

TSIA Advisory Services | Solving Critical Business Challenges With Data, Not Opinions



Delivered By Luke Ronkowski

Director, Managed Services Research, TSIA

Bio

Luke Ronkowski is the director of managed services research for TSIA. In his role, Luke is responsible for leading and delivering TSIA member organizations with operational best practices, fact-based education, and insight into the performance and operations of their managed services business.

Luke is an experienced IT Services executive with 15+ years of experience in IT and Managed Services businesses, serving in multiple leadership roles. In his most recent role, as Leader of Client Services for Enavate, Luke oversaw all Managed Services in North America, and led the transformation of his organization in designing, planning, and building a Managed Service team, while also increasing gross profits and retention.

Top Managed Services Advisory Engagements

- Defining a Managed Services Organization Structure
- Business Drivers for Managed Services
- Managed Services Relation to XaaS
- Creating an Executable and Measurable Managed Services Strategy
- From On-Premise to Managed Services
- Managed Services vs. Professional and Support Services
- Managed Services Operational Processes
- Managed Services Tools and Platforms
- Managed Services P&L Governance
- Customer Engagement for Managed Services Clients

Providing Data-Driven Advisory to the World's Leading Technology Companies

HOW WE
WORK WITH
YOU

ALIGN

Align Executive Leadership

By placing industry validated data at the center of the conversation

ACCELERATE

Accelerate Organizational Capabilities

Speed up business initiatives with a customized plan

TRANSFORM

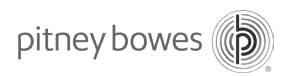
Transform Business Models

Leverage the world's most influential advisors on the future of technology and services

OPTIMIZE

Optimize Business Performance

Educate business line leaders on critical industry trends



Delivered Virtually
www.tsia.com/advisory