

The Access Group makes new appointments to lead on customer experience, people and sustainability

2 years ago



The Access Group, one of the leading providers of business management software for small and mid-sized organisations in the UK, Ireland, USA and Asia Pacific, has announced three new senior hires to drive forward its commitment to delivering unrivalled customer service and to prioritising its sustainability targets.

Caroline Fanning has been announced as chief employee success officer, replacing Claire Scott who has retired from the business after more than six years leading the people function. Before joining The Access Group, Caroline was chief people officer at Avanade, where she delivered a successful growth-orientated people strategy to support the company's expansion, elevating employee experiences to attract, develop, reward and retain skilled talent.



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Caroline joined Avanade in 2016 as Europe HR lead. In 2018, she assumed responsibility for global business HR, working with teams on initiatives such as using predictive analytics to manage attrition, organisational effectiveness and developing a consistent employee experience.

Mark Billingham has been appointed as chief customer experience officer. Mark previously held the position of managing director for Capita Experience UK where he looked after Capita UK's portfolio of customers focused on CX transformation and providing positive outcomes for major blue-chip companies across multiple industries. A six-month stint as interim CEO saw him successfully support the restructuring of the business and drive growth.

Mark's previous roles include executive leadership roles at retailer Very, British Gas and Vodafone.

While he was CX leader at Very, it was recognised as industry leading, culminating in being recognised as "Best in Europe" at the European Customer Service Awards in 2021.

Leading on delivering The Access Group's sustainability agenda, Carla Matthews joins in a newly created role as director of sustainability. Carla has more than 15 years of experience in leading change and embedding sustainability into core operations across technology, professional services and manufacturing sectors.

Working across various countries, she has helped firms identify opportunities and mitigate risks, improve cost-cutting programmes and influence buy-ins across multidisciplinary global teams. She most recently worked at RWS Holdings plc where she led a three-year framework with four ESG pillars. The strategy included setting up a system to capture carbon emissions data and a carbon reduction plan in line with science-based targets, and client and investor expectations.

Welcoming all three new leaders to the business, The Access Group CEO Chris Bayne, said: "These new hires each bring with them an impressive array of experience and track record of success that will be pivotal in supporting our teams as they continue to develop as we grow."

“We are committed to employee wellbeing, exceptional customer experience and sustainable practices across The Access Group. I am confident that Caroline, Mark and Carla will each play a vital role in delivering this as we start the new year.”