

Business Transformation & Operational Excellence Awards – The CEO Of The Year Award

Synopsis:

As the global leader in process management and automation, operational excellence is intrinsic to every idea, strategy and tactic at Nintex. Eric Johnson's transition to CEO was no exception. While there will always be challenges when a company grows, those obstacles are also opportunities. Changes at Nintex were numerous in 2018. In April, Thoma Bravo became the majority investor in Nintex. Nintex also acquired Promapp, a cloud-based visual process mapping software, expanding both their global footprint and product offerings. A new CEO, CFO and CMSO (Chief Marketing & Strategy Officer) were named to support an aggressive growth strategy and to drive product innovation. At the same time, Nintex's customer base was growing at a speed they had never before experienced.

The strategic position on operational excellence:

While it can be tricky to navigate change across multiple teams and regions, Nintex has done so successfully with CEO Eric Johnson at the helm. When Eric transitioned from Nintex's CFO to CEO at the end of March 2018, he saw a need to refine the company's strategy, deliver on financial commitments, increase customer initiatives, and innovate the product to allow Nintex to meet their customers' changing needs.

Insight into the CEO's role within the deployment of operational excellence initiatives:

Since being named CEO just eight months ago, Eric has brought Nintex into its next phase of growth with a new majority investor, Thoma Bravo, and through an international acquisition of New Zealand company Promapp. He has also successfully brought on a new CMSO who has since redefined the company's overall message and aligned its go-to-market strategy to deliver on the company's mission to improve how people work through process management and automation. With major company transitions such as these, it is understandable for employees and partners to question the path of the organization. Under Eric's leadership, employees and partners remained engaged and confident, while the continued focus on customer success is proven below.

The CEO's biography from an operational excellence perspective:

Eric is a proven SaaS executive with more than two decades of financial and operational experience at mid- and large-sized software companies.

From 2014-2018 Eric served as Nintex CFO where he was key in driving the company's move to the cloud and subscription pricing. Prior to that, Eric served as vice president of finance for Jive Software, where he helped lead the company through its IPO process, and before that, as vice president of worldwide sales operations at Serena Software. He has also held financial and operational leadership positions at Merant, InFocus Corporation and IBM (formerly Sequent).

Key operational excellence achievements during the CEO's time in office:

Nintex has been busy under Eric's leadership, experiencing significant growth in customers, channel partners, sales and more. Here are a few notable stats that highlight how Nintex continues to deliver in a year of change:

- Nintex now serves more than 8,000 customers, a number which has grown more than 50 percent over the last three years.
- Sales transactions have increased three times YoY and new subscriptions have doubled in the last 12 months with the company's annual revenue exceeding \$100 million.
- Customers using Nintex for Office 365 have initiated more than 105 million workflows, a growth of 127 percent in just one year.
- With Thoma Bravo as its new majority investor, Nintex has one of the top software/SaaS investors in the world as a partner, providing the company with ongoing expertise and resources to continue their growth and strategy.
- Nintex recently acquired New Zealand process mapping company, Promapp, bringing Nintex's total employee headcount to just under 500 people.