

<https://itorizon.com/job/services-success-vp/>

Services Success (VP)

Description

About Us

ITOrizon is a global consulting and technology company that helps enterprises design, implement, and optimize complex supply chain and digital transformation initiatives. Headquartered in Atlanta, USA, with offices in India (Bengaluru & Trichy) and the UAE (Sharjah), we partner with global clients across retail, manufacturing, logistics, and distribution sectors.

We combine deep domain expertise with modern technology to deliver practical, scalable solutions. Our teams work across strategy, implementation, and managed services — helping organizations adopt leading platforms such as Oracle, Manhattan, Blue Yonder, and our next-generation composable enterprise platform, Karolium.

Role Overview

The Services Success Vice President is responsible for leading and scaling ITOrizon's global Services organization with full accountability for services P&L, delivery excellence, customer satisfaction, and leadership development.

This role drives commercial rigor, delivery governance, and organizational capability across enterprise platforms (Manhattan, Oracle, SAP, Blue Yonder, Karolium, Digital & Managed Services).

The VP acts as a future-ready executive leader, balancing revenue growth, margin protection, and high-quality customer outcomes while building a strong services leadership pipeline and scalable delivery engine.

Role Scope

The VP – Services owns:

- Services P&L and revenue growth
- Proposal and commercial governance
- Project planning and delivery oversight
- Customer success and perception
- Talent identification and leadership pipeline
- Global services capability and scale
- Presales and delivery alignment

Responsibilities

1. Services P&L and Revenue Managements

Owns and maximize the revenue and profitability of the Services organization across implementation and managed services portfolios.

Hiring organization

ITOrizon

Employment Type

Full-time

Experience

15 to 22+ Years

Role Category

Vice President

Industry

Enterprise SaaS | Application Platform (aPaaS) | Integration (iPaaS) | AI Enablement (aiPaaS) | Low-Code/No-Code

Job Location

Bangalore, India, India

Date posted

February 19, 2026

- Drive optimal utilization, billability, and revenue realization through strong capacity planning and delivery discipline
- Ensure revenue maximization in T&M engagements without value leakage
- Ensure high-quality delivery with optimized effort in fixed-bid programs
- Balance commercial outcomes with delivery integrity and customer value
- Drive services margin expansion and predictable financial performance

2. Proposal Review and Commercial Governance

Own governance of all services-related proposals and delivery models across:

- RFEs and implementations
- Incremental and enhancement programs
- Digital transformation initiatives
- Managed services and support engagements

Ensure:

- Accurate and defensible estimations
- Commercial viability and margin protection
- Clear scope, cost, and quality commitments
- Alignment between presales commitments and delivery capacity

Coach delivery and presales teams on customer-facing commercial conversations and value positioning.

3. Project Planning and Delivery Governance

Provide executive oversight for project planning and execution post-deal closure.

Ensure programs are:

- Execution-ready with clear ownership, milestones, and deliverables
- Balanced for revenue optimization and timely delivery
- Governed through consistent delivery frameworks and KPIs
- Project health, risk, and escalation governance
- Steering Committee (SteerCo) reviews for key accounts
- Executive reporting on delivery performance and predictability

Ensure strong communication across internal leadership and customer stakeholders.

4. Talent Identification and Leadership Development

Build and sustain a strong Services leadership pipeline aligned to growth strategy.

- Identify and develop high-impact delivery and consulting leaders
- Build capability across Design & Technical Leaders (5+ years)
- Develop Senior Architects and future leaders (10+ years)
- Strengthen Centers of Excellence across platforms
- Ensure targeted growth of top talent rather than blanket progression
- Drive long-term capability building and succession readiness across services roles.

5. Organizational Leadership and Succession Readiness

Act as a senior services leader with readiness to assume broader global services leadership responsibilities.

- Build scalable global delivery capability across regions
- Strengthen PMO collaboration and governance alignment
- Drive cross-functional integration across Sales, Finance, HR, and Product
- Establish consistent services operating models and KPIs
- Ensure organizational scalability and leadership bench strength

6. Customer Value and Services Growth

Drive long-term customer value creation and account expansion.

- Ensure delivery excellence and customer satisfaction across programs
- Identify value-creation and expansion opportunities within accounts
- Strengthen executive relationships with strategic customers
- Expand managed services and annuity revenue streams
- Protect customer perception during delivery challenges

7. External Representation and Thought Leadership

Represent ITOrizon as a credible Services leader externally.

- Participate in industry forums, conferences, and customer events
- Articulate ITOrizon's services capabilities and value proposition
- Contribute to thought leadership and market positioning
- Support strategic presales and executive customer engagements

Success Measures

- Sustained services revenue growth and margin expansion
- High utilization and predictable delivery performance
- Strong customer satisfaction and retention
- Proposal accuracy and commercial governance effectiveness
- Leadership pipeline strength and succession readiness
- Growth in managed services and strategic accounts

Required Experience & Qualifications

- 18–25+ years in enterprise applications and digital services delivery
- 10+ years leading large global services organizations
- Proven ownership of multi-million-dollar services P&L
- Deep experience in implementation and managed services models
- Strong background in supply chain, ERP, or digital platforms
- Experience leading large transformation and consulting programs
- Global delivery and offshore-on-site model expertise

Leadership Competencies

- Strong commercial and financial acumen
- Deep understanding of services business models
- Executive customer engagement and negotiation
- Strategic thinking with operational execution discipline
- People leadership and talent development
- Governance-driven delivery leadership
- Ability to scale culture, capability, and performance

Language & Travel

- Excellent communication skills in English, enabling executive-level discussions across defined markets.
- Multilingual capability (including Hindi) preferred for regional leadership
- Willingness to travel globally as required

Why Join Us?

- Own and scale global Services P&L and delivery excellence
- Influence company strategy alongside executive leadership
- Lead enterprise programs across global platforms and industries
- Build next-generation services capability and leadership bench
- Drive managed services growth and customer value creation
- Shape a high-performance services culture for the next growth phase

How to Apply:

Email your Resume to engage@itorizon.com