

# Biography



*“It is very exciting to combine the deep industry experience of a talented team of analysts with the broad and constantly updated view of the marketplace we are afforded from our regular conversations with both vendors and IT professionals. I enjoy utilizing this combination of experience and knowledge to assist our clients in achieving their business and professional goals.”*

## Dan Twing Chief Operating Officer

As Chief Operating Officer, Dan is responsible for developing and executing strategic market research, delivering value to IT organizations through consulting engagements and directing product development and marketing efforts. Dan joined EMA in 2005 and has over twenty years of experience in information systems, software development and technology outsourcing. Dan focuses on all aspects of intelligent and automated management of IT.

Prior to joining EMA, Dan was the President & CEO of NETdelivery, a developer of secure electronic data collection, delivery and management software for Fortune 1000, financial, and government markets. As CEO at NETdelivery, Dan led the company through a change in strategic direction, identifying and penetrating new markets, and realigning corporate assets to support a new strategy. Earlier, as COO of NETdelivery, Dan led the product development, engineering, quality assurance, program management, professional services and customer support functions.

Dan's other professional accomplishments include spearheading the product strategy, system development, operations and customer support functions, as Vice President of Financial Products for the Electronic Commerce division of EDS, a leading global information technology services company. During his 14 years with EDS, Dan also held product management and systems engineering positions managing and operating a variety of banking systems, payments systems and other electronic commerce services.

Dan is a featured columnist of the Outsourcing Newsletter for Network World Fusion. His experience managing multi-site, multi-cultural, service operations gives him a unique, hands-on perspective into outsourcing and managed service providers.

B.S., Finance and Economics, Saint Cloud State University  
M.B.A., Marketing, University of North Texas  
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