

# Gartner

## Analyst Profile

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### **Claudio Da Rold**

*VP Distinguished Analyst  
Roma Italy*

#### **Years of Experience**

- 13 years at Gartner
- 30 years IT industry

#### **Areas of Coverage**

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#### **Roles and Responsibilities**

Claudio Da Rold is a vice president and distinguished analyst in Gartner Research. His coverage includes two related areas: sourcing strategies within client organizations (how to achieve business objectives by leveraging on outsourcing and external services) and outsourcing and services market industrialization (how the service market evolves and how this impacts service providers and their business models). In the first area, Claudio Da Rold is an expert on sourcing models like joint ventures, consortia and insourcing, has developed approaches for building a sourcing strategy encompassing IT and business process services, and has supported the decision making process for sourcing strategies in major organizations across Europe and internationally. In the second area, Claudio Da Rold has co-developed the Gartner vision for the outsourcing and service market transformation in the past decade, anticipating most of the current major trends. In 2007 and 2008, he led the alternative delivery and acquisition models (ADAM) integrative research theme across Gartner worldwide. He is currently leading a research community on infrastructure as a service and infrastructure utility services. From a European research perspective, he has a leading role in the European Magic Quadrants for data center outsourcing, help desk outsourcing and desktop outsourcing.

#### **Previous Experience**

Mr. Da Rold has more than 30 years of experience in IT, as a researcher and in both technical and management positions, with a particular focus on the use of technology to provide services and solutions. His experience spans data center management, distributed systems, document management, project and service management, outsourcing deals, and related economics. Prior to joining Gartner, Mr. Da Rold was with EDS in Italy, where he was responsible for pre- and post-sale activities in the infrastructure outsourcing sector. In the first EDS acquisition in Italy (S&M Group) he was responsible for an innovation and technology team. In his previous position at Finsiel, Mr. Da Rold was responsible for the operation and data security team in an outsourcer data center. Prior to that, he was a researcher on applied statistics.

#### **Professional Background**

- EDS, Outsourcing Service Manager, Outsourcing Pre-sale Support Manager, 9 years
- Finsiel, Data Centre Operations and Security Team Manager, 4 years
- Mining S.p.A., Researcher, 3 years

#### **Education**

- Mr. Da Rold has a bachelor's degree in engineering from the University of Rome. He has the one-year stage in geological, mining and industrial processes evaluation through computer simulation at the Ecole Nationale Supérieure des Mines de Paris - Centre de Recherche en Morphologie Mathématique et Géostatistique de Fontainebleau.

**Languages**

- English
- Italian

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<a href="#">Manage Multisourcing to Balance Competition and Cooperation</a>	09-Mar-2010	Claudio Da Rold
<a href="#">2010 Outlook for HP in Europe After the EDS Integration</a>	22-Feb-2010	Claudio Da Rold, Frank Ridder
<a href="#">Forecast: Infrastructure Utility Services, Worldwide, 2009-2013</a>	16-Feb-2010	Claudio Da Rold, Lydia Leong, Christine Tenneson, Kathryn Hale