

EMA™ Biography



Lisa Erickson-Harris

Research Director

Lisa has over 18 years experience in the computer industry, having served in a variety of technical, marketing, and managerial roles. As a Research Director at Enterprise Management Associates, she focuses on Service Level Management, Business Process Management, Small-to-Medium business infrastructure management needs, and partnership strategies for channels and strategic relationships.

Prior to joining EMA, Lisa was responsible for the SPECTRUM Partners program for Cabletron Systems (now Aprisma). In this capacity she worked with third-party software vendors on strategic direction and contract negotiation and then managed relationships important to the SPECTRUM solution. She had responsibility for developing and managing the financial and organizational success of the relationships with partners such as Remedy Software, BMC Software, and Concord Communications, among others.

Other work experiences include application software development, product management, end-user training, network administration, cross-team facilitation for decisions about product requirements, and working with engineering groups to provide design input for new products. Lisa possesses a diverse background in many vertical markets including telecommunications, education, insurance, government finance, retail and healthcare. These experiences give Lisa a unique perspective on both the technical and business issues regarding technology deployment.

Lisa periodically serves as an adjunct faculty member teaching Computer Science at several local colleges in New Hampshire. She writes as a guest columnist frequently for Network World Fusion and contributes articles to slm-info.org. Lisa is also co-author of *SLM Solutions: A Buyer's Guide*, now in its third edition.

B.S., Management Information Systems, New Hampshire College

“Frequent interaction is the key to any successful consulting engagement. While the technology is interesting, understanding each company’s personality, culture, and goals makes our work much more satisfying.”