

JERRY HARLOW

Software Expert Witness

Enterprise System and Implementation Disputes

Atlanta Metropolitan Area

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Public version. A complete CV with full engagement detail, named clients, and conflicts schedule is available to retaining counsel on request — jerry@jerryharlow.com.

EXPERT WITNESS AVAILABILITY

Available for retention as a testifying or consulting software expert in matters involving:

- Software implementation failure and enterprise system disputes
- Software development, project management, and delivery disputes
- Software architecture, design, and code analysis
- Software vendor-customer disputes
- Point-of-sale, retail, and transaction processing system disputes
- Retail headquarters supply chain, demand forecasting, and replenishment software disputes
- Telecommunications and wireless platform disputes, including telecom tax situs systems

Available nationwide. Travel expenses reimbursed at counsel rates. Comfortable testifying in deposition and trial. No prior sworn testimony.

PROFESSIONAL SUMMARY

35 years of hands-on production software experience across enterprise-scale platforms in retail, supply chain, telecommunications, and wireless systems. Twelve-year founding-era engineer and software development manager at Radiant Systems, a publicly traded retail technology company later acquired by NCR Corporation. Product Lead and Senior Architect at BlueCube Software, where I led the team that built the company's retail headquarters demand forecasting and replenishment applications from the ground up. Founder of Evincia Inc, an independent advisory and software development practice from 2006 to 2013 that included hands-on work on telecommunications tax situs determination using third-party jurisdictional reference data. Twelve-plus years (2013 to 2025) as on-site delivery manager and architect of record for the Cricket Wireless Authorized Retailer Onboarding Platform, a system I architected from the ground up that grew to serve tens of thousands of users across retail and headquarters operations and that I led through multi-stack modernization to microservices and SaaS. Founder of Evincia LLC, a diagnostic firm specializing in legacy .NET and SQL Server modernization risk assessment.

Deep technical and managerial experience across the lifecycle of long-lived enterprise software systems, including:

- Design, development, and modernization of enterprise software in C++, C#, .NET Framework (2.0 through 4.8), .NET Core, and modern .NET through .NET 10

- Microservices, monoliths, and modular monolith architectures
- Microsoft Azure cloud platform and Azure-based enterprise migration
- Microsoft SQL Server and T-SQL database systems; production experience with MongoDB and Cosmos DB
- Software development team leadership, from small engineering teams to organizations of 30+ developers, architects, and DevOps staff
- Delivery management and engineering leadership of multi-year platform modernization programs
- Test-driven development (TDD) and structured software quality assurance practices
- Static code analysis using Microsoft Roslyn-based custom tooling

AREAS OF EXPERTISE

Primary Area

- Software implementation failure and enterprise system disputes

Additional Areas

- Enterprise software architecture and design (monoliths, modular monoliths, microservices)
- Software development management and engineering leadership
- Microsoft .NET platform (Framework 2.0 through 4.8, .NET Core, modern .NET through .NET 10)
- C++ and C# as primary production languages
- Legacy 1990s development environments including dBase, Clipper, Microsoft C, and Microsoft C++ (pre-Visual Studio era)
- VB.NET (read, diagnose, and analyze; no current development work)
- Microsoft SQL Server and T-SQL database systems
- MongoDB and Cosmos DB (NoSQL document and globally distributed databases)
- Oracle and Sybase database systems (historical experience, last hands-on more than a decade ago)
- Microsoft Azure cloud platform and Azure-based enterprise migration
- SaaS platforms including ServiceNow and Microsoft Power Platform
- Test-driven development (TDD) and software quality assurance practices
- Software project failure analysis
- Software vendor-customer dispute analysis
- Software requirements and specification disputes
- Point-of-sale and retail technology systems
- Restaurant and foodservice, fuel and convenience, entertainment, and automotive vertical software
- Retail headquarters supply chain, demand forecasting, and replenishment software
- Workforce scheduling and forecasting software
- Telecommunications and wireless platform systems
- Telecommunications tax situs and jurisdiction determination systems
- Identity, authentication, and access-control architecture (SSO, MFA, SAML, OpenID Connect, role-based access control)
- Source code review and static analysis
- Algorithm and complex business logic design

PROFESSIONAL EXPERIENCE

Evincia, LLC · Atlanta, GA

Founder · January 2026 to Present

Founded Evincia LLC as a diagnostic firm focused on legacy .NET and SQL Server modernization risk assessment. The firm produces standardized written assessments (the Legacy Modernization Risk Report) for organizations planning AI adoption or modernization work. Diagnostic methodology is built on the Microsoft Roslyn SDK for deterministic static code analysis of .NET solutions, organized across twelve risk categories rolled up into a four-dimension readiness model. Evincia does not provide implementation services and remains independent of platform vendors and system integrators.

Cricket Wireless, Aio Wireless, and AT&T · Atlanta, GA

On-Site Delivery Manager and Vendor Manager · February 2013 to December 2025

Engaged as a contractor through Dexian (formerly DISYS), embedded on-site at Cricket Wireless beginning February 2013. After Cricket was acquired by AT&T in 2014, the operational and IT functions were managed through AT&T's Aio Wireless unit. Continued in the same on-site delivery role through the acquisition and the years that followed.

Cricket recognized me as Vendor Manager for the Dexian relationship at Cricket. I was internally regarded as a technical leader and architect in the IT engineering organization. Professional references from Cricket/AT&T leadership available to retaining counsel.

Authorized Retailer Onboarding Platform (architect of record, 2013 to 2025).

Architected from the ground up the operational platform that managed onboarding, identity, access controls, and reporting (including commissions) for Cricket's Authorized Retailer network. Served as architect and designer for the platform's security and identity integration, including single sign-on (SSO), multi-factor authentication (MFA), SAML and OpenID Connect (OIDC) federation, and role- and population-based access controls across the platform's user populations. The system was originally scoped to retailer onboarding but expanded over time into a broader operational platform serving four distinct user populations spanning retail store locations, field retailer personnel, customer care agents, and Cricket headquarters employees. Population sizes available to retaining counsel.

Platform evolution under my architectural ownership:

- 2013 greenfield build: originally architected on .NET Framework 4.x as a Windows-platform monolith.
- Scope expansion (2014 to 2021): platform grew well beyond original onboarding scope into a multi-domain operational system, eventually becoming a large monolith managing identity, access, and reporting across the four user populations above.
- Modernization (2022 to 2025): led the migration of platform functionality to cloud-native microservices across multiple language stacks, with parallel migration of one functional domain to a SaaS platform.

The platform represents personal hands-on experience with the full lifecycle of an enterprise operational system: greenfield architecture, multi-year evolution into a monolith, scope creep dynamics, decision to modernize, and execution of a multi-stack modernization across cloud-native microservices (two different language stacks) and a SaaS platform migration.

Other Cricket and AT&T responsibilities:

- Owned the technical delivery relationship between Dexian and Cricket, translating multi-year statement-of-work objectives into deployed production systems.
- Expanded responsibilities over time beyond the Authorized Retailer Platform to include other engineering areas, including the cricketwireless.com customer-facing website.

- Built and grew the engineering team under the platform from a small founding group to a multi-disciplinary organization across multiple project areas over the course of the engagement. Growth was incremental over multiple years as the platform's scope expanded.
- Directed engineering teams across .NET, Java, ServiceNow, modern front-end web stacks, and Microsoft Azure cloud platforms.
- Led broader modernization initiatives migrating long-lived on-premise applications to Azure-based pipelines while maintaining operational continuity for critical business services.
- Built and coached multidisciplinary engineering teams including software engineers, architects, DevOps engineers, and UX designers.
- Provided technical leadership during complex release cycles, balancing aggressive delivery timelines with responsible technical debt management.

Evincia, Inc. · Atlanta, GA

Principal Consultant and Owner · 2006 to 2013

Founded and operated an independent technology advisory and software development consulting practice serving small and mid-sized organizations in the Atlanta metropolitan area. Direct engagement with business leaders and technical teams.

- Performed hands-on work on telecommunications tax situs determination, calculating which state, county, city, and special district taxes apply to wireless services based on customer location. Worked primarily on the tax calculation side rather than the architecture, using third-party jurisdictional reference data. Engaged by telecommunications tax compliance providers during this period; named clients available to retaining counsel.
- Advised on application architecture, modernization options, and long-term technology strategy.
- Delivered custom web and .NET-based software systems for multiple Atlanta-area clients.
- Participated in Amazon Web Services' early EC2 beta program as an early enterprise cloud adopter, running .NET workloads in cloud environments during the formative period of enterprise cloud adoption.

BlueCube Software · Alpharetta, GA

Product Lead and Senior Architect · 2004 to 2006

BlueCube Software was a retail and supply-chain technology company spun off from Radiant Systems in 2004. BlueCube was acquired by RedPrairie, which subsequently merged with JDA Software and became part of what is now Blue Yonder.

Led the team that built BlueCube's retail headquarters demand forecasting and replenishment applications from the ground up. Demand forecasting and replenishment is core retail supply chain software used by enterprise retailers to predict store-level product demand and automatically generate replenishment orders across hundreds or thousands of store locations. The role combined architecture, engineering management, and product ownership responsibilities; the title was Product Lead, the scope was director-level.

Specific contributions:

- Architected the demand forecasting and replenishment engine, including the forecasting algorithms, replenishment rules, and the data model supporting high-volume retail headquarters operations.
- Led the engineering team building the production system, including team management, technical decisions, and product roadmap responsibilities.
- Led the platform's transition from legacy C++ and COM-based development frameworks to early enterprise Microsoft .NET.

- Operated in a startup-stage product environment, balancing rapid feature delivery against long-term architectural integrity.
- Contributed in a smaller capacity to BlueCube Workforce Management, the company's separate scheduling and forecasting product line.

Radiant Systems · Alpharetta, GA

Senior Manager, Software Development · 1992 to 2004

Joined Radiant Systems during its early startup phase as one of the company's first dozen employees, hired directly by the founders to help build the company's retail software platform. Predecessor companies operated under the names Logic Shop and Softsense Computer Products before being renamed Radiant Systems ahead of the company's public offering. Radiant Systems was subsequently acquired by NCR Corporation; the retail and hospitality product lines I worked on at Radiant continue to operate today within NCR Voyix.

Over twelve years, led software development teams across multiple Radiant product lines, including:

- Restaurant and foodservice point-of-sale systems
- Fuel and convenience store systems
- Entertainment industry point-of-sale systems (cinema, hospitality)
- Automotive and oil change service systems (an early-1990s Radiant product line)
- Internally used systems built in collaboration with company founders and senior engineering leadership

Specific contributions:

- Helped design and build core retail systems supporting store operations, inventory management, and transaction processing for enterprise retailers worldwide.
- Introduced structured quality assurance practices to the engineering organization, establishing testing processes that improved reliability and release stability across the platform.
- Led early migrations from 1990s legacy development environments (dBase, Clipper, Microsoft C, Microsoft C++ pre-Visual Studio) into modern Windows-based development platforms (Visual Studio, Microsoft SQL Server, modern C++).
- Led teams responsible for high-availability mission-critical systems where downtime directly impacted store operations and revenue.

EDUCATION

Georgia State University, Atlanta, GA

Mathematics and Computer Science · 1986 to 1990

MILITARY SERVICE

United States Army · Military Police

August 1982 to July 1988 · Honorable Discharge

Served as a Military Police officer, supporting security and operational missions across multiple international assignments including Germany, Panama, Honduras, and Grenada. Recognized with two Army Achievement Medals for service performance and operational leadership.

PRIOR TESTIMONY

None to date. Available for retention as either a consulting or testifying expert.

CONFLICTS AND LIMITATIONS

Current and former employer and client relationships create standing conflicts that preclude retention adverse to those entities. A complete conflicts schedule, including named entities and date ranges, is provided to retaining counsel at the start of any engagement. Additional case-specific conflicts will be disclosed upon receipt of party and counsel list.

FEE SCHEDULE

Case review, document analysis, consulting, and report writing: \$450 per hour

Deposition testimony: \$625 per hour

Trial testimony: \$800 per hour

Initial retainer: \$7,500, applied against the first engagement and replenished as work progresses

Travel time billed at the case review rate. Travel expenses (airfare, lodging, ground transportation, meals) reimbursed at cost, with counsel pre-approval for any expense exceeding \$500. Rates effective May 2026 and subject to periodic revision.