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Mary Helen Gillespie

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A strategic guide to mastering service provider relationships
Well-known business management consultant and Boston Globe columnist Mary Helen Gillespie helps business and IT managers navigate through the confusing technology-driven landscape of service providers. Offering insight into the points of view for both the service provider and client, Gillespie guides readers through available services, from Internet access and applications service providers, to wireless and networking services and IT management services. Readers will find business models, overviews of the enabling technologies, coverage of economic and management issues, and clear descriptions of service offerings within each provider type. Most importantly, decision makers will be able to choose the right service provider to meet their needs and develop strategic partnerships when outsourcing non-core business functions.

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