

# Key appointment recognises operational influence at Cloud

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[Cloud](#) has made a key appointment to ensure the strategic influence of operations at board level, with Katie Harvey promoted to the executive board as group director of operations.

As we continue to expand our UK operations and in recognition of the influence of the operations team on our business success, we're excited to announce the promotion of our group operations director, Katie Harvey, to our executive board.

With ten years of dedicated service at Cloud, Katie has demonstrated exceptional leadership across various domains, from reshaping helpdesk support to account management and supply chain optimisation. Since taking on the role of director of operations, Katie has spearheaded transformative initiatives in client service delivery.

"I'm excited to take on this role at such a pivotal time for the company. My goal is to build on our strong client relationships, ensuring our operations remain agile, customer-focussed, and future ready. I'm looking forward to working closely with our teams to drive sustainable growth and innovation through our ground-breaking technologies, optimising client experience, and furthering our culture of continuous improvement, in line with our company values."

Cloud chief commercial officer, Terry Mills, said: "Katie has been the driving force behind significant changes in our service delivery to clients. She is an outstanding member of the client services team, and her promotion to our executive board will ensure we continue to place customer success at the heart of everything we do."

Jeff Dewing, chief executive officer at Cloud, commented: "Katie's appointment to the board balances the



gender representation of our senior executive team, realising one of Cloud's key Diversity, Equity and Inclusion ambitions, and placing the value and strength of all that our business has to offer, at the centre of our strategic team."