

Ivan CHAN, M.B.A., M.Eng.

<https://hk.linkedin.com/in/bluenavi>

IvanChan@yahoo.com, +852-9198-0602

Ivan Chan is an Asian global executive with deep experience in digital business and innovation. He is passionate about helping enterprises and start-ups to reinvent and grow their businesses, enabled by Digital. Having worked in both consumer-facing and industrial segments, across different industries, he offers unique insights and wisdom in strategizing and executing transformation programs often leading to new business models.

Ivan worked in innovation and technology strategy capacity with Accenture, McKinsey and EY. He also built, over six years, two tech start-ups within the MNC environment. He is an Adjunct Associate Professor at the CUHK Business School, and a frequent keynote speaker at industry conferences. Ivan holds a Master in Engineering from UBC Canada and an MBA from CUHK Business School.

#### EXPERTISE

- Digital Strategy & Innovation
- IoT and Platform Transformation
- Digital Organization and Governance
- Digital Commerce

#### INDUSTRY EXPERIENCE

- Auto/ New Mobility
- Travel and Logistics
- Retail and Consumer Goods
- Smart City and Public Utilities

#### Managing Director, Accenture Digital

*Hong Kong, Feb 2016 – Sep 2018*

##### ¶ Global Resort and Entertainment Company – Digital Reinvention

Collaborated with client Group CMO and Group CIO to develop Digital business strategy and roadmap, to innovate on new services and customer experience, with an ultimate goal of pivoting to integrated entertainment business, enabled by Digital technologies such as AI, virtual technologies, and integrated platform. Presented to and endorsed by Group CEO and management board

##### ¶ Major Conference and Exhibition Company in Greater China – Digital Reinvention

Advised client CEO on a multi-year Digital program, to transform existing business with Digital value-adds, and to create new businesses enabled by connected customer platform and ecosystem

¶ **Global Luxury Car Dealership in China – Digital Customer Strategy & Implementation**

Advised client China CEO and Digital Program Office to define and implement single view of customers, across complex array of channels, dealerships, and luxury LoBs. Built on top of WeChat an omni-channel customer communication platform, to drive new customer experience and new revenue stream on personalized offerings

¶ **Asia Pacific Utilities Company – Digital Platform Strategy & Pilot Implementation**

Advised client Group Chief Innovation Officer, and Group CIO in defining IoT and Big Data Platform, to transform existing operations, to enable new business growth, and to drive hyper-personalization to customers. Piloted in Digital Workers and Digital Workplace

¶ **Global Consumer Multi-Brand Owner – China eCommerce Strategy & Implementation**

Collaborated with client Global and China management team, developed Digital go-to-market strategy and implemented eCommerce in China. Supported the client in Digital operations post e-Store launch

**Digital Reinvention, e-Commerce Services, DHL eCommerce Asia Pacific**

*Hong Kong, Dec 2013 – Jan 2016*

¶ **VP, Cross-Border e-Commerce (eCaaS)**

Development of E2E e-Commerce Services from e-Logistics to e-Marketplaces; Provision of Full-suite Market-entry Services to Global Brands and Merchants; Destination Markets: Greater China and Northeast-Asian countries

¶ **MD, Global Information Logistics (BPaaS)**

Founded, Built and Managed Digital Enterprise Services in Asia; Led Development of Multi-Channel Digital Communication Products; Full P&L Accountability, with Regional Team of 30 Professionals

**Digital Reinvention, Enterprise Services, Eastman Kodak Asia Pacific**

*Hong Kong, Dec 2009 – Nov 2013*

¶ **Founded and managed Digital Enterprise Business in Asia (“KSB”)**

- Full P&L responsibility, USD50m turnover, with a team of 1000+ staffs across 8 service-delivery centers across APAC
- Led a team of product specialists/ technologists/ account sales

## **Engagement Manager, Business Technology Office, McKinsey & Company**

*Hong Kong, Aug 2005 – Nov 2009*

### **¶ Leader in the Business Technology Asia practice**

- Advised clients in Global Retailing, Logistics, Energy and FSI
- Expert in Digital, e-Commerce, Business Transformation, Change Management, Operations and Technology Strategy

## **Program Manager, Office of the CEO, Bank of China (Hong Kong)**

*Hong Kong, Jul 2002 – Jul 2005*

### **¶ Program-managed Major Transformation Projects**

- Developed a bank-wide PMO structure and Governance
- Steered cross-department programs (e.g., CRM, EPM)

## **Management Consultant, Cap Gemini Ernst & Young Canada**

*Vancouver, Jul 1999 – Jun 2002*

### **¶ Data Analytics and Cloud Projects**

- Implemented Business Intelligence and Data Warehouse on SAP
- Implemented 1<sup>st</sup> generation cloud solutions based on BSP and ASP
- Intern consultant to various CRM projects during 1999-2000

## **Education and Language**

Ivan holds a M.B.A. from CUHK (2005) and a Master of Engineering and Bachelor of Applied Science from UBC Canada (2001). He is business-fluent in English, Mandarin Chinese, and Cantonese Chinese. He is a duo-citizen of Canada and Hong Kong

## **Speaking Engagements, Lecturing and Publications**

- ¶ **Digital Innovation and Impact to Investors, Guest Lecturer (RAIN) @ SMU – Singapore, 2018**
- ¶ **Beyond Industry 4.0 @ Accenture Greater China – Shanghai, 2017**
- ¶ **Digital Innovation, Guest Lecturer (MBA class Nov 2017) @ Chinese University of Hong Kong – Hong Kong, 2017**
- ¶ **Digital Reinvention of Industry @ Hong Kong International Computer Conference (Computer Society) – Hong Kong, 2017**

- ¶ **Opening Keynote to Digital Consumer Summit @ Mobile World Congress – Shanghai, 2017**
- ¶ **Digital Innovation, Guest Lecturer (MBA class Apr 2017) @ Chinese University of Hong Kong – Hong Kong, 2017**
- ¶ **Closing Keynote: Innovation Leads to World Action @ Hong Kong IoT Conference – Hong Kong, 2017**
- ¶ **Digital Commerce Panel @ Mobile World Congress – Shanghai, 2016**
- ¶ **Borderless Global Commerce @ Publication – Accenture, 2016**
- ¶ **Cross-Border e-Commerce Panel @ G20 Summit – Beijing, 2016**
- ¶ **Delivering the Promise of Cross-Border e-Commerce @ Digital Marketing and Strategy Summit – Beijing, 2015**
- ¶ **e-Commerce One-stop Logistics Services and Last Mile Fulfillment @ GS1 Supply Chain Management Excellence Summit – Hong Kong, 2015**
- ¶ **Gearing Your Information Management Strategy Toward a New Social Era @ Publication – IDC website, 2012**
- ¶ **Revisiting your Change Transformation and Business Optimization Initiatives @ Asian Insurance Congress – Singapore, 2011**
- ¶ **Business Intelligence 2.0: What makes it different this time? @ IDC Executives Roundtable – Hong Kong, 2011**
- ¶ **Business Strategy: Get Ready for Business Intelligence 2.0 in Asia Pacific Financial Services @ Publication – IDC website, 2011**
- ¶ **Innovating Business Model with New Breed of Partnership @ Asian Financial Services Congress – Singapore, 2011**
- ¶ **Business Intelligence Panel @ GDS FSI Conference – Singapore, 2010**