

Charles Cole Returns to Lucid IQ as Client Engagement Director

Dallas, TX – June 5, 2017. Lucid IQ (<http://www.LucidIQ.com>), developers of the CaseManagerPro (CMP), announces the return of Charles “Chuck” Cole, as Director of Client Engagement. Chuck is an accomplished technology executive with extensive experience in business process re-engineering, project and strategic knowledge management, all key elements of Lucid IQ’s consulting and software offering.

Adding impetus to the company’s client services initiatives, Chuck will guide the continued development and use of resources to help Lucid IQ clients implement innovative practices and strategies that optimize their effectiveness and value. “We work with many of the most progressive and demanding practices anywhere, and have for nearly 20 years” says CEO, Richard Spies. “Chuck’s role is to make the techniques and features we develop more extensible to the benefit of all of our clients.”

Chuck planned and led CMP implementations and worked with Lucid IQ clients for three years before relocating to California. When asked about his return to the company, he said “There are lots of handy apps, but with CMP we provide the tools to fundamentally impact the core practices. Leveraging our clients’ expertise with our knowledge and technology is an incredible opportunity to innovate and grow.”

Chuck came to Lucid IQ from New York where he was Director and CKO for Siegel + Gale, a premier brand consulting firm, advising companies like Allstate and Gartner regarding control and extension of their brand and knowledge assets. He led teams for Deloitte’s DRT Systems, consulting on strategic KM and operations. In the prior six years, Chuck resided in Germany where he was lead internet strategies consultant at Healy Communications Services GmbH in Germany for clients including AT&T, GMAC, Hughes GmbH, and General Motors International.

Chuck is co-founder of the New York chapter of the Knowledge Management Consortium, a Six-Sigma blackbelt, and has been active in numerous organizations. He received an M.B.A. in Strategy and Knowledge Management from Georgetown University – McDonough School of Business and a B.A. in Political Economics from The Colorado College.

“We know from experience that Chuck wholly and enthusiastically engages with clients to determine objectives and achieve them” added Richard Spies. “His knowledge and credentials are tremendous, but his determination and attitude complete the package. We’re excited to get him back onboard.”

Lucid IQ is looking forward to working with Chuck for both his vast knowledge and his dedication to execute best practices in implementation and engagement toward our client’s success.

Lucid IQ develops CaseManagerPro, the enterprise case and matter management software for mass tort, MDL, and other complex practices that demand well-controlled information systems and business management processes.

Contact:

Amy Nelson-Simonelli

a.nelson@lucidig.com