



sim pä ' ti kō: Being on the same wavelength;
having qualities that bring about a favorable regard.

Peggy Langewisch

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With 14 years of management consulting experience, Peggy is consistently called upon for her content knowledge, critical thinking, and project leadership skills. As a SimpatiCo co-founder, she has been involved in all aspects of company management, as well as engagement delivery. Peggy has extensive experience in the Financial Services sector, especially within the dynamic payments space, and has also partnered with Business Services and Telecommunications clients. She began her consulting career as part of Gemini Consulting's Analysis and Design group, delivering rapid opportunity assessments and implementation plans. Projects spanned a variety of industries across several continents. Peggy then moved to the Results Delivery discipline, where she managed large client and consulting teams responsible for implementing recommendations for key Financial Services clients. She also led strategic content and methodology development for Gemini's e-Business Unit. Peggy holds a B.S. in Finance and Economics from Northeast Missouri State University (now Truman State) and a MBA from Washington University.

Applied Thought Leadership Highlights

- Delivered a process of strategic opportunity identification and direction-setting resulting in a **three year strategic plan** for a leading **software services company** focused on the **banking** industry; teamed with CEO and President to gain input from industry experts and approval from the Board of Directors.
- Structured and guided internal and client projects for a software and services start-up; **implemented tracking and measurement processes**, assisted in organizational design, and facilitated management team communication.
- Collaborated with a diverse team of consultants, system developers, and integrators to complete initial stages of a system implementation for a **stored value card division** of a major payment processor; worked with users to **define business requirements** and translate to-be process flows into **workflow logic** required for the software development tool.
- Assisted the SVP of Professional Services within a **financial services software and services company** in developing the division's overall business plan and **Check 21 solution offering**.
- Provided methodology for, and oversight of, **benefits case development** within a rapid margin improvement assessment for a **payments provider**.
- Developed a framework for an international consulting firm that identified and prioritized Internet opportunities within the **commercial and investment banking** industries.
- Participated in creation of a corporate mission and tagline for a growing **content management company**; defined, developed framework for, and prioritized business opportunities; presented results to the Board of Directors.
- Impacted project activities and outcomes by ensuring a balance between the drive to push creative thinking and the need to provide realistic, actionable deliverables for a **communications company developing mobile solutions for business customers**; completed several analyses, including the **current solution landscape** and two, **complex business models**.
- Partnered with an eight person senior executive team to identify and select the direction of the **wholesale lending division of a top five U.S. mortgage company** using a process of "**greenfield thinking**". **Managed a team of twenty** consultants and mortgage company team members responsible for sales force effectiveness, customer segmentation, cost-to-serve analysis, balanced scorecard development, capacity planning, technology blueprinting, and process efficiency aligned with the corporate strategy.



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Applied Thought Leadership Highlights (Continued)

- Directed a **cash management and trade banking** project that delivered a multi-country market opportunity assessment, U.S. client solution definitions with associated business case, and alignment of executives from Brazil, Argentina, and the U.S.
- **Managed a 17 person team** of consultants and leasing company employees responsible for redesigning sales, operational, retention, and customer services processes for an **auto financial services company**.
- Conducted over a dozen **Analysis and Design projects across multiple industries** including financial services, communications, oil, gas, and chemical distribution, and manufacturing; ran projects and/or components of projects responsible for development of current state findings, business case for addressing opportunities, and implementation plans; sample analyses include:
 - Teamed with the division leader and top managers to **drive analysis of cash management processes** including remittance, lockbox, sales, and customer service within a corporate and institutional bank division of a Midwest regional.
 - **Led a global team** responsible for assessment of the account opening processes in the U.S., Europe, and Asia within a **major reengineering project** for the **private banking** division of a worldwide banking leader.
 - **Managed a team** accountable for developing a project plan to effectively merge a **liquids processing company** with a leading gas marketing enterprise.
 - Created a multinational implementation plan to enable the sharing of best practices across development projects of an international oil exploration and production company.