

Starting and growing a business is both daunting and rewarding, and you want the leadership and confidence of a trusted and seasoned partner to hold your hand during every step of your unique journey. *Infocept Systems* is a business growth advisory company that works with you to help grow your business and stay ahead of the competition. We passionately believe that the *balance* of the right people, processes and innovative technologies in your business or institution are essential to improving margins and ensuring mission success. No matter how small or large your business is, we examine all the relevant elements of growth and help define your strategy, integrate industry best practices and assist with process engineering, organization design, enabling technology and project management.

With our extensive industry and advisory experience with Fortune 50 companies, we can partner with you to rapidly assess, design and implement the right journey to *make your business thrive!*

Our services focus on the unique and impactful ideas that unlock the unrealized potential in your business in a responsible and sustainable way. Whether on a project or retained-services basis, we provide:

- A structured approach for business assessment, strategic planning, solution design and project priorities based on your business goals, our market and industry insights and relevant business best practices with our *Pathways-to-Grow™* process
- Effective project management services and training with our *ProjectDoctor™* program
- Affordable and comprehensive interim CIO / CTO services through our *CIO-to-Grow™* Program

Our competitive difference blends our customer-first core values and proven track record including:

- Our breadth and depth of business, technology and implementation experience
- Our insights into best practices, markets, innovations and various industries
- Our balanced and integrated 360° approach to the people, process and technology aspects of sustainable growth – including consumer and employee engagement
- Our responsiveness and agility in finding solutions that best fit your unique business
- Our passion to see others succeed as reflected in our Customer-for-Life mentoring program

Our credentials, academic, professional affiliations and work experiences in consumer-facing, operational management and supply chain systems and best practices span a wide variety of municipal government, manufacturing, retail, managed-services industries and non-profit institutions. Our scope has included strategic planning, business / digital transformation, information technology, change management and large project management. Our clients have included such noted agencies, companies and institutions as GE, Lockheed Martin, Panasonic, Aramark Corporation, the American Bible Society and others.



Dom Boffa, Owner and Principal, Infocept Systems, Inc.

Dom's passion is in assisting enterprises to fully use innovative people, process design and enabling digital technologies to drive growth, productivity and sustained competitive advantage in a responsible and sustainable way. In 2015, he established Infocept Systems, Inc., helping numerous businesses and non-profit institutions on their journeys to effectively grow and thrive.



Dom is originally from Staten Island, NY. He received his BS degree in System Engineering from the Polytechnic Institute of Brooklyn (NYU-Poly) and was awarded an MS degree in Industrial Administration from Union College in Schenectady, NY. Dom joined General Electric Company on the Manufacturing Management (Operational Management Leadership) Program and held various management positions in manufacturing operations and customer service within GE.

Dom also held several executive manufacturing and information technology management positions within the GE Aerospace and Lockheed Martin organizations, culminating as Director of Sourcing and Advanced Manufacturing Systems Programs at Lockheed Martin. In these roles, he successfully developed and deployed several enterprise-wide Supply Chain, Quality, ERP, Facilities and Manufacturing Execution Systems yielding over \$190 million in annual savings and serving as major competitive advantage enablers.

In 1996, Dom joined KPMG LLP as Senior Manager in the Consumer and Industrial Markets consulting practice, where he specialized in leading engagements for large enterprise systems integration and implementations for a variety of domestic and international manufacturing and consumer products clients. He was responsible for over \$40 million in KPMG business capture.

In 1999, Dom joined Aramark Corporation as Vice President of Systems Development driving strategy, architecture, development, and large-program management for all corporate information systems. He was responsible for the \$120 million implementation of all Oracle financial modules and operations management software, managing a program team of over 100 employees and consultants.

In 2003, Dom assumed the role of CIO & VP of Technology Solutions in Aramark's Education Sector (\$4.2B annual revenue) where he led an IT organization and cross-functional business PMO driving scalable and innovative, growth-driven operational management, supply chain, POS and eCommerce initiatives impacting over 2 million consumers at over 800 University and K-12 client locations in North America and Europe. During Dom's tenure, sector revenue more than doubled from \$1.9B. In 2014 this role was transformed to an enterprise role as VP of Global Digital Consumer Technology Solutions.

Dom is a graduate of the GE Management Institute and the IBM Advanced Business Institute. He is an industry advisor on Penn State's School of Hospitality Management Entrepreneurship & Innovation (ENTI) program and guest lecturer at both Penn State and the University of Delaware. Dom's thought leadership and professional contributions to both Higher Education and Retail Technology have been highlighted in such publications as Information Week and University Business Magazines. Dom is also a chairman of the Central Bucks County (PA) Chamber of Commerce Entrepreneurial Advisory Program, and Adjunct Professor / Industry Advisor for the Small Business Entrepreneurial Center at Delaware Valley University.

Glossary of Terms: CIO-Chief Information Officer; CTO-Chief Technology Officer; ERP-Enterprise Resource Planning; PMO-Program Management Office; POS-Point-of-Sale