for the development and delivery of NelsonHall's HRO research and advisory services.



Lisa Rowan

HR and Talent Management Services, IDC
In her role at IDC, Rowan provides expert analysis focused on business services addressing HR and talent-related process issues such as HR consulting, processing services, and BPO services; and HR IT services.



Roy Saunderson

President & Founder, Recognition Management Institute
A professional speaker for over 20 years, Saunderson founded the Recognition Management Institute more than 12 years ago to address the difficulty managers have giving effective recognition to their employees.



Michael Stephan

Principal, HR Transformation Practice, Deloitte Consulting
Stephan helps companies develop and integrate HR service delivery models with technology and outsourcing solutions. Stephan was also instrumental in helping CIGNA successfully implement its HRO deal.



Akiba Stern

Partner, Morgan Lewis
Stern represents institutions and other customers in outsourcing and other significant and "one-off" technology-enabled business transactions, as well as electronic commerce, technology transfers, licensing, intellectual property, and joint ventures.



Bill Thomas

Executive Director, Europe and Asia Pacific, EquaTerra
Thomas leads EquaTerra's HR, F&A, supply chain, and global sourcing practices. He has expertise in the HRO industry with service providers and international remits, and is recognized as an expert in global payroll outsourcing.



Lowell Williams

Executive Director, HR Advisory, EquaTerra
Williams brings more than 30 years of international HR, HRO, and HRIT expertise to his role as EquaTerra's executive director for global HR services. Before joining EquaTerra, he was an HRO executive at TPI.



John Willmott

CEO, NelsonHall
Willmott has personally covered the BPO market since 1992 and has led well in excess of 100 assessments of BPO contracts. He currently presents NelsonHall's quarterly BPO Index webcast, monitoring developments in the BPO marketplace worldwide.



Atul Vashistha

CEO, Neo Advisory
Vashistha is a leading authority on globalization and outsourcing. Wall Street analysts, Global 2000 executives, and top business journalists regularly seek his opinion on key topics related to services globalization.