

Tom Hensler

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EXECUTIVE PROFILE

Global SAP and digital transformation executive with more than 30 years of experience leading enterprise-scale ERP modernization and operational transformation initiatives across high technology, semiconductor, telecommunications, aerospace, manufacturing, hospitality, and consumer industries.

Recognized for restoring complex, at-risk transformation programs, aligning executive stakeholders, and delivering large-scale SAP and ERP initiatives with measurable operational impact. Extensive experience leading global consulting organizations, directing multi-billion-dollar transformation portfolios, and driving enterprise-wide harmonization across supply chain, manufacturing, finance, and operations.

Founder of the ASSERT™ Transformation Certainty Framework, a governance and execution model designed to improve transformation predictability, organizational readiness, operational alignment, and delivery success at scale.

CORE LEADERSHIP EXPERTISE

- Global SAP Strategy & Transformation Governance
 - SAP S/4HANA Program Leadership
 - Enterprise ERP Modernization
 - Executive Stakeholder Alignment & Governance
 - Operational Readiness & Change Leadership
 - Supply Chain, Manufacturing & Finance Transformation
 - Global Program & Portfolio Leadership
 - Transformation Recovery & Risk Mitigation
 - Process Harmonization & Operational Excellence
 - Vendor & Systems Integrator Management
 - Organizational Leadership & Talent Development
 - Budget Planning, Resource Optimization & Delivery Management
 - Enterprise Process Automation & Modernization
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PROFESSIONAL EXPERIENCE

Founder | Inflective

2003 – Present

Founded and lead a transformation advisory firm focused on ERP modernization, SAP strategy, operational readiness, and enterprise digital transformation.

Key Contributions

- Advise executive leadership teams on SAP strategy, enterprise modernization, operational transformation, and governance execution.
 - Lead large-scale ERP and digital transformation programs across high technology, manufacturing, aerospace, telecommunications, and consumer industries.
 - Developed the ASSERT™ Transformation Certainty Framework, integrating governance, methodology, business readiness, and execution disciplines to improve transformation outcomes and reduce delivery risk.
 - Directed transformation recovery initiatives for complex ERP programs involving SAP, Oracle, and Microsoft platforms.
 - Guided organizations through enterprise-wide readiness planning, process alignment, and business continuity initiatives during major transformation efforts.
 - Partner with senior executives to improve organizational alignment, operational discipline, and transformation certainty.
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Partner | PricewaterhouseCoopers (PwC)

Approximately 20 Years

Member of the leadership team within PwC's global SAP consulting practice, helping lead large-scale enterprise transformation initiatives for Fortune 500 organizations worldwide.

Key Contributions

- Led global SAP transformation programs across manufacturing, telecommunications, aerospace, and high-tech industries.
- Oversaw globally distributed consulting and delivery organizations supporting enterprise ERP modernization initiatives.
- Partnered with C-suite executives to align SAP capabilities with strategic business objectives and operational priorities.
- Directed governance, quality assurance, execution discipline, and transformation performance management across complex global programs.
- Managed executive stakeholder relationships, systems integrators, and strategic consulting partnerships.

President & COO | Dacom Systems Technology

PwC – Dacom Joint Venture

Led a 550-person global consulting and managed services organization delivering enterprise technology and transformation solutions.

Key Contributions

- Turned a \$2M operating loss into a \$6M profit within three years through operational restructuring and delivery optimization.
- Increased annual revenue by 30%, growing the business to approximately \$120M.
- Directed global client delivery operations, financial planning, workforce management, and operational execution.
- Managed enterprise consulting engagements across multiple industries and business units.
- Improved operational performance through disciplined governance, resource optimization, and strategic growth initiatives.

SELECTED SAP & TRANSFORMATION EXPERIENCE

Public Storage | SAP S/4HANA Transformation

Led executive stakeholder alignment and operational readiness initiatives supporting enterprise-wide SAP S/4HANA transformation, business continuity, and organizational adoption.

Juniper Networks | Global SAP Transformation

Recovered and successfully led a 700-person global SAP transformation program within a highly complex high-technology environment.

Dacom Telecom | Enterprise SAP Transformation

Directed enterprise-wide SAP back-office modernization integrating telecom billing, finance, and operational systems.

Lucent Technologies | SAP Enterprise Implementation

Served as delivery leader for large-scale multi-division SAP implementation supporting enterprise growth and operational scalability.

Sun Microsystems | Global Oracle ERP Transformation

Co-led an 800-person global ERP transformation impacting more than 40,000 users across worldwide operations.

Aerojet Rocketdyne | Oracle ERP Transformation

Led enterprise process standardization and operational transformation initiatives within a complex aerospace manufacturing environment.

Peet's Coffee | Microsoft Dynamics 365 Transformation

Served as overall delivery leader for enterprise transformation initiatives enabling scalable, data-driven operational growth.

Royal Caribbean Cruise Line | Enterprise Digital Transformation

Directed enterprise-wide transformation initiatives spanning reservations, operational systems, and business process modernization.

INDUSTRY EXPERIENCE

High Technology • Advanced Manufacturing • Telecommunications • Aerospace • Hospitality • Food & Beverage • Consumer Products • Medical Device

EDUCATION

MBA, Accounting & Finance

Lehigh University

BSEE, Digital Systems Engineering

Lehigh University

Business & Artificial Intelligence Advanced Engagement Course

Stevens Institute of Technology

ADDITIONAL

Private Pilot