

# MR. MAY LADD MSc

Email: [may.ladd@rookmay.com](mailto:may.ladd@rookmay.com) - Mobile: +44(0) 7734 694 771 – LinkedIn: <http://www.linkedin.com/in/mayladd>  
Web: [www.rookmay.com](http://www.rookmay.com)

May has 20+ years' experience as a Senior Consultant, PRINCE2 Practitioner Project Manager, International Trainer and University College London UCL Visiting Lecturer in Establishing Less Paperless Offices, Enterprise Content Management (ECM), Document Management, Records Management (ISO15489, BS 10025), Information Compliance, Data Governance, Cyber & Information Security (ISO27001), Data Protection Act (DPA 1998, 2018, 2023), UK and EU General Data Protection Regulation (GDPR), eDiscovery (EDRM), Workflow, Enterprise Search, Archiving and Digital Preservation.

May supports all types of businesses from start-ups, not for profit, charity, government and large enterprises as a virtual/interim Chief Information Officer (CIO)/Chief Data Officer (CDO) working alongside an in-house Chief Technology Officer and Chief Executive Officer (CEO).

- May established information management, compliance, data protection, eDiscovery and cyber security consulting firm, RookMay (Information Management Services) in 2002 - Current
- Within this company he founded Vaultium, an UK-based ISO27001, EU Data Protection secure cloud-computing, Software as a Service (SaaS) based Enterprise Document & Records Management software company which he successfully sold to CCube Solutions (2009-2014)
- PRINCE2 Practitioner Project Manager covering clients across Government, Private, Not for Profit and Charities

Since 2008/2009, May has delivered 100s of training courses and seminars across the UK, Europe, Middle East and SE Asia in the field of Document & Records Management, Data Governance, Information Security and Data Protection. May was also a part-time visiting lecturer at University College London (UCL), University of London.

Has spoken at seminars and leading events including The Records Management Society (RMS) and previously lead the Content Management Group (CMG) at The British Computer Society (BCS) as well as a mentor advising Startups, FinTech and Cyber companies through CyLon (Europe's largest Cyber Security Programme) and The Accelerator Network, London, UK.

In his spare time, May enjoys playing Table Tennis, Online Billiards/Snooker, Online Chess, Online Sudoku, long distance running, walks in the countryside and mountains, international travelling and spending time with family & friends.

## Qualifications & Accreditations

Date	Qualification
1992 – 1993	Master of Science (MSc) Advanced Software Engineering, Aston University, Birmingham, (UK) Sponsored by UK Science & Research Council - Chartered Engineer (CEng). Full accreditation with British Computer Society (BCS)
1989 - 1992	Bachelor of Science (BSc) Mathematics with Computer Science, City, University of London, (UK)
1987-1989	Higher National Diploma (HND) in Mathematics, Statistics and Computing, Manchester Metropolitan University (UK)
2024 - Current	Associate Member Institute of Directors, IOD (UK)

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1996 - 2002	PRINCE2 Practitioner Certified Project Manager – Pass with Distinction Waterfall/Agile/Scrum/Jira Experienced
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## Major Achievements

- MSP (Managing Successful Programmes) Programme Manager for over 7 years for the UK Highways Agency running Document Management, Records Management and Web Content Management (WCM) Projects
- Solution Architect and Technical Project Management with Shell UK working on Physical (Hard-Copy) Records Management, Microsoft SharePoint, Microsoft Purview, Microsoft 365
- Solution Architect Enterprise Content Management (ECM), Document Management Strategy for HSBC Global Banking – strategic recommendations, implementation roadmaps and technical solution design
- Project Management, Senior Manager and GDPR Subject Matter Expert (SME) – Written the 2-3 Strategic Roadmap for new Data Governance function plus supporting a major global General Data Protection Regulatory (GDPR) Compliance Programme – Paysafe Limited
- Project Manager for Data Protection Act 1998, General Data Protection Regulation (GDPR) supporting part-time a number of charities, not for profit (NFP), small to large enterprises with Audit, Gap Analysis, Data Protection Impact Assessments (DPIAs), Policy, Procedures, Compliance and Training
- Lead Business Analyst (BA) – FSA split into Bank of England PRA and FCA – Wrote requirements for major document and records management migration against strict time deadlines
- Document Management PRINCE2 Technical Project Manager – London (UK) Transport for London (TFL) Congestion Charging Scheme working with Capita
- Senior Bid ECM Architect – UK Ministry of Defence working on a bid with BT and Computer Sciences Corporation (CSC) – One of the UK's largest ECM Projects (300,000 global users spread across 2,000 global locations)

## Technical/Products Experience

Microsoft SharePoint, Microsoft 365, Microsoft Teams, Microsoft Purview, OpenText, Perceptiv, EMC Documentum, EMC Captiva, IBM FileNet, IBM Datacap, HP Autonomy FileSite/Worksite, Lucene Enterprise Search, HP Meridio, Alfresco, K2 Workflow, SAP, Kofax, Symantec Enterprise Vault, Compliance Accelerator (CA), Discovery Accelerator (DA), HP Autonomy Digital Safe, IBM ATLAS, IBM StoredIQ for Legal, iManage. Adobe, M-Files, Hyland OnBase, ViewStar Workflow

## Key Skills

May has strong and rare blend of project management, international business, technical and implementation skills through a number of high profile roles from PRINCE2 Practitioner Certified Project Management, Solutions Architect, International Trainer and Lead Business Analyst:

- Enterprise Content Management (ECM) / Intelligent Information Management (IIM) with Document Management and Records Management Systems (ISO 15489, British Standard BS 10025)
- Information Security (ISO27001) & Cyber Security – Cyber Essentials
- Data Governance, Information Compliance, Data Protection Act (DPA), General Data Protection Regulation (GDPR), Freedom of Information Act, Data Privacy and other international and sector regulatory and compliance standards
- E-Discovery, Electronic Discovery Reference Model (EDRM), Supervision & Surveillance, Data Analytics, Retention and Disposal, Audit and Legal Hold

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- Finance-related Information Compliance and regulations including Dodd Frank, Sarbanes Oxley (SOX), Solvency II, MiFID, Basel, FINRA, Singapore MAS, SEC Rules, FCA Payment Services Directive (PSD) and Electronic Money Regulations
- Retention, Taxonomy Design, Archiving, Enterprise Search Business and Technical Analysis for developing Target Operating Models (TOM)
- Electronic Workflow, Case Management, Business Process Reengineering (BPR)
- Paper (Hard Copy) Records Management, Indexing and ICR/OCR
- ECM Architecture: TOGAF, Blueprints Reference, Roadmaps, Solution Design
- Business Analysis: Business Process Modelling Notation (BPMN), ISO/IEC 19510, Data Flow Diagrams (DFD), UML Modelling, Use Cases
- Cloud Computing, Software as a Service (SaaS) and Big Data Management

## Career History

### [Proventeq, ECM Solutions Architect \(July 2023 – October 2023\)](#)

Providing document management, records management consultancy including architecture and business analysis to numerous clients. M-Files document management migration project.

### [Shell UK, Project Manager, Records Management & Legal Solution Architect \(Jan 2022 – Jun 2022\)](#)

Solution Architect responsible for design, operational workflow, architecture and reviews of Hard Copy Records Management, Document Management software and UK GDPR/UK Data Protection. Reviewing Iron Mountain Accutrac, Microsoft Purview, Microsoft 365 Compliance Centre, SharePoint Online (SPO) and Oracle.

### [St. James Place, Project Management & Document Management Consultant \(Oct 2021 – Jan 2022\)](#)

Carried out a strategic review of document composition, Customer Correspondence Management (CCM) analysing the business operational and workflow processes and Enterprise Content Management (ECM) across the organisation. Developed, business and functional requirements, target state roadmap, outline project plan and reviewed costs to produce key recommendations and future state architecture. Reviewed Hyland OnBase, OpenText Documentum and xPression.

### [HM Courts and Tribunal Service \(HMCTS\) Archiving and Records Management Data Solution Architect & Project Manager \(Feb – Sep 2021\)](#)

Lead architect and project manager for business case preparation, G-Cloud procurement, design and architecture of an Enterprise Software as a Service (SaaS) Archiving & Records Management solution to support the long-term storage of structured data and unstructured content supporting a large system decommissioning programme. Reviewed business operational processes for key records.

### [Inspired Learning Group \(ILG\) Data Protection Act Advisor \(Part-time Jan – Dec 2021\)](#)

Providing UK GDPR and GDPR advice and services to support this large organisation comprised of 24 independent schools and nurseries, staff of over 1,000 looking after over 3,000 pupils, making us one of the largest independent school groups in the UK.

### [HSBC, Enterprise Content Management \(ECM\), Data Protection and Document Management Lead Subject Matter Expert & Project Manager \(May 2019 – September 2020\)](#)

Responsible for creating ECM Strategy, implementation roadmap and solution design for Global Banking. Current state analysis and workshops, future state blueprint, ECM principles and establishing the governance framework, policies and standards. Implementation involving IBM

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FileNet, OpenText Perceptiv, AWD Workflow, DigiSoc (HotDocs), Google Cloud Platform (GCP), Microsoft Office 365, Microsoft Compliance/Purview and SharePoint Online. Implementing solutions to support Data Protection, Cyber Security and information compliance standards.

## [UBS, eDiscovery and Records/Document Management Solutions Architect \(July 2018 – May 2019\)](#)

Responsible for solution reviews, system architecture recommendations, data protection, GDPR and strategic eDiscovery, records management, document management and archiving recommendations. Global implementations of IBM eDiscovery StoredIQ for Legal and iManage document management. Involved in enhancing eDiscovery operational processes enterprise search, records retention, data collection and data selection.

## [Abu Dhabi Investment Authority \(ADIA Document Management Subject Matter Expert \(October 2018 – February 2019\)](#)

Strategic support and guidance for a document management migration programme involving migration of documents from Oracle ECM to SharePoint 2016/2019.

## [ISO27001 Information Security Advisor & Project Manager – OnePoint \(July 2018 – December 2018 – Part Time\)](#)

Strategic support and guidance to assist the IT Services company achieve accreditation with Information Security ISO27001:2103.

## [The Law Society, Document Management and Data Governance Consultant \(June – July 2018\)](#)

Senior consultant responsible for creating a document management and data governance strategy and implementation plan covering a new target operating model, data governance policy and procedures, systems and tools and training.

## [Paysafe Group, Senior Manager – GDPR and Data Governance Project Management & Lead Solution Architect \(October 2017 – April 2018\)](#)

- Senior Manager and Lead Solutions Architect – Data Governance. Working as senior manager establishing a new Data Governance Function for this global online payment services FinTech. Including a new target operating model, systems and tools including Enterprise Content Management (ECM), General Data Protection Regulation (GDPR) tooling, archiving, eDiscovery, data management, information governance, risk and compliance (GRC) tooling and establishing data governance framework and helping to rollout an enterprise wide training and awareness programme. Also wrote a Blockchain framework for GDPR/Privacy.
- Subject Matter Expert – GDPR Programme. Lead Data Governance SME on a large complex global GDPR Programme delivering systems and tools, policies, procedures and training. Implementing GDPR-related tools for Subject Rights, Disposal, Records of Processing Activities, Data Protect Impact Assessments (DPIAs).

## [Project Management for Data Protection and General Data Protection Regulation \(GDPR\) Audits – Jan 2015 – Dec 2015 \(Part-Time\)](#)

Supporting a number of clients part-time with General Data Protection Regulation (GDPR) Audits, Gap Analysis, Consulting, Training and Data Protection Impact Assessments (DPIAs):

- **EACS Limited – Microsoft Gold Partner IT Cloud Reseller.** GDPR Gap Analysis, training, advisor, policy creation and procedures. Carried out a Data Protection Impact Assessment (DPIA)

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- **Eve Mattress – Online Retailer.** Completed a GDPR Gap Analysis, workshops and advise
- **Bristol Waste Company.** Completed a GDPR Gap Analysis, workshops and advise
- **Butterworth Labs – Pharmaceuticals.** Carried out several annual Data Protection Audits and a comprehensive GDPR Gap Analysis and Recommendations
- **AV Lounge – Electronics Retailer.** GDPR Gap Analysis, workshops and advise
- **National UK-Based Charity.** GDPR Gap Analysis, workshops and advise
- **Hertfordshire-based Cricket Club.** GDPR advise and consulting
- **Lifting Equipment Engineers Association (LEEA).** GDPR gap analysis and recommendations

## [Deutsche Bank, Lead Consultant and Subject Matter Expert – e-Discovery, Records Management and Archiving strategy, design and applications \(March 2016 – March 2018\)](#)

Subject Matter Expert working within global eDiscovery, Records Management & Archiving Team supporting a number of international projects and risk audits to help improve global regulatory compliance including MIFID and Sarbanes Oxley (SOX), SOX 404 compliance, standards, eDiscovery policies and procedures, archiving, enterprise search, records management and Enterprise Content Management (ECM).

Key Projects:

- Lead for Data Protection Impact Assessment (DPIA), GDPR and Records Management
- eDiscovery Lead for global Microsoft Office 365 Exchange Online Programme
- Audited IT systems and tools used globally within eDiscovery
- Developed key strategic review and roadmaps for global future state eDiscovery using eDiscovery Reference Model (EDRM) framework
- Supporting records management and archiving improvements

## [Credit Suisse, Global Lead Solutions Architect – ECM, e-Discovery, Regulatory Retention Archiving and Information Compliance, Documentum, IBM FileNet, SharePoint, Office 365 \(May 2014 – January 2016\)](#)

Credit Suisse is a global investment bank with 40,000 staff. Lead Solutions Architect on a global Regulatory Retention Archiving Programme and developing global ECM practice. Key Responsibilities:

- Supporting programme with selection and sourcing of end state application and platform solutions aligned to e-Discovery, supervisory, audit, document management, records management and information compliant retention and archiving, data migration
- Developing solutions and architectures to address e-Discovery, ISO27001 Security Model, supervisory platforms and regulatory aspects of financial services related to records retention, archiving, supervision and case management including Sarbanes Oxley (SOX), FINRA, Dodd Frank, MAS, MiFID, BASEL III and Data Protection
- Application and recommendations for infrastructure technologies such as Microsoft Office 365 & SharePoint 2010, Documentum, SharePoint, IBM FileNet, MSFT Exchange, Lync for IM, Voice recording, FAST Search, Symantec Enterprise Vault, IRM, Active Directory, Windows Server, Database and Storage platforms, EMC Centera, Lucene ElasticSearch, HP Autonomy, IBM, EMC Pivotal, Symantec Enterprise Vault (CA & DA)

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## [TeliaSonera European Lead Enterprise Content Management \(ECM\) Solutions Architect \(August 2013 – April 2014\)](#)

Telia is one of Europe's largest telecoms, mobile and broadband services provider headquartered in Scandinavia with over 25,000 employees. Chief architect role for ECM with senior level responsibilities to cover 7 countries in the Nordic and Baltic region:

- Chief architect for reviewing and consolidating the ECM platforms including Documentum, v5.x, v6.5, v6.7, D2 (v4.2), SharePoint 2010/2013, Alfresco and other document management systems
- Establish enterprise archiving service based on international standards the Open Archival Information System (OAIS) reference model, a conceptual framework for an archival system dedicated to preserving and maintaining access to digital information over the long term and EMC InfoArchive

## [ControlCircle, Information and Document Management Architect \(June – August 2013\)](#)

Lead project to implement a new open source Alfresco 4.1 based Intranet and Document Management System and associated policies, governance and business change.

## [Bank of England, Senior Document/Records Management Business Analyst \(Feb 2012 – May 2013\)](#)

Working as a Senior Consultant on £35M Transition Programme that involves establishing the Prudential Regulatory Authority (PRA) from the Financial Services Authority (FSA) – a major milestone change in the UK Financial Services Bill regulatory landscape.

- Lead creation of requirements with extensive liaison with Financial Services Authority (FSA) and third-party software vendors including OpenText Livelink and Tikit/HP Autonomy and WorkSite. Business Analysis: Business Process Modelling Notation (BPMN), ISO/IEC 19510, Data Flow Diagrams (DFD)
- Successfully lead and supported the migration of and over 20M (several terabytes of) records from FSA to Bank including emails, network drive documents, secure PGP email, paper records. Supported staff migration of 1,500 staff from the FSA to the PRA

## [NFU Mutual, SharePoint 2010 Senior Information Architect \(May 2012 – Feb 2013\)](#)

Recommendations for IBM FileNet P8 records management and SharePoint 2010 information architecture, governance and information, document and records management for 3,000 staff and 3,000 independent insurance agents

## [Aberdeen Asset Management \(AAM\), SharePoint 2010 Senior Document and Records Management Compliance Consultant \(Jun – Jul 2012\)](#)

Recommendations for SharePoint 2010 global implementation. Business analysis and implementation of document management, metadata, taxonomy, retention and disposal

## [ARUP Engineering, SharePoint 2010 Project Manager \(Jan – Apr 2012\)](#)

Project Management of Autonomy enterprise search and SharePoint 2010

## [Tullow Oil, Senior Document Management Consultant/Business Analyst \(Oct 2011 – Dec 2011\)](#)

Lead Consultant for large content migration from Open Text Livelink v9.5 to v9.7

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## [Helios Towers Africa, Senior Document Management Consultant \(Sep - Oct 2011\)](#)

Strategic recommendations for an international Document Management System (DMS) across Africa

## [ICS/Computacenter/NHS, SharePoint 2010 Enterprise Content Management \(ECM\) & Document/Records Management Solution Architect \(Jul – Aug 2011\)](#)

Designing the ECM and SharePoint 2010 Electronic Document & Records Management (EDRM) solution including collaboration, workflow and data migration

## [Learning and Skills Network \(LSN\), Interim Manager - Document Management, SharePoint 2010, Data Protection Officer \[May 2009 – Aug 2010\]](#)

Responsible for complete UK Data Protection compliance, policies, procedures and lead Project Manager for information security ISO27001 accreditation

## [Office of the Qualifications and Examinations Regulator \(Ofqual\), and QCA Senior Document & Records Management Senior Advisor and Open Text Consultant \[Jun 2008 – Feb 2009\]](#)

Created a retention plan, metadata, security model, corporate file plan, setup of a physical library, data protection, privacy and compliance reviews. OpenText consultancy.

## [Vaultium – 2009 – 2014 – CEO, Founder & Programme Manager](#)

Managed a team of 10+ staff located in London and India.

Founder and CEO of Vaultium, one of Europe's most secure online document management, records management, file sharing and collaboration solution providers with built in EU Data Protection, Information Security (ISO27001) features. The team built Software as a Service (SaaS) service with built in operational business processes for the management of Documents and Records. May successfully founded, built using an international team spanning UK, India & Europe and sold the company in 2014 to CCube Solutions <https://ccubesolutions.com/>

Article:

[https://computingsecurity.co.uk/articles/index.php?article\\_id=3619&Mag=security](https://computingsecurity.co.uk/articles/index.php?article_id=3619&Mag=security)

## [Older Projects](#)

- **RookMay Limited (2002 – 2007)** – Document & Records Management Consultant  
Serving a number of Government, Private, Not for Profit and Charities.

## [Pitney Bowes \(2006\)](#)

- Document Management Consultant reviewing the operational mail room processing, digital workflow and document storage/archiving solutions.

[Tower Technology \(now OpenText\) 1999 – 2002](#) – PRINCE2 Practitioner Certified Project Manager

[EDS \(now Hewlett Packard, HP\) 1996 – 1999](#) – Document Management Computer Software Programmer

[Warwick University Science Park Company - Improvisation \(1993 – 1995\)](#) – Image Analysis Software Programmer