

# Profile of Steve Bolton, Managing Director, Scoco Ltd

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Successful and motivational leader with a broad range of commercial and process improvements skills attained through extensive experience in multi-channel retail, logistics and project management at a senior level.

## Key Skills Include:

- Outstanding change management leader, supported by superb presentation and motivating skills, and ability to build high performance teams.
- Commercial and contractual negotiation experience for highly complex multi-stream solutions.
- Industry expert in multi-channel retail Supply Chain and Logistics processes and highly developed understanding of Customer Relationship integration.
- First-class analytical and project management skills, employing strong logical and lateral thinking, listening and comprehension capabilities to target problems, and design and implement solutions.
- Excellent man-management, coaching, mentoring, facilitation, communication and inter-personal skills combined with general management experience.

## Experience Profile:

**Managing Director of Scoco Ltd, formed in August 2002, focussing on the retail logistics market to design and implement enhanced order management, home delivery and returns processes. Web-site: [www.scoco.co.uk](http://www.scoco.co.uk)**

- Clients include Screwfix Direct, Tibbett & Britten, Zendor Group, Collectpoint plc and Zensar Technologies, Inc.
- Services include strategy review, supply chain diagnostics and performance improvement, stock management and control process analysis, feasibility studies for major projects and market entry, design and implementation of order management and returns process solutions.

**Solutions Director, Sales & Marketing division, Reality Group, division of Argos Retail Group, July 2000 to July 2002**

General Manager for the development of Reality's end-to-end fulfilment solution, an entry level proposition for start-ups and retailers new to multi-channel retailing, and take-on of new clients for parcel delivery.

Leading expert in the emerging point of delivery solutions arena, from convenience stores to automated collection points through to home delivery boxes and smart locks.

Led a multi-disciplined team of 12 in the implementation of the most complex client take-on in Reality's history – delivering a live solution in only four months, integrating Redcats' logistics requirements across 8 operational streams, covering 5.75m units p.a. with a total contract value of £33m.

Led the commercial and contractual negotiations and the implementation of the De Vere Ryder Cup end-to-end solution, from web front-end & content, including credit card fraud filters, through to delivery and returns, successfully established in eight weeks, coaching a team of 6 in the process, as a basis for successful launch of future solutions.

Led the implementation of a £3m investment in a state-of-the-art order management system, Yantra Pure eCommerce, installed and operational in seven weeks. Innovative pick to order solution designed for effective supply chain and order management.

Speaker at, and chairman of, national and international logistics and retail conferences.

Account management and business development responsibilities included Marks & Spencer, BskyB, W H Smith, Wildday.com and Asda.

**Executive Director, Merchandise Planning and Process Development, GUS Home Shopping, January 1993 to June 2000**

Responsible for process analysis and development, product and channel to market profitability analysis, commercial planning, demand forecasting, stock and supply chain management for £1.6 Billion turnover subsidiary of GUS plc, heading a team of 50 people controlling annualised product contributions of c. £450m.

As Acting Managing Director of Innovations, a £40m business, the brief was to restructure the existing organisation, managing the complex transitional arrangements of the acquisition. Implemented a rigorous Merchandise/Marketing planning process. Commenced the integration of the Innovations brands into the GUS Home Shopping systems. Initiated benefits program worth c. £2m.

Worked closely with the Deputy Chief Executive to develop the business synergy rationale and benefits' case for the successful bid for Argos plc, developing a £40m benefits case across logistics and purchasing.

**Operations Manager (UK), Doctus Consulting Europe, July 1989 to December 1992.**

Senior Manager in a management consultancy firm, specialising in performance and productivity improvements, delivered through tailored change management programs, utilising multi-skilled teams, and requiring the cultivation of first-class relationships at senior levels of client organisations.

**Prior to Doctus, held a number of accounting roles to director level in retail and distribution businesses.**