

Biography



“From an integrated technical and business perspective, I very much enjoy helping clients succeed with their businesses – whether they depend on or develop IT management products and services.”

Paul Burns Senior Analyst

With over 20 years experience in the software industry working with partners and customers around the world, Paul has in-depth expertise in R&D organizations developing network and operating systems software, leading teams to develop new product offerings, and driving product strategy through business planning and product management.

At EMA, Paul’s core focus is on Business Service Management (BSM), Service Level Management (SLM), and Service Catalog. Additionally, Paul periodically contributes to several other technology areas covered by EMA, including network and systems management.

Paul began his career in 1985 working for a relational database software vendor where he improved database performance and developed tools for identifying source code conflicts and merging changes. He then joined Hewlett-Packard as a software design engineer. In this role he developed software in the Internet protocol stack, created a state machine for multi-plexing TCP/IP connections over IBM Systems Network Architecture (SNA) connections, and ported portions of Sun’s Network File System (NFS) to HP-UX. After a number of years in software engineering, Paul led software development teams in a variety of R&D program and project management roles for HP’s OpenView software business.

Immediately prior to joining EMA, Paul was Senior Product Manager for OpenView Server Configuration Management solutions at HP. In this role, he was responsible for product family strategy and direction, business planning, and competitive analysis of the server and data center management space. He also worked closely with colleagues from Peregrine and Mercury in the areas of network, service, and change and configuration management.

While working with technology, Paul also developed a strong interest in business, completed an MBA degree, and held a series of leadership positions in product management, marketing, and business planning. During this time, he developed an acute understanding of business landscapes, strategy, and competitive differentiation in the IT management industry.

Paul’s extensive technical and business experience in the software industry offers EMA and its clients valuable insights, perspectives, and guidance in IT management solutions.

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