Quarterly Research Summary – Q3 2011

A review of research Reports and AnalystViews notes from TechMarketView – Q3 2011

Welcome

Once again, the TechMarketView analysts have had a 'bumper quarter' publishing no less than eighteen reports. Our highlights include the **UK Public Sector SITS Market Trends & Forecasts** report which includes granular forecasts for the sector through to 2014, as well analysis of the trends that will shape the sector over the next few years. Alongside this we published the **Government ICT Strategy: Progress and Direction** report. This provides a candid analysis of the UK government's ICT strategy, including G-Cloud and the G-Application Store, and is another must-read for anyone with skin in the UK public sector SITS market.

Another major report to be published: **UK Business Process Services Supplier Landscape** takes a look at how the landscape is changing in response to new technologies and services and gives an insightful view of the new players in this space.

Our press coverage has been prolific; with quotes and opinions in ComputerWeekly, The Register, ComputerWorld, Information Age and Computing plus many others. We were even picked up by the influential US publication Forbes.

Read all our reports for this, and previous quarters, at **www.techmarketview.com**. The website also provides access to our vast archive of HotViews posts and more in-depth HotViews*Extra* articles, which aren't included in this research summary.

Xerox: challenges and opportunities post ACS

30th September 2011

Technology and document services giant Xerox has owned Affiliated Computer Services (now ACS, a Xerox company) for over a year and a half now. The deal turned Xerox into a major business process services (BPS) player globally. This CompanyViews report takes a look at how Xerox and ACS are coming together and the opportunities and challenges this presents.

Digital Barriers: Partnerships with large SIs will help build scale

22nd September 2011

It's been nearly two years since ex-Detica management, Tom Black, Colin Evans and Zak Doffman signed on the dotted line to form Digital Barriers. Today the high-level "mission statement" is unchanged: "to provide specialist products and services to the Homeland Security market". However, the next phase in its development is set to be a challenge and will require Digital Barriers to carefully carve out its relationships with the major systems integrators.

UK Business Process Services Supplier Landscape, 2011

22nd September 2011

The UK business process services (BPS) market is dominated by a handful of providers such as Capita, Xchanging, HP, Atos, BT and Serco, who have earned their revenue predominantly delivering 'lift-and-shift' BPO to the public sector (central and local government in particular) and banking, financial services and insurance (BFSI) markets. However, the UK BPS supplier landscape is entering a period of change in response to new technologies and services such as platform-based BPS, and 'the cloud', which are introducing greater automation and accountability into the delivery process. Read how this has the potential to upset the status quo and provide opportunities for new players and challengers to the current market leaders.

Things have changed!

21st September 2011

Check out our slide deck for the "THINGS HAVE CHANGED" presentation given by Richard Holway, Anthony Miller and Georgina O'Toole at the Prince's Trust Technology Leadership Group ICT Leaders Dinner on 21st Sept 11. The dinner was sponsored by BT at BT Tower and raised over £65,000 for the Prince's Trust.

UK Government ICT strategy: progress and direction

8th September 2011

In this report we analyse the different elements of the Government ICT strategy, identify the progress that has been made and seek to understand how implementation of the strategy will move forward over the coming months and years. We also identify areas of the policy where we believe there has been a subtle change of emphasis. The Efficiency & Reform Group (ER&G) hopes that it can accelerate implementation of the strategy over the coming year. Is that a realistic aim or will the hurdles prove too difficult to jump?

UK Public Sector SITS Market Trends & Forecasts - September 2011

8th September 2011

This report consolidates TechMarketView's latest forecasts and trends for the UK public sector software and IT services (SITS) market. It provides far more granularity than our previous reports. As such there is detailed market size and forecast data, along with detailed analysis of performance and prospects, for each of the UK public sector sub-segments. For example, forecasts are available for UK central government business process services, for local government software, or for defence infrastructure services.

ESAS: a new reality, a world of disruption

2nd September 2011

The enterprise software and application services market (ESAS) is undergoing disruptive change as technologies like cloud, social and mobile undermine traditional business and technology models. This MarketViews report examines the trends shaping the market.

IndustryViews M&A Review - Q2 2011

2nd September 2011

UK buyers opened their wallets a little wider in Q2, recording 77 acquisitions of software and IT services companies, the highest level since Q1 2008, according to data from our good friends at **Regent**. This was despite a 6% drop in the total SITS deal flow across Europe, to 288 transactions.

IndustryViews Private Equity Q2 2011

31st August 2011

There's a couple of interesting stories in the latest edition of TechMarketView IndistryViews Private Equity. We talk to two top execs who, in different ways, found themselves in roles that weren't really part of their original career plans.

OffshoreViews Q2 2011

30th August 2011

With European revenues of $2.21b on a trailing 12-month (TTM) basis, no one looks like catching up with **TCS** any time soon. But there's a desperate battle going on for the number two slot in Europe among the offshore majors. Find out more in our latest review of the major offshore players.

UK Healthcare SITS Supplier Landscape Report 2011

23rd August 2011

The UK healthcare software and IT services market has been subject to significant disruption in recent years. In 2003/4, the £12 billion+ National Programme for IT in the NHS (NPfIT) put the major deals in the hands of a few large system integrators. Centralisation of ICT spending in the sector promised to turn the cosy application-led market on its head – the writing was on the wall for many innovative SMEs. In this report we examine the UK healthcare SITS and business process services supplier landscape. The report includes our 2011 SITS supplier rankings for the public sector healthcare market in the UK.

IndustryViews Quoted Sector Review - Q2 2011

18th August 2011

The signs were there as we approached the end of Q2. Growth in the main tech indices that we track had all but ground to a halt, and subsequently some were down double-digits compared to the beginning of the year: "The storm was already brewing".

European SI's grow slightly ahead of UK market in H111

11th August 2011

The first half numbers for 2011 from the major European SI's (Atos, Capgemini, Logica and Steria) show UK revenues being fairly buoyant, although margins came under real pressure. Unfortunately, we expect things to get worse in H211.

UK SITS Market Trends & Forecasts - July 2011

31st July 2011

Cloud computing is having the deepest and most fundamental impact on the UK SITS market. Depending on how you wish to define it (and we have our own views on this of course), cloud computing could represent nearly 30% of the UK SITS market by 2014. Even using conservative definitions, cloud computing should reach nearly 20% of the UK SITS market over the same period. Whichever way you wish to look at it, cloud is the fastest growing segment of the UK SITS market. A real page-turner, don't wait too long before you read this report.

Brazil: Opportunity for some!

22nd July 2011

TechMarketView's intrepid managing partner, Anthony Miller, recently returned to Brazil to catch up with some of the movers and shakers in the IT services market. He found that not every player has been able to 'ride the Brazilian wave'!

Capita: H1 revenue falls short

22nd July 2011

UK BPS Market leader Capita fell slightly short of expectations in the first half, following its update of "modest" growth in April, knocking almost 5% of its share price. CE Paul Pindar admitted that "trading conditions….have continued to be challenging". Find out more about Capita's performance and prospects in this CompanyViews article.

IndustryViews: Private Equity - Q1 2011

17th July 2011

Although the number of VC investments in UK/Irish tech companies was down by one-third in Q1 2011, the aggregate value invested in these companies soared by 44% to £221m, according to Ascendant. Read our regular quarterly review of the venture capital and private equity side of the UK SITS market to find out more.

Mobile/cloud convergence demands new alliances

13th July 2011

One aspect of a discussion we recently had with Anite chief executive Christopher Humphrey, started us thinking about mobile network capacity and the implications for cloud computing. It prompted us to wonder what the vendor landscape will look like as mobile and cloud converge.

Platform defines Cognizant's BPS strategy

4th July 2011

We had chance to meet up with Cognizant's business process executives recently to learn more about its strategy as it moves away from lift-and-shift BPO contracts to deliver business process-as-a-service (BPaaS). Cognizant began going to market with the BPS term at the start of 2011, and offering a new business process platform to orchestrate process delivery for its clients. What is clear is that Cognizant 'gets BPS'. But will the strategy generate for Cognizant the higher value business and more strategic client relationships intended?