

First transformation and mobilisation director appointed

3 years ago



Hard service provider [Arcus FM](#) has reported it has recruited its first transformation and mobilisation director to provide industry-leading onboarding services.

The company has seen a number of large-scale mobilisations over the last 12 months and has invested in its operational delivery to elevate the customer experience and transformation projects throughout the business. John Donnison has been appointed as transformation and mobilisation director, having worked for the business for over two years as account director and leading various projects to strengthen customer relations and satisfaction.

With a background in transformation delivery and strategic development, he brings over 20 years' experience in leading and controlling large contract mobilisations, strengthening management across accounts, and offering exceptional customer service.

Mr Donnison will be leading a new department that will offer enhanced mobilisations across customers' estates and offering transformational support throughout their contracts.

Chief operating officer Stephen Saunders said:

"The growth we have seen over the past year has been fantastic and we have seen a number of really intense mobilisations in a short space of time.

"John has been instrumental in providing exemplary customer service and I'm thrilled to be working with him on creating a strategic roadmap that bolsters our services.

"Offering an industry-leading approach to how we manage our contracts is vital to ensuring customer satisfaction and operational excellence. Investing in this area now lays a foundation for continued excellence as we continue to grow."