

Photo



**Title** Senior Analyst  
**City** London  
**Country** United Kingdom  
**Region** Europe  
**Coverages** Europe, Networking, Telecom Industry

Interactions	Date	Title	Type	Initiator	ARPrimary	Pcpt	NetImp
	9/14/2008	Aliquam blandit lacinia sem. Nam dolor.	News	Dave Eckert	Dave Eckert		
	9/10/2008	Nulla fringilla pede. Ut cursus. Morbi neque	Client Inquiry	Rick Shuri	Rick Shuri		
	5/13/2008	Nulla fringilla pede. Ut cursus. Morbi neque	Client Inquiry	Rick Shuri	Rick Shuri	<input checked="" type="radio"/>	<input type="radio"/>
	5/11/2008	Aliquam blandit lacinia sem. Nam dolor.	News	Dave Eckert	Dave Eckert		
	4/26/2008	Nullam ac urna. Ma	Analyst Request for Information	Rick Shuri	Rick Shuri	<input type="radio"/>	<input type="radio"/>
	3/16/2008	Nulla facilisi. Praesent et ligula. Pel	Briefing - Strategy	Rick Shuri	Rick Shuri	<input checked="" type="radio"/>	<input checked="" type="radio"/>
	2/28/2008	Nulla fringilla pede. Ut cursus. Morbi neque magna, rhoncus rutrum	Client Inquiry	Rick Shuri	Rick Shuri	<input type="radio"/>	<input checked="" type="radio"/>

**Biography** Caroline Ashley

Caroline Ashley is a senior analyst in Yankee Group's Enterprise Research group. Ashley's research includes enterprise communications services, commercial account management, best practices and partnership strategies. Ashley has 12 years of experience in business planning, development and analysis in both the operator and research environment.

Prior to joining Yankee Group, Ashley was responsible for sales development in Sprint's international operations. At Sprint, she also held positions in leading Sprint's European Marketing activity and market/competitor analysis. Ashley has also worked at Level3 on corporate development activities including network and business planning; at Cable & Wireless, on business forecasting and at Equant, where she worked with regional sales managers on business planning activity and developed both its Executive Calling and Customer Satisfaction programs. She has also held analyst positions with several other research organizations.

Ashley has an economics degree.

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**Title** Senior Vice President, IT Research

**City** London

**Country** United Kingdom

**Region** Europe

**Coverages** Europe, IT Services, Software

Interactions	Date	Title	Type	Initiator	ARPrimary	Pcpt	NetImp
	8/25/2008	Nulla facilisi. Praesent et l	Client Service or Firm Issues	Tricia Cooper	Tricia Cooper		
	8/15/2008	Nulla fringilla pede. Ut cursus. Morbi neque magna, rhoncus rutr	Client Inquiry	Tricia Cooper	Tricia Cooper		
	8/14/2008	Sed imperdiet, leo ut condimentum molestie, orci libero convallis massa, a gravida tortor	Analyst Event Guest speaker	Tricia Cooper	Tricia Cooper		
	7/29/2008	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Consulting - Strategy	Tricia Cooper	Tricia Cooper		
	7/2/2008	Nulla fringilla pede. Ut cursus. Morbi neque magna, rhoncus rutrum, porttitor sit amet, ia	Client Inquiry	Dave Eckert	Dave Eckert		
	6/4/2008	Nulla facilisi. Praesent et ligula. Pellentesque porttitor nunc at ligula.	Briefing - Strategy	Dave Eckert	Dave Eckert		
	5/16/2008	Briefing by John Madden on new features of Condor Server	Briefing: Telephone	Dave Eckert	David Stanley		

**Biography** David Mitchell, SVP IT Research

David Mitchell is responsible for Ovum's global IT research activities. In this role he brings together research covering the IT issues affecting major enterprises, and the providers of technology and services to those organisations. The portfolio focuses on advising enterprises on pragmatic approaches to extracting tangible benefits from technology and services investments, together with research for the supply-side on the positioning of their offerings.

His research focuses on the major supply- and demand-side issues that are changing the IT value chain, and how the changing relationships between software, IT services and telecoms organisations affect the way that enterprises can deliver benefits from technology investments. He regularly advises clients on their commercial interaction with key suppliers, and the supply side on the development of new and innovative pricing models.

David has worked in the IT industry since the early 1990s, working across many segments of the industry from management consulting, system integration and outsourcing, to software companies. He has worked as an advisor and consultant to both vendors and enterprises, as well as working directly in major IT organisations. Prior to working for Ovum, David worked for Oracle, Coopers & Lybrand and Unisys. Before moving into the commercial sector, David was a lecturer at Edinburgh University. He researched geographic information systems, their adoption in business, and their eventual economic benefits.

David is a regular contributor to the international technology and business press across a wide range of topics, for both print and television media. He regularly presents at international conferences and workshops.

David has a BSc in Geography from St. Andrews University and an M.Phil. from Queen Mary College, London University.

**Photo**

**Title** Vice President and Distinguished Analyst

**City** Arlington

**Country** United States

**Region** North America

**Coverages** Security

Interactions	Date	Title	Type	Initiator	ARPrimary	Pcpt	NetImp
	9/15/2008	Nulla fringilla pede. Ut cursus. Morbi neque magna, rhoncus r	Client Inquiry	Tricia Cooper	Tricia Cooper		
	9/13/2008	Lorem ipsum dolor sit amet, consectetuer adipiscing elit.	Consulting - Strategy	Dave Eckert	Dave Eckert		
	8/26/2008	Nulla fringilla pede. Ut cursus	Client Inquiry	Rick Shuri	Rick Shuri		
	8/26/2008	Nulla fringilla pede. Ut cur	Client Inquiry	Rick Shuri	Rick Shuri		
	8/14/2008	Nulla facilisi. Praese	Briefing - Strategy	Tricia Cooper	Tricia Cooper		
	8/9/2008	Nulla fringi	Client Inquiry	Tricia Cooper	Tricia Cooper		
	7/31/2008	Nulla fringilla pede. Ut cursus. Morbi neque magn	Briefing - Execution Results	Dave Eckert	Dave Eckert		

**Biography** John Pescatore  
 VP Distinguished Analyst  
 Ashton, MD, USA

"The best part of my job is helping Gartner clients."

Years of Experience  
 - 9years at Gartner  
 - 28 years IT industry

Areas of Coverage  
 - Security & Privacy

John Pescatore is a vice president and research fellow in Gartner Research. Mr. Pescatore has 28 years of experience in computer, network and information security.

Professional Background  
 - Trusted Information Systems, Senior Consultant, 2 years  
 - GTE, Technology Manager, 11 years  
 - U.S. Secret Service, Security Engineer, 4 years

Industry Awards/Accolades  
 - Gartner Fellow  
 - GTE Technical Achievement Award

Education  
 - B.S., Electrical Engineering, University of Connecticut  
 - NSA-certified Cryptologic Engineer

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**Title** Principal Analyst

**City** Foster City

**Country** United States

**Region** North America

**Coverages** Automotive, Customer Service and Support (CSS), Enterprise Applications, Enterprise Resource Planning (ERP), Integration and Implementation, Pricing, Process and Project Management, Software Applications

Interactions	Date	Title	Type	Initiator	ARPrimary	Pcpt	NetImp
	5/16/2008	Briefing by John Madden on new features of Condor Server	Briefing: Telephone	Dave Eckert	David Stanley	+	+
	4/20/2006	Marketing Plan walk-through Product B	Briefing: Executive	David Stanley	David Stanley		

**Biography** R "Ray" Wang  
Principal Analyst

**Research Coverage**

Analyst Relations Best Practices , Marketing & Advertising, Sourcing Strategy & Execution, Manufacturing, Service-Oriented Architecture, Systems Integration, Financial Services, Procurement, Vendor Management, Software Licensing, Healthcare & Life Sciences, Total Economic Impact, Packaged Applications, Government, SOA Platforms, Data/Information Access & Integration Technologies, High-Tech, Sourcing Execution, Single-Instance Enterprise Systems, Data Management, Customer Data Strategies & Management, Retail, Application Platforms & Programming Strategy, Enterprise Applications, Master Data Management, Data Integration, Contract Negotiations, Media & Entertainment, Telecommunications Services, Mergers & Acquisitions, Package Implementation Services, Midmarket ERP, Software As A Service, Hosting & Managed Services, Order Management, Tech Sector Economics, Enterprise Resource Planning Applications, Professional Services

**Research Focus**

Ray analyzes trends in enterprise resource planning (ERP) for the enterprise and midmarket. He also delivers strategic guidance in software licensing and pricing, researches business processes such as the order management cycle and continuous customer management, and assesses functional areas such as customer data integration and the impact of service-oriented architecture (SOA) on packaged applications. With this understanding of the overall ecosystem of solutions, technology, and system integrators, Ray provides strategy and guidance for many clients navigating through the vendor selection process.

**Previous Work Experience**

Ray brings enterprise software experience honed from more than a decade of product management, management consulting, and marketing roles. Prior to joining Forrester, he headed up the customer relationship management (CRM) analyst relations program for PeopleSoft. At Oracle, Ray served senior product management roles for both the ERP and CRM product lines. And while at Personify, he was the marketing chief for a Web analytics startup valued at \$500 million. Before working for packaged application vendors, Ray developed his management consulting and strategy experience at Capgemini, Ernst & Young, Deloitte Consulting, Detroit Medical Center, and the Johns Hopkins Hospital. He specialized in SAP implementations, general strategy, program management, change management, mergers and acquisitions, and healthcare operations.

**Education**

Ray graduated from the Johns Hopkins University with a B.A. in natural sciences and public health. His graduate training includes a master's degree from the Johns Hopkins University in health policy and management and health finance and management. He is also certified in SAP FI/CO modules, facilitation, and program management office.