

Analyst Expertise

As of May 7, 2012

The people of Yankee Group are the global connectivity experts—the leading source of insight and counsel for builders, operators and drivers of connectivity solutions for 40 years. We are uniquely focused on the evolution of Anywhere, and we chart the pace of technology change and its effect on networks, consumers and enterprises.

For more information, visit <http://www.yankeegroup.com>.



Jason Armitage

Senior Analyst

+44.207.307.1056

jarmitage@yankeegroup.com

Research Categories

Mobile Applications | Mobile Video | Mobile Transactions

Current Topics

Mobile applications, location-based services, mobile advertising, Internet advertising, multiscreen models, mobile application infrastructure, mobile Web, mobile marketing, mobile payments, mobile commerce, mobile video, music



Pim Bilderbeek

Affiliate

Research Categories

Mobile Cloud | Unified Communications and Collaboration

Current Topics

Cloud computing, unified communications



Caroline Gabriel

Affiliate

Research Categories

Service Provider Strategies

Current Topics

Service provider strategic business and go-to-market strategies, radio access networks (RAN), routing



Nick Holland

Senior Analyst

+1.617.598.7241

nholland@yankeegroup.com

Research Categories

Mobile Transactions | Security | Mobile Applications

Current Topics

Mobile transactions (m-transactions), mobile payments (m-payments), mobile banking (m-banking), partner management, revenue settlement, mobile commerce (m-commerce), NFC, card fraud, smart cards, mobile couponing (m-couponing), mobile loyalty (m-loyalty), mobile marketing (m-marketing), network security, network access control, DLP, DPI, endpoint and device security, app security, mobile security (m-security), DDoS, fraud management, neural networks, end-to-end encryption (E2EE), tokenization, PCI DSS, point of sale (PoS), ATM, SIM, RFID, ISO 14443, FELICA, secure element, trusted service manager (TSM)



Carl Howe

Vice President

+1.617.598.7314

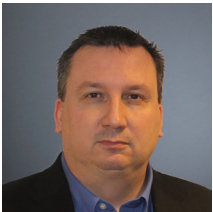
chowe@yankeegroup.com

Research Categories

Mobile Applications | Devices | Customer Experience | Security

Current Topics

Mobile applications, search, location-based services, mobile Web, mobile Internet, handsets, connected consumer electronics, gaming platforms, e-readers, tablets, e-books, geolocation (GPS), location intelligence, connected user segmentation, adoption, product and service differentiation, user experience, customer satisfaction, piracy, app security



Rich Karpinski

Senior Analyst

+1.617.598.7284

rkarpinski@yankeegroup.com

Research Categories

Consumer Mobile Services | Customer Experience | Mobile Transactions | Service Provider Strategies

Current Topics

Mobile broadband, 3G, 4G, voice, messaging, mVoIP, VoLTE, mobile IM, SMS, prepaid vs. postpaid services, connected user segmentation, product and service differentiation, user experience, customer satisfaction, loyalty, churn strategies, mobile payments, mobile commerce, mobile couponing, mobile loyalty, mobile marketing, service provider strategic business and go-to-market strategies, business evolution, consumer offerings and strategy, technology and network strategies, service bundles, content strategies, customer experience



Zeus Kerravala

Affiliate

zkerravala@yankeegroup.com

Research Categories

Unified Communications and Collaboration | Mobile Cloud | Core and Edge Network

Current Topics

SaaS (software as a service), PaaS (platform as a service), IaaS (infrastructure as a service), IT decision-maker and employee attitudes toward consumerization, consumer applications used for business, mobile devices, smartphones, tablets, VoIP, unified communications, video, collaboration, UCaaS, SIP trunking, network infrastructure, mobile UC, Wi-Fi, Ethernet, MPLS, managed services, social media, network security, network access control



Sheryl Kingstone

Director

+1.905.553.4191

skingstone@yankeegroup.com

Research Categories

Customer Experience | Service Provider Strategies | B/OSS | Mobile Applications | Mobile Transactions | Mobile Cloud | Policy Management

Current Topics

Customer experience, business intelligence and analytics, CRM, Web self-service/Web portals, social media and network analysis, service assurance, SaaS (software as a service), employee- and customer-facing mobile CRM, customer interaction channel strategies, user experience, customer satisfaction, Net Promoter Score, loyalty, churn strategies, customer experience models, mobile applications, mobile Web, mobile customer service, mobile transactions, consumerization



Bill Lesieur

Affiliate

Research Categories

Mobile Cloud

Current Topics

SaaS (software as a service), mobile operator cloud strategies, mobile cloud enablement infrastructure



Katie Lewis

Associate Analyst

+1.617.598.7225

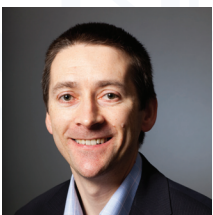
klewis@yankeegroup.com

Research Categories

Devices

Current Topics

Mobile devices, smartphones, handsets, e-readers, tablets, connected consumer electronics



Declan Lonergan

Vice President

+353.1.442.9360

dlonergan@yankeegroup.com

Research Categories

Service Provider Strategies | Consumer Mobile Services | Mobile Applications | Customer Experience

Current Topics

Service provider strategic business and go-to-market strategies, mobile broadband, 3G, 4G, prepaid vs. postpaid services, service bundles, consumer offerings and strategy, product and service differentiation, mobile Web, mobile Internet, connected user experience, segmentation, pricing, adoption



Chris Marsh

Senior Analyst

+44.207.307.1062

cmarsh@yankeegroup.com

Research Categories

Enterprise Mobility | Mobile Applications

Current Topics

Mobile applications and software, business mobile broadband, managed mobility, M2M, IT decision-maker and employee attitudes toward consumerization, consumer applications used for business, mobile devices, smartphones, tablets, services, social media, SaaS, app stores, mobile Web, managed application performance management, app development



Susan McNeice

Affiliate

smcneice@yankeegroup.com

Research Categories

Customer Experience | B/OSS | Service Provider Strategies | Policy Management | Service Delivery Architecture | Mobile Transactions

Current Topics

RT charging, dynamic cataloging, subscriber and policy management, billing, intelligence and analytics, order management, revenue assurance, social media and network analysis, service assurance, partner relationship management, mediation, interconnect, fulfillment and activation, network resource management, configuration management, customer experience transformation, user experience, customer experience models, revenue settlement, network policy management, subscriber data and identity management, network-IT convergence, service provider strategic business and go-to-market strategies, managed services and outsourcing for carriers and customers, technology and network strategies, software platform evolution



Brian Partridge

Vice President

+1.617.598.7358

bpartridge@yankeegroup.com

Research Categories

Machine to Machine (M2M) | Service Delivery Architecture | Policy Management | Mobile Infrastructure | Security | Mobile Video

Current Topics

Next-generation networks, service delivery platforms, IP Multimedia Subsystem (IMS), asset exposure platforms, network-IT convergence, content network architectures (optimization techniques), video compression and optimization, content caching, telecom-operated CDNs, OTT CDNs, transparent caching, Internet traffic offload, network policy management, AAA, Diameter, subscriber data and identity management, DDoS, app security, mobile video entertainment, OTT video, multiscreen business models and monetization



Jennifer Pigg

Affiliate

jpigg@yankeegroup.com

Research Categories

Core and Edge Network | Policy Management | Security

Current Topics

Mobile backhaul, evolved packet core, network policy management, DPI, AAA, IPv6 transition, DNS services, DNSSec, Diameter, subscriber data and identity management, network security, Net neutrality, packet optical transport, core and edge routing, MPLS, IP VPN, VPLS, E-LINE, E-LAN, Metro Ethernet, carrier core and edge infrastructure



Ken Rehbehn

Principal Analyst

+1.617.598.7214

krehbehn@yankeegroup.com

Research Categories

Mobile Infrastructure | Service Provider Strategies

Current Topics

Mobile operator LTE transformation strategies, LTE, LTE-Advanced, WiMAX, HSPA, HSPA+, small cell strategies, femtocells, integrated antennas, remote radio heads (RRH), cloud RAN (C-RAN), pooled baseband, base stations, VoLTE, 3G/4G, public Wi-Fi, hotspot 2.0, 3G offload, 802.11u, 802.11i, public safety broadband networks, spectrum, service provider technology and network strategies



Eugene Signorini

Senior Vice President

+1.617.598.7285

esignorini@yankeegroup.com

Research Categories

Enterprise Mobility | Mobile Applications | Service Provider Strategies | Customer Experience

Current Topics

Mobile applications and software, business mobile devices and OSs, business mobile broadband, managed mobility, M2M, mobile commerce, IT decision-maker and employee attitudes toward consumerization, consumer applications used for business, device purchasing trends, service provider strategic business and go-to-market strategies, enterprise offerings and strategies



Steven Spencer

Affiliate

Research Categories

Service Provider Strategies | Mobile Applications | Mobile Transactions

Current Topics

Service provider strategic business and go-to-market strategies, mobile Internet, social networking, mobile advertising, mobile payments, revenue settlement, mobile commerce



Wally Swain

Senior Vice President

Research Categories

Service Provider Strategies

Current Topics

Service provider strategic business and go-to-market strategies, business evolution, enterprise offerings and strategies, consumer offerings and strategy, managed services and outsourcing for carriers, technology and network strategies

+57.1.236.0940

wswain@yankeegroup.com