



# Quatorix Technology Partners

## Accelerate

John L Hoo – [johnlhoo@quatorix.com](mailto:johnlhoo@quatorix.com) / +1-416-705-9412

### Executive Bio - John L Hoo

John specializes in building and leading high performing teams that solve complex business problems for his clients. John's capabilities and experience spans executive leadership, consultative and solution selling, sales management, contract negotiations, P&L management, program management, services delivery, organizational transformation, and stakeholder governance.

Prior to founding Quatorix, John was an executive with IBM leading some of their largest and most complex services engagements with teams and clients spanning North America, Latin America, Europe and Asia.

John holds an Honours Bachelor of Mathematics, Business Administration / Information Systems degree from the University of Waterloo.

#### LinkedIn:

<https://www.linkedin.com/in/johnlhoo/>

### Core Offerings

**Complex Program Leadership & Delivery** – Executive leadership for high profile, complex and time sensitive programs which require solution design, business case development, stakeholder governance, project plan development, risk & issue management, financial management and business case tracking. **Results:** Reduce spend/costs, improve quality & timeliness, direct alignment to business results.

**Deal Making** – Leadership and management execution for large IT Services, Software, SaaS and Cloud deals which require supplier selection and RFP development, solution design, pricing, complex commercial and legal negotiation, contract structures and drafting, financial / business case development, risk & issue management. **Results:** Reduce spend/cost, mitigate/reduce business risk, achieve greater business value.

**Organizational Design and Transformation** – Consultative leadership and advisory for technology driven organizational change and transformation which require business case development & tracking, stakeholder engagement & buy-in, governance, target operating model design & implementation as well as leadership / management team recruiting. **Results:** Improve time to value and stakeholder engagement

**Supplier Governance and Relationship Management** – Development of executive level relationships with key partners and suppliers. Deployment of comprehensive supplier governance frameworks to maximize relationship value aligned to the client's business objectives. **Results:** Additional business value from external spend. Improve supplier relationship dynamics. Standardized approach to governance with meaningful KPIs

**Engagement Role: Executive Consultant; Program Leader; Technology CxO**



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### Professional Experience

#### **President & Managing Partner, Quatorix Technology Partners, September 2021 – Present**

Leader of a technology services and management consulting company focused on helping clients solve complex technology and business problems.

#### **Key Client Engagements:**

- **Scotiabank:** Advisory services for an End-User Experience improvement initiative
- **NTT-Data:** Advisory services to recover the relationship and financial performance with one of their key Canadian clients.
- **Infoya:** Senior business advisor to high-growth IT Services company (2025 Deloitte Technology Fast 50 winner) with a focus on organizational design & evolving their product and service offerings.
- **407-ETR:** Advisory services to a local transportation company as they complete a datacenter relocation
- **IGM Financial:** Program leadership for a multi-year Cloud transformation
- **Kyndryl:** General management for a \$300M IT services contract

#### **Key Client Accomplishments**

**IGM Financial** – Program leader for a team of project managers, architects, engineers and technology operations professions. Together we delivered a complex program that transformed the Information Technology platforms IGM utilizes to delivery comprehensive financial planning and portfolio management solutions to clients.

- Successfully recovered a multi-year cross-technology program that established new Cloud (Azure & Google Cloud Platform) foundations, Cybersecurity foundations and Financial Management disciplines leading a program team of 50+ technology professionals with an aggregate business case budget of \$50M
- Reinvigorated both internal and external program governance to better manage risk, cost, cross-organization communications and change management to improve program velocity and stakeholder engagement while establishing enhanced risk management and cost management discipline.
- Completed the rollout of a Managed Microsoft Desktop solution with 6000+ endpoints providing an enhanced desktop end-user experience with enhanced endpoint security.
- Established an Enterprise end-user and Identity & Access Management platform leveraging the newly available Sailpoint SaaS product which allowed for the repatriation of Identity Management and Active Directory services from IGM's prior service provider.



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- Established a process-driven framework for the migration of 200+ applications from an on-premises datacenter to Azure & Google Cloud Platform delivering annualized savings of \$10M+
- Transformed and modernized IGM's Real Estate Building security systems to utilize a single access card for all locations and integrated the Building Security System with the Enterprise Identity platform for seamless user onboarding and offboarding
- Executed the technology transition program for IGM's sale of the Investment Planning Council business to Canada Life
- Delivered new Cyber Security capabilities for Vulnerability Management, Privileged Accounts, Risk Management, Public Key Infrastructure, Web Application Firewalls and Distributed Denial of Service protection enhancing IGM's Cyber Security risk posture as measured by NIST CSF.

**Kyndryl** – General manager responsible and accountable for budget & contract management, sales, delivery quality and managing the overall client relationship for large IT Services engagements. Continued in an executive leadership position supporting the Scotiabank account in Canada and Mexico during and after the spin-off from IBM.

### **Vice President & Global Project Executive, IBM Canada Ltd, June 2011 – August 2021**

General manager responsible and accountable for budget & contract management, sales, delivery quality and managing the overall client relationship for large IT Services engagements.

### **Key Client Accomplishments**

**Scotiabank** – Executive leadership of a global team of 600+ delivery professionals accountable for IT Infrastructure operations in Canada, Mexico and South America.

- Successful execution of datacenter consolidation programs in Canada and Latin America
- Successful execution of storage re-platform from IBM to EMC in support of the bank's Canada, Mexico and Latin America operations
- Delivered on operational improvements to increase change success and lower incident impact the result being significant improvement to the availability of core bank systems
- Successfully negotiated partner and supplier agreements with Dell/EMC, Lenovo, Cisco, Microsoft, Akamia & Google
- Improved account profitability by more than 180% in FY2020
- Improved client satisfaction (as measured by NPS) by more than 40 points
- Negotiated and closed in excess of \$250M in new scope/term IT Services.



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**Bombardier Inc** – Executive leadership of a global team of 400+ professionals delivering applications, cloud and infrastructure services

- Successfully negotiated key contractual structures including service levels, transition scope / milestones, deal financing & payment terms. Deal TCV of \$900M
- Successfully launched the 2+ year IT Services transition and transformation program filling key leadership roles, establishing governance committees & reporting, budget & business case tracking, issue management & dispute resolution
- Scaled the revenue performance of the account 300% over the course of 18 months.

**Royal Bank of Canada** – Executive leader accountable for Cloud, Data Centre and End User Services sales and delivery

- Successful implementation of IBM Bluemix (Cloud Foundry) Dedicated and Local environments in support of RBC's Cloud transformation program
- Successful implementation of on-prem and Cloud automated provisioning for IaaS
- Successful rescue of the Windows XP->7 conversion program meeting board level commitment on timing and budget

### Board of Directors Experience

**Rhizome Networks (Festival Hydro Services Inc.), December 2025 – present**

- Appointed to a four-year term as an independent director commencing December 1, 2025
- Appointed Vice Chair for 2026

**Wellington-Halton Hills North Conservative Election District Association, June 2025 – present**

- Elected to a one-year term commencing June 21, 2025
- Elected as a delegate to represent the EDA at the 2026 Conservative policy convention
- Selected as the successor to take on the Financial Agent responsibilities in 2026
- Member of the policy committee

### Education

Honours Bachelor of Mathematics, Business Administration / Information Systems  
University of Waterloo, Waterloo, ON Canada.