

www.northhighland.com



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North Highland is a global consulting firm with a twist. We bring big ideas and challenge the norm. We deliver value and return on investment in a way that others cannot, through our seamlessly integrated offerings and with satisfaction guarantee. We add value and support our clients across the full spectrum of consulting. We bring the big ideas, then we make them real. North Highland is an employee-owned firm, headquartered in Atlanta, GA, with more than 3,000 consultants worldwide and 60+ offices around the globe.

We are known for helping clients solve their most complex challenges related to customer experience, transformation, performance improvement, technology and digital. North Highland adds value across the full spectrum of consulting with depth in core capabilities from strategy through delivery.

At the intersection of these areas is where true value exists and where North Highland's strengths reside:

- Strategy & Advisory
- People & Change
- Marketing & Sales Operations
- Data & Analytics
- Process & Business Analysis
- Program & Project Management
- Professional Staffing

The firm is a member of Cordence Worldwide (www.cordenceworldwide.com), a global management consulting alliance. For more information, visit northhighland.com and connect with us on LinkedIn, Twitter and Facebook.

Bill Caswell is a Principal with the North Highland Company and he is the firm's Hospitality and Vacation Ownership Practice Leader. During a career spanning more than 25 years, Bill has served a multitude of clients across the industry including global hospitality corporations, vacation ownership companies, restaurant and retail enterprises. Bill's focus on customer experience, business efficiency and technology integration helps clients meet and exceed revenue and growth expectations.

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