

Frank E. Gillett

Vice President

RESEARCH FOCUS

Frank Gillett is a member of Forrester's Business Technology Futures team, which serves CIOs and their business partners by predicting the long-term business impacts of information technology. His research focus is on new computing platforms, consumerization, analyzing paradigm shifts in the economics of the IT industry caused by the emergence of new infrastructure technologies like cloud computing services and virtualization, and new "as-a-service" business models for pricing and provisioning computing solutions.

He is especially interested in the growing overlap of the consumer and business technology markets, the future of end user and infrastructure hardware, and the new software platform of personal cloud services.

In his 14 years at Forrester, Frank has catalyzed Forrester's research around cloud computing and organic IT, helped many vendor and enterprise clients develop and improve their strategies and marketing for taking advantage of market developments for more efficient IT infrastructure and client computing. Frank's past research also includes enterprise handheld technologies, enterprise portal technologies, application and integration servers, business intelligence, and data warehousing.

PREVIOUS WORK EXPERIENCE

Frank joined Forrester in 1998 with two years of experience as an analyst of data warehousing and business intelligence technologies. Before becoming a technology industry analyst, he spent two years at Symmetrix, a consultancy based in Lexington, Mass., where he helped insurance industry clients use information technology to improve their core business processes. Frank developed his initial process improvement expertise with four years of work on total quality management techniques at an auto parts division of General Motors.

Frank has been widely quoted in the press, including such media outlets as BusinessWeek, the Financial Times, Forbes, National Public Radio, The New York Times, and The Wall Street Journal. Frank has delivered keynote speeches and participated in speaker panels at many events, including Interop, South By Southwest, Forrester's Technology Leadership Forum and European IT Leadership Forum.

EDUCATION

Frank has a master's degree in management from the MIT Sloan School of Management and a master's degree from the MIT Technology and Policy Program. He also holds a B.S. in mechanical engineering from Duke University, with a second major in international relations.