

2010 QuEST Forum Executive Board

Director



Ray Hardy

Programme Director, BTO Service Introduction and Performance

BT

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Ray Hardy has been with BT for 36 years working mainly within Network and Service Operations. He has worked as an Engineer and Manager specialising mainly in Voice technology. He has worked extensively within the UK and the Global side of BT. He was an active member of BT's global expansion team as BT secured new ventures to expand globally. Ray also worked within Concert (BT/AT&T) venture for two years. He has managed strategic projects and more recently led the Network / Service Operational project that secured a BT contract with Reuters enabling BT to enter into the financial market space. Currently Ray is focused on driving the Customer Experience within BT Operate and considers benchmarking as a key enabler to measure its success.
