

Justin Cawood

Vice President of Managed Services Research

Justin Cawood is the Vice President of Managed Services Research at TSIA. He has more than 20 years of experience leading large-scale transformations of global Managed Service Provider (MSP) operations. His work centers on building scalable, service-centric managed services powered by AI and automation.

He led the design and rollout of a global Managed Services Digital Service Platform across 26 countries. The platform was an early adopter of Artificial Intelligence for IT Operations (AIOps) in 2019 and used machine learning for event clustering, anomaly detection and incident prediction.

Justin has advised on how to structure and scale Service Offerings, Service Operations, Service Contracts, Enterprise Service Management, and Service Level Agreements (SLAs). He has also appeared as a guest and panelist on webinars and podcasts about AI and technology transformation.

He holds a Lean Six Sigma Black Belt and ITIL certifications.