

Kannan Palanisamy

Senior programme, delivery and technology consultant

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PROFILE

Technology, delivery and change consultant with 25+ years of experience helping organisations make complex work focused, practical and deliverable. Brings 18+ years in logistics and transportation, alongside experience in pharma, telecommunications, procurement and global technology operations. Trusted in senior delivery roles that connect business ambition, technology teams and operational reality.

WHAT CLIENTS BRING ME IN FOR

- Complex Programme / Senior Programme Manager
- Data Platform, Data Integration, BI & Analytics Consultant / Delivery Lead
- Digital Platform & Product Delivery Consultant
- AI-enabled Process & Operational Change Lead
- Service Delivery, Integration & Operational Improvement Lead

SELECTED EXPERIENCE

Maersk | DHL | UTi | Telenor | Novo Nordisk

Experience across global logistics, telecommunications, pharma, procurement and technology operations. Has led teams and programmes across Europe, Asia, Africa and the US.

CORE CAPABILITIES

Programmes & portfolios

Programme recovery, roadmaps, PMO/TMO setup, dependency management, executive governance and benefits tracking.

Platforms & operations

Product delivery, SAP and procurement platforms, service management, vendor leadership and resilient 24/7 operations.

Data, integration & AI

Enterprise integration, data and analytics, practical AI use cases, operating models and responsible adoption.

People & delivery

Global, distributed teams; business-technology translation; clear decisions; and simple governance that people will actually use.

SELECTED PROJECT EXPERIENCE

Delivery that can be measured.

GLOBAL LOGISTICS / CUSTOMER PLATFORM

From release trains to product momentum

Role: Led the transition to Agile product teams across Denmark, India and the US, aligning 45 professionals through roadmaps, backlog priorities, release planning, UAT and go-live governance.

Contribution: Created the delivery rhythm: a clear product roadmap, shared priorities, disciplined release planning and practical decision-making around UAT and go-live.

Outcome: Delivery cycles reduced from six months to around 30 days, while customer satisfaction improved and operational overhead fell.

45 people | 6 months to 30 days | +30% customer satisfaction

LOGISTICS / SERVICE OPERATIONS

Stability at global scale

Role: Led shared-services and ITIL/DevOps improvement across distributed teams, strengthening incident, problem, change and vendor governance around 85+ applications.

Contribution: Made ownership and service expectations visible, then used a simple governance cadence to align operations, vendors and business stakeholders around service outcomes.

Outcome: The operating model achieved 99.9% availability and reduced IT operating cost while supporting business-critical services around the clock.

85+ applications | 60-person global team | 20% lower operating cost

GLOBAL LOGISTICS / DATA & ANALYTICS

Turning operational data into decisions

Role: As BI Programme Lead, guided BI, advanced analytics and master-data initiatives with a team of nine consultants and vendor specialists.

Contribution: Connected reporting priorities to the decisions leaders needed to make, while keeping delivery focused on data quality, useful dashboards and realistic adoption.

Outcome: Established enterprise dashboards and reporting capabilities that made operational performance more visible and decision-ready.

BI & analytics | Master data | 9-person delivery team

SELECTED PROJECT EXPERIENCE

More examples of practical progress.

TECHNOLOGY / IT OPERATIONS

One clearer front door for IT

Role: Led five consultants in standardising IT services through a unified service catalogue and targeted process automation.

Contribution: Translated scattered support needs into a clear catalogue and practical workflows, giving users one understandable route to help and IT a consistent way to respond.

Outcome: The new model improved service response times by 40% and created a more consistent experience for users and support teams.

Unified catalogue | 5 consultants | 40% faster response

GLOBAL PHARMA / IT CONSULTING PROCUREMENT

Turning procurement complexity into measurable value

Role: As Programme Manager and Product Owner, shaped the business case, defined solution direction and backlog, and coordinated procurement, business specialists, developers and users through delivery and adoption.

Contribution: I took the initiative to develop a clearer, more compliant model for IT consulting procurement. We established master service agreements with identified vendors, bringing decentralised hiring under a common commercial and compliance framework. I also led dashboards covering spend, supplier patterns, skills demand and typical assignment duration.

Outcome: The new model increased compliant spend under management from approximately DKK 700 million to DKK 1.4 billion, strengthening control and creating savings through standardised vendor agreements and more disciplined buying. An internal reposting process also moved from roughly three days to 30 minutes.

DKK 700M to 1.4B compliant spend | 3 days to 30 min | 100M+ DKK annual savings

PROFESSIONAL DEVELOPMENT

SAFe Portfolio Management | MIT Sloan Executive Education in Artificial Intelligence | Harvard Leadership & Management

Available for senior consulting assignments, programme leadership and delivery roles. References available on request.