

Ger Suverkropp Head of Cloud Programs | Senior Program Manager

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Nationality: Dutch

Available for permanent employment and freelance/interim assignments (ZZP)

Professional Summary

With over 25 years in ICT, including the last 15+ years in senior leadership roles, I lead complex programs and projects in cloud, data centers, and digital transformation. I guide initiatives from concept to successful go-live, always aligning with organizational goals, fostering strong stakeholder collaboration, and driving continuous process improvement.

Strong in hybrid project approaches (combining Agile/Scrum principles with PRINCE2/ITIL), change management, and delivering time-to-value, ROI, and high customer satisfaction. Extensive expertise across private, public, and hybrid cloud environments, with proven ability to manage risks effectively, coach teams, and drive business growth through innovative strategies. My approach is business-oriented, pragmatic, and strongly results- and customer-focused.

Key Skills

- Project & Program Management (PRINCE2, ITIL)
- Hybrid Agile/Scrum/SAFe approaches in complex transformations
- Leadership, coaching & team building
- Budget & P&L responsibility, resource planning
- Stakeholder & vendor management
- Cloud migrations & implementations (hybrid, public, private)
- Data center design, build, testing & operations (incl. BWSE elements)
- Risk management, governance & compliance (RACI, PID, ISO 27001/27017, ISO 9001)
- Process optimization, KPI dashboards & feasibility studies
- Change management & value realization (time-to-value, ROI)
- IT infrastructure, networking (TCP/IP, UNIX/Linux) & database management
- Business-IT alignment & digital transformation
- Sustainable IT infrastructure (energy efficiency, PUE reduction)

Professional Experience

Head of Cloud Programs Getronics – 2021 to present

- Established and led the Cloud Services PMO, defining best practices and delivery procedures
- Full P&L accountability for cloud programs and projects; delivered cost savings through decommissioning, hardware refresh, and license optimization
- Coached and trained project managers; led teams on large-scale cloud and infrastructure implementations using hybrid Agile elements for faster iterations and improved stakeholder feedback
- Directed global cloud programs, including technical renewal of Getronics' global (private & public) cloud infrastructure
- Developed and delivered detailed decision-making and KPI dashboards to internal and external stakeholders
- Managed change initiatives with continuous alignment to strategic business objectives

Programme Manager – AOK ZSA Technical Refresh (3.0 → 4.0) Getronics – 2025 – 2026

- Accountable for the full technical refresh of AOK's ZSA portal from version 3.0 to 4.0 — first-time Automation and Kubernetes-as-a-Service (KaaS), ServiceNow catalogue refresh, new hardware stack plus decommissioning of the old stack, and security/process standardisation across Getronics, AOK and COLT.
- Coordinated parallel workstreams across Getronics, AOK and COLT; managed multi-vendor dependencies, RACI/governance and delivery cadence under live-service and production constraints.
- Rebuilt and implemented the new hardware stack and decommissioned the old stack (HW decommissioning ≈77%); led delivery from requirements through HLD/LLD, test, UAT and pilot for first-time KaaS (≈79% complete) and the new AOK company-group / PAM structure in ServiceNow (≈84%).
- Refreshed, updated and adjusted the ServiceNow catalogue for operational self-service and standardisation (new SID, VM lifecycle, WAF, IAM, VPN, public IP, mail, certificates, non-standard requests).
- Updated and implemented security, process, certificate and reporting standardisation across Getronics, AOK and COLT; tracked open items (SIEM, vulnerability remediation, firewall cleanup, capacity/asset reporting and ZSA platform documentation) to stakeholder and audit readiness.

Global DC Estate Cost-Savings Program Manager Getronics – 2024

- Programme Manager for end-to-end execution of Phase 1 of the Global DC Estate optimisation / cost-savings programme across the Colt and AtlasEdge footprints.
- Successfully ceased 175 racks in multiple data centres (Spain, France, Italy, Germany, UK and Portugal) — above the 153 maximum expected (min. 113, threshold 135) — within the planned 13-week delivery window from a starting estate of 385 racks.
- Drove weekly progress tracking, multi-supplier cease coordination and accurate CMDB plus contractual-threshold reporting for executive and commercial stakeholders.

- Realised approximately €2.9 M in annualised cost avoidance (MRC €242 k / YRC €2.91 M on ceased racks) while ensuring zero impact on remaining live customer and internal services.
- Executed the programme for Phase 2 (ACI/OCN firewall consolidation and ongoing utilisation governance), embedding estate optimisation, risk control and service-continuity discipline for subsequent waves.

Senior Program Manager Getronics 2025 - 2026

- **Cloud Automation – Cloud Management Platform (CMP) | Getronics – 2025 | Programme Manager**
 - Programme Manager implementing a unified Hybrid Cloud Management Platform for Getronics' estate (4,300+ VMs, 1,100+ chassis, 400+ virtual hosts, 25+ Azure/AWS subscriptions, >2 PB backup).
 - Directed technical and commercial assessment including POC scoring of CloudBolt vs Morpheus Data; recommended CloudBolt on capability, collaboration and commercials; framed phased delivery (portal, ServiceNow automation, FinOps/chargeback, DR/Backup, Kubernetes/PaaS, multi-cloud).
 - Produced board-facing ROI/TCO modelling (Phase-1 3-year investment vs labour/productivity benefits) with target positive ROI within 18 months, plus implementation roadmap, risk register and integration view (vCloud Director, Zerto, Veeam, Qualys, FinOps, ServiceNow).
- **Technical Operations Automation (TOA) | Getronics | Programme Manager**
 - Programme Manager implementing Technical Operations Automation to automate service desk, network, application, security and cloud operational workflows — aligning cost reduction, NPS improvement and sales differentiation with measurable operational excellence.
 - Applied structured ticket analysis on ServiceNow INC/SR volumes (~280k incidents / ~150k service requests annually set) to identify high-frequency, rule-based use cases (password/access, health checks, device/network troubleshooting, onboarding/offboarding, patching, backup).
 - Quantified conservative automation potential of ~€700k (incidents) and ~€378k (service requests) annual cost optimisation; defined platform approach (incl. Resolve / orchestration) with 3-year investment, FTE and benefit model for executive decision-making.

Senior Project Advisor / Program Manager BT – 2020 – 2021

- Created delivery artifacts (project plans, RACI matrices, Customer Delivery Journeys, PM guides, risk logs, KPIs) for managed cloud and hybrid cloud solutions
- Program lead for Cloud Solution Hub; maintained oversight of hybrid, public, and private cloud deliveries
- Managed and reported on security and technology risks for core systems and applications
- Strong emphasis on governance, documentation, and effective escalation management

Program Manager BT – 2016 – 2020

- Coordinated all global COVID-19-related BT Cloud Compute programs and projects; achieved 98% success rate through tight planning and iterative adjustments (hybrid approach)
- Restructured and realigned Cloud Compute portfolio and projects to better meet customer needs; monitored delivery of hybrid cloud solutions
- Conducted feasibility studies for cloud migrations and data center expansions
- Ensured business-IT alignment; reported to senior management as implementation and escalation manager

Senior Project Manager BT – 2006 – 2016

- Led complex projects in cloud (hybrid/public/private), IT infrastructure, and enterprise environments
- As named project manager I typically run one large, two medium, or up to three small projects at a time — that is personal WIP, not a larger simultaneous load.
- DC Extension (2010–2013): overall programme — 6 project managers delivered 60+ related projects over the three-year programme (not simultaneously); Nieuwegein (two new data floors; PUE 2.1→1.2) and Rotterdam new-build, including CEVA lift-and-shift.
- Coordinated a portfolio of 130+ BT Compute infrastructure projects (P2V/V2P/MER-SER) over the tenure for dependencies and reporting to Compute management — portfolio throughput over the period, not 130 projects at once as named PM.
- Directed renewal of BT's Nieuwegein data center — two new data floors; reduced PUE from 2.1 to 1.2 with focus on energy efficiency and sustainability; delivered new data center in Rotterdam; guided DTCC as first customer into newly built DC capacity (two data floors; PUE 1.2)
- Served as interim IT Manager for Data Center Services during construction phases
- Managed full data center builds including core networks, cold-aisle containment, security, and infrastructure rollout
- Tested implementations (network, security, procedures) and handed over to operations; managed new customer migrations and implementations
- Strictly controlled risks, mitigation plans, and budgets; coached junior and new project managers
- Full BWSE responsibility (Building, Mechanical & Electrical, Security, Electricity)

Project Manager / Project Leader / Various Roles TAS · CMG · LogicaCMG · CTG · KPN Telecom – 1997 – 2006

- Delivered customer projects successfully in telecom, transport, and finance; prepared PID, RACI, risk & action logs, and implemented governance
- Managed resources, budgets, and teams; focused on development, testing, and Y2K compliance

- Test Coordinator / Project Leader (LogicaCMG/KPN, 2001–2003): coordinated testing, functional management, and project leadership in telecom
- Site Manager / Project Manager (CTG, 1999–2001): oversaw site operations, conducted reviews, designed business plans, and coached junior project leaders
- MIS/DBA/Reporting Coordinator (KPN, 1998–2000): developed reporting systems (Excel/VB), managed databases (Access/SQL), ensured data integrity, generated automated management reports, and led millennium projects

Education & Certifications

- PRINCE2 Foundation & Practitioner (AXELOS)
- ITIL v3 Foundation (EXIN)
- UNIX / Linux System & Network Administration (Global Knowledge / AT Computing)
- TCP/IP, Routing & Telecommunication Fundamentals (Global Knowledge)
- Business Objects, Cognos Powerplay, ASP.NET Development
- TestFrame, Situational Leadership, Presentation Skills Training
- Information Technology (Hogeschool Utrecht)
- HAVO / MAVO (secondary education)

Languages

- Dutch – native
- English – fluent
- German – good

References

- (Customer) References available upon request.