



For Immediate Release

Matt Seaman Named Executive Director of the Consortium for Service Innovation

San Carlos, CA - November 26, 2018 - The Consortium for Service Innovation is excited to announce Matt Seaman, formerly Vice President of Customer Success and Field Operations at PTC, will serve as Executive Director effective January 1, 2019. In anticipation of his retirement, current Executive Director Greg Oxtan will continue to support the work of the Consortium as a Strategic Advisor over the coming year.

Seaman has been an active member of the Consortium since 2013 and named a Consortium Innovator in 2015 for his significant contribution to the Consortium's work, most notably his instigation of the Predictive Customer Engagement initiative. "I am excited to take on this leadership role and to join the staff and the members in continuing the evolution of the Consortium's work. Participation in the Consortium events has been one of the most enjoyable and productive elements of my career." Seaman said.

In his 23 years at PTC, Seaman held numerous positions building and leading teams focused on premium account management services, technical support, and most recently, Customer Success and Field Operations. This included groups focused on innovation, user experience, process and systems. His leadership of service organizations, operational functions, and passion for innovation will serve the Consortium members well.

During Oxtan's 22 year tenure as Executive Director, he oversaw the creation of what was then called the Customer Support Consortium as a not-for-profit alliance of service and support organizations focused on innovation around customer engagement, productivity, and success. His impact on the services industry includes, but is not limited to, the development of the Knowledge-Centered Service (KCS[®]) methodology as an industry best practice for knowledge management which revolutionized Support Services. Oxtan has also guided the Intelligent SwarmingSM approach to support organizations as it emerges into an operational model.

"We are confident in the future and grateful for the past," said Brad Smith, President of the Board of Directors for the Consortium and Founder of Vector Business Navigation. "Greg is a true visionary, an excellent facilitator, and a tireless evangelist of the Consortium's work. He has been a great mentor to many Consortium members."

Seaman went on to say, "Innovation is driven by smart people identifying and solving problems others cannot see. The Consortium creates the space for people to come together, think about the future, and test new ideas that drive the services industries forward."



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About the Consortium for Service Innovation

The Consortium is a non-profit alliance of service and support organizations focused on innovation around customer engagement, productivity, and success. [Members](#) create innovative operational models through a process of collective thinking and experience. The Consortium's [work](#) integrates academic research and emerging business trends with members' operational perspectives. The results are new strategies and models that improve the customer experience.

KCS[®], Intelligent Swarmingsm, and Adaptive Organizationsm are service marks of the Consortium for Service Innovation[™]