Richard Emil serves as Vice President, Managed Services at Connection. Richard has a track record of success in building IT service organizations and go to market strategies to support large enterprise clients through small to medium business along with state/local/education clients. During his IT career he has been responsible for developing managed service portfolios, operational delivery standards, support practices, sales, project management, organizational design, and associated support methodologies. Specializations include infrastructure management, service desk, life cycle services as supported through the ITSM/ITIL framework.