


PRINCIPAL CONSULTANT PROFILE

	Name	Nikolaj Stadler
	Title	Principal Consultant & Owner
	Experience	20 years within Business & IT Consulting
	Education	2002 HD - Information Technology, Organization & Financial Management, Copenhagen Business School 1998 Master's degree in French and Economics, University of Copenhagen

Since 1998, Nikolaj has worked with SAP Business & IT Consulting in several different industries and in many functional areas. The last 20 years has been dedicated to CRM projects in the Lead-to-Cash process.

Possessing strong execution and implementation skills mixed with his analytical capacity, he identifies working solutions to complex challenges and implements them. Nikolaj embraces all kind of challenges. During his long career within consulting, he has worked in a variety of roles ranging from highly application specific areas as a specialist in SAP CRM/CX Suite to more process-oriented and managerial areas. Through his great experience with CRM and ERP projects, he is extremely valuable during the whole life cycle of a project, from initial design through implementation and support. He usually acts as trusted advisor for his customers.

Since 2002, Nikolaj has worked with SAP CRM as senior application consultant and architect with focus on SAP CRM, SAP CRM Interaction Center, SAP CRM integration with SAP ERP, SAP BI or 3rd party applications. He has worked with and configured all versions of SAP CRM including SAP CRM 7.0 EHP 4 and C4C (Cloud4Customer) and SAP Hybris Marketing. Nikolaj has experience in both the B2B and B2C areas.

As he always strives for new knowledge Nikolaj was recently certified in Salesforce – one of SAP biggest competitors in the CRM area.

The combination of a solid business understanding - within the Lead-to-Cash and Customer Services related processes, and profound CRM Platform insight makes Nikolaj a true bridge between Business and IT. He can “translate” both ways and thereby advising and guiding the business and IT to find a common ground resulting in an optimal, usable, and implementable solution.

He works in different roles like project manager, business project lead, SAP solution architect, Change Lead, customizer, and technical team leader. Nikolaj has performed a variety of tasks, such as participating in the sales process on large bids, SAP project and program planning, vendor selection, overall solution designs, gathering business requirements, transforming business requirement to solid solutions, writing user stories, executing workshops, customizing SAP CX suite (including C4C) and conducting legacy system sunseting analysis.

If your company needs someone who can execute your high-level CRM strategy and realize the business transformation by making the strategy operational – then Nikolaj is the right candidate to help.

PRINCIPAL CONSULTANT PROFILE

FOCUS AREAS

- Business Process Expert – Lead-to-Quote & Order-to-Cash
- CRM Project Management – CRM Business lead and Business Change Lead
- S/4HANA
- SAP C/4HANA – Cloud4Customer
- SAP CRM (Sales, Service, marketing, Middleware, Customization, UI)
- SAP CCTR Integration to SAP CRM
- CRM Solution design & implementation, Customer Journeys
- CRM analytics (sales performance, service analytics)
- CX/CRM business processes (sales, service, marketing)
- Customer Interaction center /Contact Center Solutions
- Business process- and requirements analysis
- SAP ERP integration to SAP CRM
- Salesforce Certified Administrator (WI21)

CAREER

2019 -	STACON – Stadler Consulting	Owner, Global Transformation and Principal SAP Consultant/Architect & Salesforce certified
2015-2018	2BM	Manager & Principal Consultant SAP CX Suite
2008-2015	STACON – Stadler Consulting	Freelance SAP CRM Consultant/Architect
2006-2008	IBM Global Business Services	Managing Consultant SAP CRM
2005-2007	R5 Denmark – an IBM Company	Senior SAP CRM Consultant
1999-2005	CSC Denmark	Senior SAP HR Consultant & SAP CRM Consultant Manager
1998-1999	Carlsberg A/S	SAP R/3 SD Supporter

RECENT COURSES & CERTIFICATIONS (2019/2020)

SCACERT	Salesforce Certified Administrator (WI21)
S4HANA	Key Functional Topics in a System Conversion to SAP S/4HANA <ul style="list-style-type: none"> • SAP S/4HANA Project Management • Conversion to SAP S/4HANA Finance • Business Partner • Conversion to SAP S/4HANA for Logistics Areas
S4HANA	Key Technical Topics in a System Conversion to SAP S/4HANA <ul style="list-style-type: none"> ▪ Fundamentals and Technical Tooling ▪ User Experience in SAP S/4HANA ▪ Development Recommendations for SAP S/4HANA ▪ SAP Analytics
SAPCX1	SAP C/4HANA Business Processes: Lead-to-Cash <ul style="list-style-type: none"> ▪ Contact, Lead, Opportunity ▪ Quotation, Order ▪ The Intelligent Enterprise and SAP C/4HANA

LANGUAGE SKILLS

Danish	Native
English	Fluent

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COMPETENCE AREAS

Areas	Level (1-5) 5 = Expert	Years
Business & IT Consulting	5	20
Agile project implementations	4	5
Project Management	4	12
SAP CX suite - Hybris Marketing	4	3
SAP CX suite - C4C Service and Sales	5	3
SAP ERP SD (Sales and Distribution)	3	5
SAP CRM Interaction Center	5	17
SAP CRM Sales	5	17
SAP CRM Service	5	17
SAP CRM Desktop Connection	5	12
SAP CRM Marketing	5	12
SAP CRM Middleware	5	12
SAP CRM UI	5	12
SAP CRM ERMS	5	12
Lead on CRM projects	5	16
SAP Fiori (CRM apps)	4	6
Business Change Management	4	8
Business Intelligence	4	12
Customer master data	5	13
Solution design & Requirement specification	5	17
Implementation of IT systems	5	17
Presale	4	8
Scrum	4	6

PRINCIPAL CONSULTANT PROFILE

PROJECTS

Company	Global Manufacturing Company – within the Global Roofing Industry
Date	02.2021 – today's date
Headline	Digital transformation & European SAP S/4 HANA Implementation
Responsibility	Global SAP Business Change Lead & Commercial/Lead-to-Cash BPE
Description	Digital transformation of a Global manufacturing company within the Roofing industry. The underlying technology was SAP – a greenfield implementation including amongst other SAP S/4 HANA, SAP C4C, SAP SAC, SAP IBP. The project consolidated 44 country specific ERP system to 1 European SAP platform to give 1 view of the customer and the company's financials across Europe. The solution covered End-to-processes with the company within Supply chain Planning, Manufacturing, Logistics & Warehouse, Sales, Service and Finance. The project was divided in 5 Releases covering 14 countries.

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As a part of the global transformation team Nikolajs responsibility was to play a key role in ensuring the business was ready, engaged, and able to adopt the new business processes and tools. Nikolajs focus was on the implementation of the solution in the countries business, including the changes to business processes, systems and technology, job roles and organization structures. Nikolaj used his deep SAP process understanding for the Lead-to-Quote and Order-to-Cash areas to lead the functions Sales, Customer Service & Technical Service into business readiness and successful implementation of the solution.

Tasks (selected):

- Conduct business process workshop and manage change Action Plan
- Organizational mapping for roles and responsibilities
- Analyzed and monitor stakeholder engagement, ensuring country, regional and functional leadership are informed and engaged in the journey.
- Ensure change impacts are identified and associated actions plans to mitigate impacts are in place.
- Initiate and perform ongoing dialogue with executives and functional directors on change impacts, and jointly explore options for resolving issues.
- Ensure business ownership of the change in their respective functions through Business Readiness monitoring.
- Proactively manage gaps in business readiness seeking solutions to challenges identified.
- Assure content for communicating new business processes, highlighting key changes and monitor effectiveness.
- Identify and manage anticipated resistance.
- Cross Border communications for cross border flow

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Company	Financial sector – Payments
Date	02.2017 – 2020
Headline	Nordic SAP CRM/Contact Center Implementation in Customer Service
Responsibility	CRM Project Lead on multiple workstreams
Description	Digital transformation of customer services front and back-offices. Implementation of SAP Customer Interaction Center in the 4 Nordic countries for the company's 600 customer Service agents in 45 different teams. The solution included SAP CRM, SAP Contact Center, integration to customer contact webforms and external 3 rd party vendors. The project replaced 4 country specific systems into 1 unified Nordic customer service platform saving 34 FTEs and millions of license costs. After the main implementation, a solution to handle GDPR was also implemented.

Company	Consumer Products/Dairy
Date	12.2015-02.2017
Headline	Lift Sales and Promotion – Hybris Marketing and C4C implementation
Responsibility	SAP C4C and Hybris Marketing Consultant
Description	Implementation of Hybris Marketing for the B2C and B2B customers. The solution includes Hybris Marketing with Account and Lead integration to C4C and external websites.

Company	Consumer Products/Dairy
Date	12.2015 -02.2017
Headline	Lift Sales and Promotion - Sales CRM implementation
Responsibility	SAP C4C/CRM Consultant
Description	Configuration and Implementation of C4C Sales in two countries for the B2B customers. The solution includes Account and Contacts, Activity and Visits, Opportunity and Quotation management including integration to SAP ECC backend for pricing.

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Company	Consumer Products/Dairy
Date	12.2015-02.2017
Headline	PoC Implementation of C4Service in Consumer services Germany
Responsibility	SAP C4C/CRM Consultant
Description	<p>Configuration & Implementation of C4C Service scenario towards the end-consumer. Handling of customer (end-consumer) requests in C4C. The solution creates a service ticket from the inbound e-mail. The ticket ends up in a queue and the processing takes place in C4C. Configuration and scoping of service including routing and channel set-up.</p>

Company	Insurance/pension
Date	2015
Responsibility	SAP CRM Architect/consultant
Description	<p>Implementation of Fiori CRM apps and desktop connection to SAP CRM. Implementation of a new, simpler user interface for SAP CRM and improved Outlook integration. The project was to implement Fiori SAP CRM and Desktop connection (Invisible CRM).</p>

Company	IT Service Provider
Date	2015
Responsibility	SAP C4C Consultant
Description	<p>PoC/Evaluation of C4C-Service as replacement for an older ticket system to handle customer inquiries. Configuration of C4Service for evaluation purposes including setting up service categories, approval procedures, workflow and escalation rules.</p>

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Company	Insurance/Pension
Date	2015
Responsibility	SAP CRM/C4C Architect/consultant
Description	Evaluation of Cloud4Customer vs custom development on UI5 technology. The task was to analyze C4C vs Custom-build UI in different aspects like security, implementation costs, maintenance costs, license costs, usability and compliance with corporate strategy to make a sound decision of which way to choose. Configuration of C4C-Sales for evaluation purposes

Company	Insurance/pension – Healthcare
Date	2012-2015
Responsibility	Solution Architect and customizer.
Description	Claims Processing Solution Phase II based on SAP CRM for handling health insurance claims. Solution based on service requests with integration to policy systems.

Company	Insurance/pension
Date	2014
Responsibility	SAP CRM Architect/Consultant
Description	ERMS in SAP CRM. Solution for handling e-mails from customers in a counseling center.

Company	Security
Date	2013
Responsibility	SAP CRM Architect/consultant
Description	Prototype of Service Contracts and related service orders, service confirmation in SAP CRM incl. setup integration for billing in ERP SD. Support for BI consultants for reporting on Qlikview on HANA db.

Company	Insurance/Pension
Date	2013
Responsibility	SAP CRM Architect/consultant
Description	Claims Processing System based on SAP CRM for handling claims on Health Insurance. Based on the service request and activities with integration to SAP ERP.

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Company	Security
Date	2012
Responsibility	SAP CRM Architect/consultant
Description	SAP Customer Interaction Center - logging of customer ticket in the customer center, based on SAP CRM Service requests.

Company	Utility
Date	2012
Responsibility	SAP CRM Architect/consultant
Description	SAP HR CRM HR ALE integration of the new source system. Change the HR source system to SAP CRM including analysis and conversion.

Company	Utility
Date	2011-2012
Responsibility	SAP CRM consultant
Description	B2B Process and SAP CRM optimization - production of 360-customer overview.

Company	Security
Date	2011
Responsibility	SAP CRM Architect/consultant
Description	Sales Order Flow in SAP CRM with integration to SAP ERP.

Company	Security
Date	2011
Responsibility	SAP CRM Architect/consultant
Description	Complaints Process based on Service Requests in SAP CRM.

Company	Utility
Date	2010-2011
Responsibility	SAP CRM Consultant
Description	SAP CRM 7.0 Campaign Management B2C, SAP CRM integration to SAP IS-U.

Company	Production & Manufacturing
Date	2010
Responsibility	SAP CRM Consultant & team leader
Description	SAP CRM Sales international rollout of Danish production company.

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Company	Utility
Date	2010
Responsibility	SAP CRM Consultant
Description	SAP CRM ad hoc consultancy CRM 7.0

Company	Production & Manufacturing
Date	2009
Responsibility	SAP CRM Consultant
Description	SAP CRM global template implementation at a Danish production company.

Company	Textiles/shoes
Date	2009
Responsibility	CRM Track lead Customizer
Description	Implementation of SAP CRM2007 – ERP AFS 6.0 CIC.

Company	IT Services
Date	2008
Responsibility	SAP CRM Consultant
Description	Expert Consultancy in conn. With upgrade to CRM 2007.

Company	IT Services
Date	2008
Responsibility	Solution advisor/expert
Description	SAP CRM 2007 implementation at 2CC (2 C Change).

Company	Public Sector
Date	2007
Responsibility	Coordinator
Description	One Tax Account 2.1 – Rule Catalogue

Company	Public Sector
Date	2007
Responsibility	SAP CRM Consultant & Customizer
Description	SAP CRM 5.0 IC Web Client Call Center deployment

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Company	IT Services
Date	2006
Responsibility	SAP CRM Consultant & Customizer
Description	Server side Groupware Integration SAP CRM to MS Outlook.

Company	Telecom Industry
Date	2006
Responsibility	SAP CRM Consultant & Customizer
Description	Integration of mySAP CRM 4.0 and SAP R/3 ECC 5.0

Company	Services
Date	2005
Responsibility	Project Manager & SAP CRM Consultant
Description	Implementation of SAP CRM 3.1 and SAP CRM. Business Package 3.1 (PC UI) for EP 6.0.

Company	Services
Date	2004
Responsibility	SAP CRM Consultant
Description	Fit-Gap Analysis for SAP CRM at ISS Denmark.

Company	Services
Date	2004
Responsibility	SAP CRM Consultant & Customizer
Description	Implementation of mySAP CRM 3.1

Company	Services
Date	2003
Responsibility	SAP CRM Consultant
Description	Blueprint for ISS Corporate Solution.

Company	Services
Date	2003
Responsibility	SAP Consultant
Description	Blueprint for ISS Damage Control.

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Company	Medical
Date	2003
Responsibility	SAP HR Consultant
Description	Upgrading the SAP R/3 to SAP Enterprise (04/07)

Company	Medical
Date	2003
Responsibility	Project Manager & SAP HR Consultant
Description	Implementation of Payroll interface between SAP R/3 HR for SLS.

Company	Pension
Date	2002
Responsibility	SAP CRM consultant
Description	Preparation of offers SAP CRM 4.0

Company	IT
Date	2002
Responsibility	SAP CRM Consultant/customizer
Description	Internal Project – set up of mySAP CRM 3.1 demo system.

Company	Medical
Date	2002
Responsibility	SAP CRM Consultant/customizer
Description	Implementing Org. Publisher on SSI. Integration with SAP R/3 HR.

Company	Medical
Date	2001
Responsibility	SAP HR Consultant
Description	CBI – Continuous Business Improvement SSI.

Company	Medical
Date	2001
Responsibility	SAP HR Consultant
Description	BPR and IT alignment project at SSI (SAP HR)

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Company	Medical
Date	2001
Responsibility	SAP HR Consultant/customizer
Description	SAP HR upgrade from 4.5b to 5.6C

Company	Danish Defense
Date	2001
Responsibility	SAP HR Consultant
Description	Quality Review of system documentation on the Defense SAP project DEMARS.

Company	Medical
Date	2000
Responsibility	SAP HR Consultant/customizer
Description	Implementation of mySAP HR Organizational Management.

Company	Medical
Date	2000
Responsibility	SAP HR Consultant/customizer
Description	Implementation of SAP Training and Event Management at SSI.

Company	Airline Industry
Date	2000
Responsibility	SAP HR Consultant
Description	Fit-Gap analysis for SFA – SAS Flight Academy.

Company	Air Industry
Date	1999
Responsibility	SAP HR Consultant/Customizer
Description	Implementation of SAP Training and Event management.

PRINCIPAL CONSULTANT PROFILE

COURSES & CERTIFICATIONS

C4C10	SAP Cloud for Customer - project implementation
CRM2014	SAP CRM conference in Las Vegas
CRM2012	SAP CRM conference in Prag
CRM2011	SAP CRM conference in Orlando, Florida
CRM 2009	SAP CRM conference in Orlando, Florida
CRM 2008	SAP CRM conference in Las Vegas (March 2008)
CRM 2006	SAP CRM conference in Las Vegas (February 2006)
TZCRMXX	CRM 5.0 Delta Training
TACRM	SAP CRM Academy
HR550	HR Workflow
CA940	SAP Authorizations
SAP HR	TAHR10-30 SAP HR Academy
CA091	ASAP
CFE	IBM Customer Focused Enterprise – Framework
IOD-BPM	Information On Demand Business Performance Mngt.
PLOS	Project Leader Orientation Simulation
Deep Blue	IBM Blue Consulting