



Massimiliano Claps

Associate Vice President, Government Insights and Health Insights, EMEA

Massimiliano Claps is Associate Vice President for IDC Government Insights and IDC Health Insights in EMEA. Mr. Claps core research coverage includes digital transformation in government, with a primary focus on the citizen experience, operating model transformation, including cloud computing, shared services and government as a platform, and smart cities. Mr. Claps healthcare research focuses primarily on integrated care delivery models. And his research in the education sector covers blended learning and smart campus.

BACKGROUND

Previously, Mr. Claps was a Research Director and agenda manager with Gartner global government end-user research analyst team. Prior to joining Gartner, Mr. Claps was a research director with IDC Government Insights and Health Insights in Western Europe; and he helped launch IDC public sector research in Canada. Earlier in his career, Mr. Claps was a junior consultant with the Monitor Group, a strategy and management consulting firm, now part of Deloitte.

EDUCATION/INDUSTRY ACCOMPLISHMENTS

- Degree in International Business from L. Bocconi University, in Milan
- Completed three MBA classes in International Business, International Economics and International Marketing at Schulich School of Business, York University, in Toronto
- Frequent speaker, presenter and moderator at industry conferences as well as providing analysis for multiple media outlets

Massimiliano Claps Research Director

- 15 years' work experience of which 12 years in public sector IT
- Research coverage areas: citizen experience, shared services, cloud computing, big data, IoT, IT spending and cost optimization
- Expertise includes: IT investment strategies and priorities for the European public sector
- Twitter Handle. [@Stormysummit](https://twitter.com/Stormysummit)
- Claps blogs in the IDC Government Insights Community (<https://idc-community.com/government>).
- Request a briefing with [Massimiliano](#)