

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 helps 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 organization are essential to improving margins and ensuring mission success. No matter how small or large your business is, we examine all relevant elements of growth and help define your strategy, integrate industry best practices, and assist with implementation planning and execution.

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 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
- Enabling technology selection & implementation including affordable and comprehensive interim CIO / CTO services through our *CIO-to-Grow™* Program
- Effective project management support services and training with our *ProjectDoctor™* program

Our competitive difference blends our customer-first core values and proven history 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 needs
- 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 variety of municipal government, manufacturing, retail, managed-services industries, and non-profit institutions. Our scope includes 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 organizations 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 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 one hundred 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 expanded to VP of Global Digital Consumer Technology Solutions.

Dom is a graduate of the GE Management Institute and the IBM Advanced Business Institute. He has been industry advisor at Penn State's School of Hospitality Management 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 appear in several industry publications. Dom is also an Industry Advisor for the Small Business Entrepreneurial Center at Delaware Valley University. He serves on the Board of Directors for the non-profit organization *Recipe for Life™* which supports efforts to enrich and apply the life skills of differently abled young adults in the Bucks County, PA region.

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