

Executive biography



ML Krakauer

Vice President and General Manager, HP Services, Imaging and Printing Group

Hewlett-Packard Company

ML Krakauer currently holds the position of vice president and general manager of the worldwide Imaging and Printing Services business, a part of HP Services. The Imaging and Printing Services Business includes a full spectrum of services and solutions ranging from basic support services, through managed print solutions, to security, workflow and content management across the enterprise.

Krakauer's responsibility includes general management of the worldwide Imaging and Printing Services Business. She is focused on driving the attainment of best-in-class customer satisfaction, balanced performance across the organization, development of new solutions and capabilities, growth and technical excellence of the workforce, partnering with alliance and channel partners to deliver total solutions, and the implementation of tools and infrastructure that enable world-class support, services and solutions.

Prior to assuming this post, Krakauer was vice president and general manager of the Technology Services business in the Americas. Before that, Krakauer held numerous executive roles including vice president and general manager of Compaq Global Services in North America, vice president and general manager of the North America Customer Support Business and vice president of Global Services Fulfillment.

At Digital, she held the positions of vice president and general manager of the Eastern States Territory, vice president Global Supply Operations, and vice president of Worldwide Manufacturing and Logistics for the Personal Computer Business.

She holds a bachelor's degree in chemical engineering from Princeton University and a master's degree in business administration from the Harvard Business School.

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