



## Alan Chappell

### Chief Operating Officer


Alan Chappell, COO, previously was Director of Business Development at End to End, overseeing the Wholesale, Marketing, Product Development and New Business teams. His primary responsibilities included building internal corporate process models, delivering efficient methodologies of operation, capturing opportunities in the emerging market and increasing financial returns.

Before his role in Business Development, Alan was Director of Sales and Marketing, where he doubled commercial sales by implementing contract management and business systems. The company achieved increased revenues while lowering the cost of IT within their client base. While working closely with the executive team, he re-engineered business practices and integrated all activities to improve productivity and operational efficiencies.

In his new role as COO, Alan is responsible for the creation and management of End to End's Strategic Plan and the definition of the company's primary and secondary key performance indicators. In this capacity, he will assist with day-to-day Tactical Plan development and Metric Management to monitor overall functional performance and ERP effectiveness throughout the company. As a member of the Strategic Leadership Team (SLT), Alan will empower our employees by eliminating real and/or perceived barriers to achieve the desired state via the shortest critical path.

Alan brings IT and Operations experience from the Commercial, Industrial and Protection Services, and Aerospace Sectors. Previously, Alan worked for Honeywell Services in both Canada and the U.S. and was responsible for infrastructure and services, installation of applications, and business process reviews.

Alan's 35 years of experience has enabled him to implement business projects that deliver tangible benefits and business results.

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