



MCA Awards 2018 Finalist

Digital & Technology Consultant of the Year

Oliver Kenton, EY

Oliver Kenton's extensive experience in the creative, design and customer experience industries has helped transform EY's presence and impact in the digital marketplace. In his role as the first Director of Creative and Experience for EY Digital and EY-Seren, he brings research, insight, talent and creativity together to deliver successful outcomes for clients by placing a strong focus on customer needs and behaviour.

Oliver played a pivotal role in bringing Bank of Ireland (BOI) to EY from his previous agency. As a result, EY's engagement with the bank has grown from an initial eight-week project to an award-winning partnership. This programme of work resulted in a significant redesign of BOI's mortgage platform, enabling a 50% cut in application-to-offer time, and a fundamental shift in their operational approach to delivering agile, customer-centred products and services. It also earned six industry and technology awards.

Colleagues and clients are continually impressed with Oliver's communication skills. He is described as having a 'delightful style' and a 'compelling and calm' manner, as well as bringing 'different viewpoints and fresh thinking' to projects. He regards these skills as the primary foundation for all areas of his work; particularly for sharing knowledge with colleagues. To date, the learning curriculum he developed has introduced 'design thinking' to over 1200 people in the business, across EMEIA.