



FOR IMMEDIATE RELEASE

Dedalus UK & Ireland Strengthens Leadership Team to Drive Growth, Innovation, and Customer Success

24 November 2025 – Dedalus, a leading global healthcare software provider, announce several key leadership appointments that strengthen its commitment to customers and partners across the UK and Ireland. These additions reflect Dedalus' continued investment in delivering high-quality, cutting-edge digital solutions that support better patient outcomes and long-term transformation for healthcare providers.

Richard Craven Appointed Managing Director, UK & Ireland

Dedalus is pleased to welcome Richard Craven as Managing Director for the UK and Ireland.

Richard is an accomplished healthcare technology executive with more than 25 years of experience in enterprise healthcare and life sciences software. He has held senior leadership roles at CliniSys, Cerner, Caradigm, and iSOFT, where he built high-performing teams, drove transformation, and delivered sustained customer value.

Richard's deep understanding of the NHS and HSE, alongside his proven track record in scaling successful healthcare technology organisations, will be instrumental as Dedalus strengthens its position in the region and continues supporting customer ambitions for digitally enabled care.

Cathy McCartan Named Sales & Marketing Director, UK & Ireland

Dedalus also announces the appointment of Cathy McCartan as Sales and Marketing Director for the UK and Ireland.

Cathy is already a familiar and highly respected leader within Dedalus, having successfully led the company's operations in Ireland for the past seven years. Throughout her tenure, she has established strong customer partnerships, enhanced service delivery, and fostered a collaborative culture aligned with Dedalus' values.

In her expanded role, Cathy will guide the company's commercial strategy across both regions, strengthening market engagement and ensuring Dedalus continues to meet the evolving needs of healthcare providers and the communities they serve.

Dr Bishoy Dimitri Appointed Chief Clinical Information Officer & Clinical Lead, UK & Ireland



Dedalus is also proud to welcome Dr Bishoy Dimitri as Chief Clinical Information Officer (CCIO) and Clinical Lead.

A practising NHS A&E doctor, Bishoy brings over a decade of experience across clinical practice, digital health leadership, and operational management within the NHS. Most recently, he served as CCIO at Oxford University Hospitals, where he was instrumental in advancing digital transformation initiatives. He also served as Vice-Chair of the CCIO Advisory Panel, contributing to national strategy development and providing mentorship to emerging leaders in clinical informatics.

Bishoy's insight, leadership, and clinical expertise will help ensure Dedalus solutions remain grounded in real-world clinical needs and continue to enhance the delivery of safe, effective, and patient-centred care.

Conor Shields Joins as Clinical Lead

Dedalus is also pleased to announce Conor Shields as a new addition to its Clinical Leadership team.

Conor strengthens Dedalus' growing clinical capability, bringing valuable experience and insight that will support the design, delivery, and optimisation of solutions across the UK and Ireland. Working closely with Dr Dimitri, Conor will help deepen clinical engagement and ensure Dedalus' products and services continue to reflect real-world clinical needs.

A Strengthened Commitment to Partnership and Innovation

These appointments reinforce Dedalus' dedication to building trusted, collaborative relationships with its customers and partners. With strengthened leadership across strategic, commercial, and clinical domains, Dedalus is well positioned to accelerate innovation, enhance service delivery, and support healthcare providers in achieving meaningful digital transformation.

"Together, Richard, Cathy, Bishoy, and Conor bring an exceptional combination of industry knowledge, clinical experience, and proven leadership," Alberto Calcagno, Dedalus CEO, shared. "Their expertise will play a vital role in driving our growth and ensuring we continue delivering value to healthcare organisations and the patients they care for."

As Europe's number one provider of digital healthcare solutions, Dedalus serves more than 540 million people across over 7,500 healthcare organisations worldwide — enabling more connected care, better data insights, and more efficient health service delivery.



The strengthened UK and Ireland leadership team is part of a broader European commitment to advancing clinical transformation and improving patient outcomes at scale.

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About Dedalus

Dedalus Group is the leading healthcare and diagnostic software provider in Europe, supporting globally the digital transformation of 7500 healthcare organisations and 5700 labs and diagnostic centres worldwide, processing its solutions for more than 540 million of population worldwide. Dedalus offer supports the whole continuum of care, in every step and phase, offering open standards-based solutions with a focus on interoperability, patient-centric care, and data-driven insights. Dedalus develops solutions that enable more efficient and effective healthcare delivery for the NHS and beyond.

- +540 million people served around the world
- +8,000 highly skilled staff worldwide
- +40 countries worldwide
- +470,000 beds supported through our EPR solutions
- +7,500 healthcare organisations supported
- +5,700 diagnostics centres supported

Life Flows Through Our Software

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