

OnProcess News Kit

About us

We're recovery experts; but that's not all we are. We're the game-changers and path-charters—and we're transforming the way our customers approach their complex and often mind-boggling service supply chain challenges. We serve some of the largest and most prestigious enterprises around the world, helping companies in different industries reimagine their service supply chains.

Why we're different

Using our proprietary platform, deep domain expertise and powerful data-enriching model, we help businesses delight their customers with top-notch experiences, reduce costs across the board and hit sustainability targets.

Our technology

OnProcess Agora™ is the ground-breaking technology that powers all our services. Offering a fully-integrated stack of critical insight-deriving, problem-untangling tools, Agora provides full control and visibility across your entire service supply chain. Combined with our expertise, Agora helps us help you with all your tricky service supply chain needs.

Our experience

We've been doing this for over twenty years, helping some of the world's largest enterprises refine their processes and solve their most complex service supply chain challenges.

This experience has taught us that it's possible to have the best of both worlds—lower costs and a better customer experience. This belief keeps us focused and serves as a north star when we're developing our technology and services.

Key numbers

- 1998 – The year OnProcess was founded
- 7 locations around the world
- 26 languages available for support
- 8+ years our long-term clients stay with us
- 2023 - OnProcess became part of Accenture

Who we are

We're proud to be transforming the industry, helping some of the biggest companies worldwide refine their post-sales services. And it's our people who make that possible.

Oliver Lemanski, Chief Executive Officer

Oliver has extensive experience building and growing international service supply chain businesses. Oliver held the position of Managing Director EMEA for five years at OnProcess, successfully driving year-on-year growth in the region while establishing strategic relationships with Elekta, HPE, Cisco, Varian, SAP Ariba and others. Prior to OnProcess, he held various executive roles at TNT, including Global Head of Service Logistics, where he ran the commercial side of a €150m+ business focused on technology, medical device and industrial markets; and Industry Marketing Director, where he led commercial salesforce and value proposition transformation efforts. Earlier in his career, Oliver set up MGH Consulting's APAC practice which provided aftermarket strategy and implementation support to clients in the technology and logistics markets. Oliver holds a Degree and Masters from University of Southampton, UK and is an alumnus of IMD Business School in Switzerland.

Chris Rezendes,
Chief Customer Officer

Chris has an 18-year track record of growing revenues for services and technology companies. He leverages his leadership, sales, marketing, and customer service expertise to drive OnProcess' expansion across multiple markets. Before joining OnProcess, Chris held a variety of executive positions including Chief Commercial Officer and, earlier, Chief Sales and Marketing Officer at Windham, Chief Sales Officer at CSS, Vice President and Managing Director of Sales at Convergys Corporation, and Director of Sales for Americas at Amdocs Inc. He is a former United States Marine Corps Officer and Naval Aviator and a graduate of Bridgewater State University

Meave O'Marah,
Chief Financial Officer

Meave is the CFO of OnProcess technology. Prior to joining, she served as CFO of several private and public organizations, including Windham Professionals, Goorin Brothers, Inc., the Olivia Companies, Interaction Institute for Social Change, and IISC Ireland. She serves as an advisor at AdvisoryCloud, and a previous board member of Everybody Wins! USA. Meave earned her Bachelor's degree from Harvard College, a Master's degree from the University of Oxford, and subsequently a Master's in Business Administration and Entrepreneurship from Babson College. She brings a proactive and strategic approach to financial management, leveraging analytics and automation for quantifiable results.

**Michael Kerstein,
Chief Product Officer**

Michael joined OnProcess Technology in May 2022 as a Chief Product Officer. He is responsible for the strategy, definition, and delivery of the OnProcess product portfolio. Mike Kerstein has years of experience as a product leader with a passion for building products for high-growth technology companies that drive insight and value in data-rich industries. He has led the development, launch, and support of multiple successful Enterprise SaaS products in the Field Service, Mining, and Defense industries. Most recently, Mike led product at XOi Technologies, where he drove the product strategy connecting data, insights, and action, resulting in the launch of several new AI-driven data products and more than 3X active user growth.

**Douglas S. Tripp,
General Counsel**

Doug leads the legal and regulatory compliance areas for OnProcess and has a rich and diverse legal/compliance background, including more than 20 years of experience in the full range of information technology and business process outsourcing transactions. Before joining OnProcess, Doug spent many years in private practice, providing clients with outsourcing industry expertise as well as lending know-how in several areas, including banking, commercial transactions, and financial restructuring. Doug brings a business-centered results-oriented focus and is passionate about advancing OnProcess as an industry-leading global service provider.

**Helen Zarba,
Global Chief Human Resources**

Helen joined OnProcess in February 2021, taking responsibility as Global Chief Human Resources Officer. Helen will spearhead our employee engagement initiatives across the business, driving the ability to attract and retain talent, provide career development paths, and strengthen leadership capabilities at all levels of the organization. Helen has held senior HR positions for over 20 years in global organizations such as The Gillette Company, Proctor and Gamble, and Bright Horizons Family Solutions including international assignments supporting Europe and AMEE. She has a particular passion for employee development and engagement, and most specifically enjoys cultivating environments in which a diverse talent base can thrive. She has a Bachelor's degree from Warwick University, UK, and a Master's degree from Reading, UK.

Darren O'Meara,
Chief Information Officer

Darren joins OnProcess Technology from Williams Lea Tag (WLT), a leading global provider of skilled business-critical support services, where he had been over the last 15 years, most recently as the Chief Technology Officer and Global Head of Technology Services Portfolio. Darren joined Williams Lea in 2005 leading the solution development for some of the largest BPO transactions of the time for major insurance and financial services clients such as Prudential and Aviva. Following a relocation from the UK to the US in 2008, he established the company's US Technology, PMO, and Solutions capabilities, enabling the winning of new deals with some of the largest US brands. He was subsequently appointed to global roles for the same functions and led the defining and driving of a new technology strategy, with the overall goal of transforming the company into a digital-first organization.

Victor Martinez-Angles, Chairperson

Victor is our chairman and has been a director of the OnProcess board since 2011. He brings more than 25 years of global experience in corporate and strategy development, executive and board leadership across industrial, financial services and technology sectors, having led numerous transactions as a strategic buyer and a seller, partnerships, joint ventures, debt, and equity financing.

He is Managing Director for the international operations of the Narotam Sekhsaria Family Office (NSFO) and was previously an Executive Partner for Lumis Partners for 10 years. He also served as Senior Vice President for Genpact (NYSE:G), responsible for the company's Corporate Development activities, and during his 11-year tenure with GE, led a number of acquisitions and divestitures for the company as part of the GE Energy business and the GE Corporate Headquarters' teams.

Victor also serves on the board of Entercoms, Inc. and TalentEdge Education, and is Founder and Chairman of the India Youth Fund, an American NGO supporting education and skilling programs for underprivileged youth across India. He is a graduate from the Escola Universitaria de Negocis de Catalunya (UPC) in Spain, and the GE Financial Management Program. Victor is based out of London, United Kingdom.

Enrico Palmerino, Board of Directors

Enrico is CEO of Botkeeper and a serial entrepreneur having founded, grown, and exited several technology companies. He comes with a track record of success in disrupting classically manual industries with a blend of software and services. Enrico's background has been in automation, decision trees, and accounting, and was awarded a triple major from Babson College in Quantitative Methods, Entrepreneurship, and Strategic Management. His board and advisory roles have included Fidelity Bank, GNVA Healthcare, and Finalis. Enrico was ranked 2nd among America's Top 25 Entrepreneurs Under 25 by Bloomberg Businessweek.

Mike Milburn, Board of Directors

Mike is President of Salsify and former Chief Customer Officer (CCO) at Salesforce, and a founding management team member and subsequently CCO of Salesforce Service Cloud. Mike led the entry into the Field Service market ultimately ending in the purchase of Click Software by Salesforce. His board roles have included ScreenMeet, Ripon College, and Samanage (now Solarwinds). He earned his bachelor's degree in Political Science/Philosophy from Ripon College.

Narayana Venkitraman, Board of Directors

Narayanan manages venture capital investing and some of the invested businesses at Narotam Sekhsaria Family Office (NSFO). A Chartered Accountant by qualification, Narayanan has over 25-year experience in banking and PE investing in the Indian markets. Prior to NSFO, he spent 7 years as Managing Director at Mount Kellett Capital Management – a global multi-strategy fund, where he was primarily managing the investments of the fund in India. Before moving into PE investing he spent a decade in banking – as a Head of Corporate Banking at JP Morgan Chase, India, and as a Director in the Coverage team of Deutsche Bank in India.