



Barbara Lancaster **President, LTC International**

Barbara Lancaster is co-founder and President of LTC International Inc., a very special company in the telecommunications industry. LTC International is a company of Business Operations Architects® who focus on the people, strategies, processes and systems needed to run successful operations in telecommunications and information businesses. LTC specialists work closely with client management teams to design and implement pragmatic and effective solutions that deliver business results. LTC's clients include service providers, software vendors, hardware vendors, legal teams and the investment community.

Barbara brings in-depth experience of the telecommunications industry from a number of perspectives: the market for services, the market for technology, and the importance of operations excellence in creating sustainable profitability for service providers and for suppliers to the industry.



Prior to founding LTC International, Barbara worked in telecommunications companies for more than twenty-five years, during which period she held a wide range of positions in telecommunications customer service and billing management. She has led large-scale projects to define and implement state-of-the-art systems solutions for customer care and is an acknowledged authority in this field, specializing in user requirements analysis, systems design, data analysis, sales prospecting and methods development. As a management consultant, she works with a wide range of clients worldwide to create and implement customer care, provisioning and billing solutions, organization strategies, and market position strategies. Barbara also provides Expert Witness support in legal disputes involving service provider operations, networks or OSS/BSS applications.

Barbara has a well-established reputation as an effective and powerful communicator, as a trainer and as a professional speaker. She is a high-energy presenter, and believes in involving her audiences actively in the event.

Under Barbara's leadership, LTC International has become one of the most respected consulting companies in the telecommunications industry.



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