

ERIC A. HESS – CHIEF EXECUTIVE OFFICER

EXPERIENCE SUMMARY

Eric Hess joined KeyPoint in March 2014 with more than 15 years of executive level management experience. He is a results-driven global operating executive with strong foundation in management. He has an exceptional ability to create and implement strategic planning, ensure compliance management, and fulfill financial objectives and a proven ability to build and lead high-performing executive teams.

Key Experience Highlights

- ✓ 15+ years of executive level management experience
- ✓ Proven ability to build and lead high-performing executive team

Prior to joining KeyPoint, Mr. Hess was responsible for global operations of \$450M investigations and background screening provider. He was instrumental in securing \$340M in senior secured debt to finance the acquisition rollup of First Advantage and LexisNexis Screening including rating agency presentation and reporting. He was the leader of a global workforce of ~3500 professionals across 12 countries including product delivery, fulfillment support, regulatory compliance, content acquisition, and technology. During that time he achieved two year off-shore integration plan in ten months resulting in positive \$10M synergy over investment thesis and rapidly advancing EBITDA and cash flow. As well as migrating \$100M in client annual contract value to new fulfillment platform resulting in client attrition reduction of 80% from unstable technology stack. Additionally, he rebalanced global fulfillment between the Philippines and India operations resulting in \$2.9M in annualized cost savings. Mr. Hess completed acquisition of \$50M revenue secondary tier provider within 7 months of LexisNexis merger forming the largest global provider of private employment screening services.

Earlier in his career, Mr. Hess served as the Senior Vice President of Global Operations for LexisNexis Risk Solutions. During that time he, drove strategic direction for global operations of \$1.6B business line of Reed Elsevier. The operations group maintained a customer-centric focus, dedicated to delivering streamlined, technology-driven services that include product, technology, specialized supply chain, outsource and off-shore operations, and compliance and regulatory support services. He re-engineered account management and customer service organization to capitalize cross and up-sell opportunities on high-value accounts resulting in a 10% revenue growth year over year. Additionally, Mr. Hess significantly reduced operating costs by renegotiating global supply chain contracts, refactoring process flows and launching new technology advancements. He implemented cross-functional international service and product fulfillment teams in Europe and Asia and completed build of Philippine operations center for 300 person captive facility including location selection, construction, talent recruitment, and management.