ISG Provider Lens™

Next-Gen Private/Hybrid Cloud - Data Center Services & Solutions

Managed Services Large Accounts

A research report comparing service providers' strengths, challenges and competitive differentiators

Customized report courtesy of:

Computacenter

QUADRANT REPORT | JUNE 2022 | UNITED KINGDOM

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Demand continues to grow in the UK for a range of managed services with fast, low-latency connectivity to other major centres globally.

The 2022 Next-Gen Private/Hybrid Cloud – Data Center Services and Solutions study evaluated 93 hybrid IT, colocation and managed hosting service providers that operate in the UK and provide a range of IT services. From the analysis, ISG Provider Lens™ has identified the key service providers and the main trends driving the markets for hybrid IT, colocation, and managed hosting across the region.

The situation in the UK market is broadly reflected by the following characteristics:

Concentration of data centres: There is a high concentration of data centres with supporting fast, low-latency networks interlinking enterprises globally, particularly linking financial institutions in the London area with Amsterdam, Frankfurt, Paris and North America. In the London area, Canary Wharf and along the Thames Estuary are particularly popular locations.

Partnerships: Most providers have formed strategic partnerships with the key technology providers and hyperscalers, many of which offer technical training and certifications to the service providers' workforce.

New entrants: There is demand for more data centre facilities and capacity. For example, Green Mountain, a provider based in Norway that offers colocation services, is establishing a new data centre facility along the Thames Estuary.

Strong provider focus on using green and renewable energy.

Other providers are also considering expanding in the London area.

Workforce: Providers are challenged by the lack of available qualified and experienced staff, which has caused some providers to set up specific training and recruiting programmes to address the gap. There are some initiatives in the UK to use crowdsourcing as a source of labour.

Collaboration: Some providers are collaborating to deliver a specific capability to the market. Examples include BT and Rackspace, HYVE and Equinix, and Telehouse and Microsoft.

Move to the cloud: Most providers have now put in place their own framework and methodology to drive cloud adoption and deliver managed services. The approach often takes advantage of relationships with hyperscalers and other leading technology providers. There is also extensive use of VMware to create private clouds and specific solutions for enterprises.

Intelligent automation: Many providers are provisioning and deploying intelligent automation — from powerful dashboards to robust automation tools — to support their managed services.

Networks: There is a wide choice in the availability of fast, low-latency networks to address regional and global connectivity requirements between enterprises, data centres, and the edge. Most UK service providers are directly connected by fast, low-latency, reliable and secure global network connections to other major European data centers and supporting networks in Amsterdam, Frankfurt, and Paris. This extends to the availability of direct connections between the data centers of U.S.-headquartered organizations and their UK subsidiaries. This often results in an edge computing managed service, or a managed hosting solution being established in the UK. In most situations, data center providers are network agnostic, enabling choice and flexibility to clients.

Managed services: Many of the providers operating across the UK offer managed services to both large accounts and midsize enterprises. Some telcos, including France Telecom, Vodafone and British Telcom, are now offering cloud-based managed services to the UK market.

Managed hosting: Most hosting providers support a comprehensive range of managed database systems, including Microsoft SQL, DB2, Adabas, Oracle, S/4Hana, My SQL, MaxDB NoSQL and Postgres. Managed operating systems that are supported include Linux, Solaris, HP-UX, AIX, Windows and Unix.

Provider relationships: Most providers have established relationships with major hyperscalers, including AWS, Microsoft Azure, Google Cloud and Oracle Cloud. Providers also have strong relationships with major technology companies such as ServiceNow, Cisco, VMware, Red Hat, Citrix, Lenovo, Nutanix, SAP, Salesforce, and Parallels. These relationships have enabled to create go-to-market offerings and supplier ecosystems, specifically for clients or industry sectors. Examples include a joint data center migration initiative between Capgemini and Microsoft and the one cloud initiative between Atos and 10 other suppliers.

Green energy: There is a strong focus by providers on using green and renewable energy from different sources.

Sovereign cloud: With the need to comply with General Data Protection Regulation (GDPR), some interest has been expressed by the UK public sector in implementing sovereign cloud solutions. There are a number of European committees responsible for setting the associated standards such as the GAIA-X initiative, storage as a service (StaaS) and backup as a service (BuaaS). Some providers who operate in the UK are actively engaged with these committees, as well as promoting sovereign cloud managed service solutions. Examples include Vodafone, T-Systems, Atos, and Sopra Steria. CGI has spent many years advising the UK Government on the use of sovereign cloud frameworks.

Certifications: All providers mentioned in this study have some or all of the following ISO certifications: 14001, 22301, 27001 and 50001. In addition, other certifications such as HIPAA are held by providers that offer services outside of the UK.

Private cloud: Offerings are being developed and branded by providers for specific market segments. In most cases, such offerings are based on VMware.

Market focus: Many providers are now targeting opportunities across both the large and midmarket segments.

Mainframe modernization: A number of providers have offerings or initiatives in place to address the challenges associated with mainframe modernization. This includes Fujitsu, CGI, Ensono, Tech Mahindra, IBM, AWS and Cognizant.

Sustainability: Environmental, social and governance (ESG) is on the agenda of most providers, with evaluation standards on specific areas like data centres actively being measured and reported on.

Environmental, social and governance is on the agenda of most providers

Provider Positioning

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	Managed Services for Large Accounts	Managed Services for Midmarket	Managed Hosting	Colocation Services
3stepIT	Contender	Contender	Contender	Not In
Accenture	Leader	Not In	Not In	Not In
acora	Not In	Contender	Not In	Not In
Atos	Leader	Not In	Leader	Not In
BT	Product Challenger	Contender	Leader	Leader
Capgemini	Leader	Not In	Not In	Not In
Centron	Not In	Contender	Not In	Not In
CGI	Market Challenger	Not In	Leader	Not In
Claranet	Rising Star ★	Product Challenger	Leader	Not In
Cloudreach	Not In	Rising Star ★	Not In	Not In

Provider Positioning

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	Managed Services for Large Accounts	Managed Services for Midmarket	Managed Hosting	Colocation Services
Codero	Not In	Not In	Contender	Not In
Cognizant	Leader	Not In	Not In	Not In
Colt DCS	Not In	Not In	Not In	Contender
Computacenter	Leader	Not In	Not In	Not In
Core IT Solutions	Not In	Contender	Not In	Not In
Coreix	Not In	Not In	Not In	Product Challenger
CWCS	Not In	Not In	Contender	Not In
CyrusOne	Not In	Not In	Not In	Contender
Cyxtera	Not In	Not In	Not In	Product Challenger
Digital Realty	Not In	Not In	Not In	Leader

Provider Positioning

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	Managed Services for Large Accounts	Managed Services for Midmarket	Managed Hosting	Colocation Services
DXC	Product Challenger	Not In	Market Challenger	Not In
Ensono	Market Challenger	Contender	Leader	Not In
Equinix	Not In	Not In	Not In	Leader
Fujitsu	Leader	Leader	Leader	Not In
Global Switch	Not In	Not In	Not In	Leader
GTT	Not In	Not In	Not In	Market Challenger
HCL	Leader	Not In	Not In	Not In
Hexaware	Product Challenger	Product Challenger	Not In	Not In
HYVE	Not In	Contender	Market Challenger	Product Challenger
Kyndryl	Leader	Not In	Leader	Not In

Provider Positioning

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	Managed Services for Large Accounts	Managed Services for Midmarket	Managed Hosting	Colocation Services
Infosys	Product Challenger	Not In	Not In	Not In
IT Backbone	Not In	Contender	Not In	Not In
Ldex Group	Not In	Not In	Not In	Contender
Logicalis	Product Challenger	Contender	Product Challenger	Not In
LTI	Product Challenger	Not In	Not In	Not In
Lumen	Not In	Not In	Product Challenger	Product Challenger
Microland	Contender	Not In	Not In	Not In
Mindtree	Product Challenger	Product Challenger	Not In	Not In
Mphasis	Contender	Contender	Not In	Not In
Navisite	Not In	Not In	Market Challenger	Not In

Provider Positioning

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	Managed Services for Large Accounts	Managed Services for Midmarket	Managed Hosting	Colocation Services
Nouveau	Not In	Contender	Not In	Not In
NTT Ltd.	Product Challenger	Not In	Product Challenger	Not In
NTT GDC	Not In	Not In	Not In	Leader
PlusServer	Not In	Not In	Product Challenger	Not In
Pulsant	Not In	Not In	Product Challenger	Rising Star ★
Rackspace Technology	Not In	Leader	Leader	Leader
Redcentric	Not In	Not In	Product Challenger	Contender
Sopra Steria	Not In	Contender	Product Challenger	Not In
Sungard AS	Not In	Not In	Contender	Product Challenger
TCS	Leader	Not In	Not In	Not In

Provider Positioning

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	Managed Services for Large Accounts	Managed Services for Midmarket	Managed Hosting	Colocation Services
Tech Mahindra	Product Challenger	Not In	Not In	Not In
Telefónica (Cancom)	Not In	Not In	Product Challenger	Not In
Telehouse	Not In	Not In	Not In	Leader
TierPoint	Not In	Not In	Contender	Not In
T-Systems	Not In	Product Challenger	Leader	Not In
UKFast	Not In	Not In	Not In	Contender
Unisys	Market Challenger	Contender	Product Challenger	Not In
UST	Not In	Contender	Contender	Not In
Veber	Not In	Not In	Not In	Contender
VIRTUS	Not In	Not In	Not In	Market Challenger

Provider Positioning

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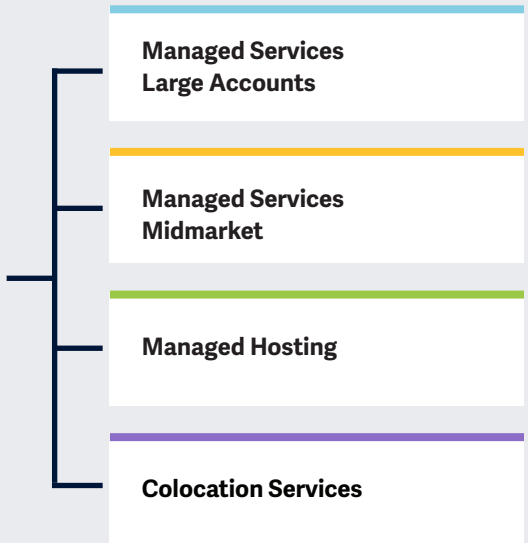
	Managed Services for Large Accounts	Managed Services for Midmarket	Managed Hosting	Colocation Services
Vodafone	Contender	Leader	Not In	Not In
Volta	Not In	Not In	Not In	Product Challenger
Wipro	Leader	Not In	Not In	Not In
Zensar	Not In	Product Challenger	Not In	Not In

An ISG UK study on aspects of cloud computing to consider in 2022



Simplified Illustration Source: ISG 2022

Definition

Data centre outsourcing is the practice of sourcing the responsibility of managing end-to-end data centre assets to a third-party provider. It includes orchestration provisioning; integrated monitoring; and management of computing, storage, database, middleware resources and other components of the infrastructure. The data centre may be owned by the enterprise, service provider, or a third-party colocation provider. Integrated monitoring and management services are usually delivered from a provider's location through an offshore/onshore/nearshore shared service centre or via a dedicated delivery re model classified as remote infrastructure management (RIM) services.

A private cloud is an extension of the existing computing environment of an enterprise and leverages the investments made in virtual infrastructure and applications. Enterprises with stringent security and governance requirements, large data volumes and close integration of enterprise applications and workflows needs may prefer an on-premises, or a private cloud environment characterized by hardware hosted locally at a client's facility. IT service providers can create private clouds with scalable virtual compute, networking, and storage resources, running in their data res or over a shared infrastructure, and configure them to isolate a private cloud.

A hybrid cloud combines the best of on-premises infrastructure, private, and public clouds. It connects the existing on-premises infrastructure services with a private cloud, a public cloud or both. While combining services and data from a variety of cloud models, the goal is to create a unified, automated, and well-managed computing environment. One

of the fundamental advantages of a hybrid cloud deployment is the high degree of control offered to the organization; hybrid clouds allow businesses to leverage the capabilities of public cloud platform providers, but without the need to offload their entire data to a third-party data centre. This provides greater flexibility, while keeping the vital components within a company's firewall.

Scope of the Report

This ISG Provider Lens™ study covers four quadrants:

- Managed Services for Large Enterprises
- Managed Services for the Midmarket
- Managed Hosting
- Colocation Services

This study offers IT decision-makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments
- Focus on regional market:

Our study serves as the basis for important decision-making in terms of positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their existing vendor relationships and potential engagements.

Provider Classifications

The provider position reflects the suitability of IT service providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes and industries. In case the IT service requirements from enterprise customers differ and the spectrum of IT providers operating in the local market is sufficiently wide, a further differentiation of the IT providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers, and positions IT providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

Midmarket: Companies with 100 to 4,999 employees or revenues between US$20 million and US$999 million with central headquarters in the respective country, usually privately owned.

Large Accounts: Multinational companies with more than 5,000 employees or revenue above US$1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens™ quadrants are created using an evaluation matrixcontaining four segments (Leader, Product Challenger, Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider is classified as a Rising Star.

Number of providers in each quadrant: ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (although exceptions are possible).

Provider Classifications: Quadrant Key

Product Challengers offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

Leaders have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/services and a follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

Market Challengers have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

Not in means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.

Managed Services
Large Accounts

Who Should Read This

This report is relevant to enterprises across all industries in the U.K. for evaluating hybrid cloud managed service providers.

In this quadrant report, ISG defines the current market positioning of managed service providers in the U.K., and how they address the key challenges faced by large enterprises with their hybrid cloud model. These providers are adept at managing data center infrastructure on behalf of their enterprise clients, enabling them to focus on other tasks.

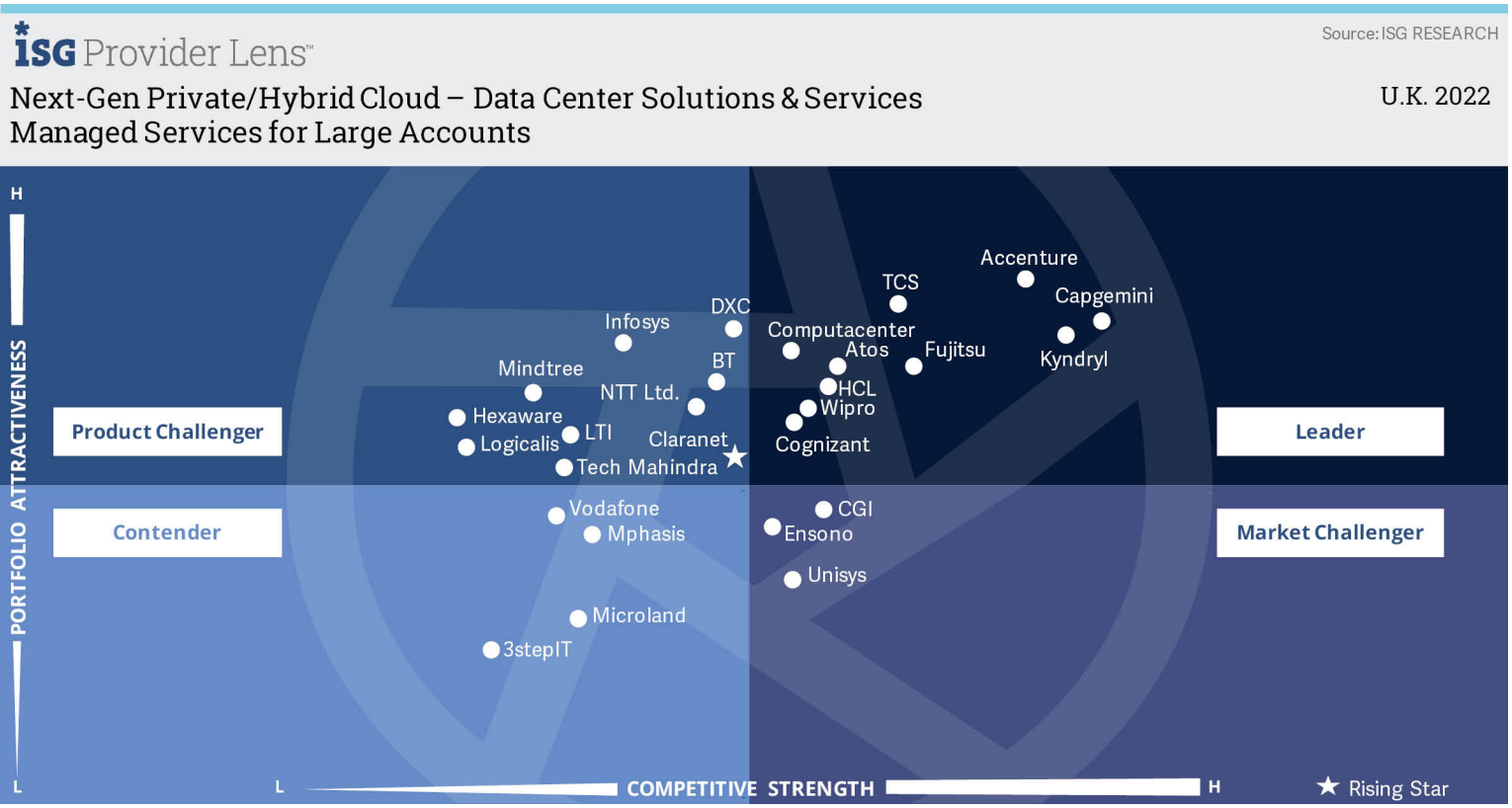
Historically, the U.K. has been favourable for many non-European service providers that want to expand their base into other countries of the EU. However, this changed with Brexit when the U.K. ceased its obligations as an EU member and lost access to the EU Single Market, impacting the enterprises in the region. Enterprises in the U.K. are trying to determine the best course of investments to cloud adoption, post the Brexit and COVID-19 scenario. Hybrid cloud managed service providers can help enterprises avoid the responsibility of data center operations by providing localized infrastructure and a robust understanding of the operating environment. They can also provide sovereign cloud to ensure data privacy and regulatory compliance.

Managed service providers offer automation and AI capabilities that can help enterprises monitor infrastructure, predict failures and reduce maintenance costs. Managed service providers in the U.K. can leverage fast networks to reduce latency and, hence, ensure connectivity between data centers.

IT and infrastructure leaders should read this report to better understand the relative strengths and weaknesses, along with the modernization and service capabilities, of managed service providers, and how the advancements in the market impact enterprises' hybrid cloud strategies.

Software development and technology leaders should read this report to understand providers' positioning, their offerings and their impact on the ongoing infrastructure transformation initiatives, along with the availability and scalability of developed applications, tools, etc., within an enterprise.

Sourcing, procurement and vendor management professionals should read this report to better understand the current landscape and partner ecosystem of managed service providers in the U.K.



This quadrant assesses the maturity of the providers that offer and deliver managed services to UK-based large enterprises. Many of these providers also offer the same or similar services to the midmarket in the UK.

Ian Puddy

Definition

This quadrant assesses a provider's ability to offer ongoing management services for private and hybrid clouds as well as traditional data centre infrastructures and platforms that comprise physical and virtual servers, middleware, storage, databases, and networking components. The infrastructure may reside in a client's data centre, multi-cloud environments or the service provider's facilities, or it may even be collocated in a third-party facility.

Participating companies typically offer transition services, where they guide clients to optimise their existing IT landscapes. Common projects include large-scale data centre consolidation, virtualisation, cloud enablement and configuration/implementation of a software-defined data centre (SDDC). Transition services also include expanding existing facilities, transferring new workloads, and creating new private clouds. Managed services are characterised by the transfer of responsibilities to a service provider and are governed by service level agreements (SLAs), with penalties for any deviation. At a broad level, these services include provisioning; enabling real-time and predictive analysis; and monitoring and operational management of a customer's on-premises, private and hybrid cloud environments. These activities are aimed at maximizing the performance of workloads in the cloud, reducing costs, and ensuring compliance and security. Participants should have the capability to manage traditional as well as cloud-native application releases that also include continuous integration and delivery processes.

Large Accounts: Multinational companies with more than 5,000 employees or revenue above US $1 billion, with activities worldwide and globally distributed decision-making structures.

Eligibility Criteria

1. Ability to offer services for private and hybrid clouds and for data centre infrastructure (servers, middleware, storage, and databases) on their own
2. Ability to provide services within a client's premises or remotely and preferably through its shared remote infrastructure management (RIM) service centres.
3. Established or emerging basic/standard relationships with one of the major hyperscalers such as AWS, Google, IBM, and Microsoft Azure
4. Experience in large transition projects that includes automation, consolidation, virtualisation and containerisation of data centres, and cloud enablement
5. Ability to act as an extension of the client's IT organisation and get involved in creating blueprints, architecture frameworks, and management processes at the client's location
6. Ability to provide centralised orchestration/management of hybrid IT infrastructure
7. Experience in business continuity planning, particularly in managing a client's hybrid infrastructure remotely
8. Appropriate certifications to ensure compliance at the local level

Observations

Move to the cloud: Most providers have now put in place their own framework and methodology to drive cloud adoption and deliver managed services. The approach often takes advantage of relationships with hyperscalers and other leading technology providers. There is also extensive use of VMware to create private clouds and specific solutions for enterprises.

Go-to-market strategies: Most providers are pursuing cloud and transformation opportunities across industry segments in the UK market, which often results in an ongoing managed services contact. Differentiation among provider offerings comes with the methodologies, approach, the tools used and the capabilities of the different providers.

Automation: The use of automation — particularly artificial intelligence (AI), bots, machine learning and software-defined infrastructure — is increasingly being deployed by providers as a key component of their managed services and to address the rising costs and shortage of skilled labour.

Edge computing: Managed services related to realising edge computing capability are being offered, often as an integrated component of a cloud-based initiative.

Strategic alliances: Most providers have signed and put in place a strategic alliance with one or more of the hyperscalers and with a portfolio of technical partners.

Workforce: Providers are challenged by the lack of available qualified and experienced staff, which has caused some providers to set up specific training and recruiting programmes to address the gap.

ESG: Most providers have now put sustainability initiatives in place, particularly ones relating to reducing their carbon footprint and using renewable energy.

From the 93 companies assessed for this study, 22 have qualified for this quadrant, with 10 being identified as Leaders and one as a Rising Star.

accenture

Accenture continues to support clients with digital transformation through a cloud-first approach. It is making industry-specific investments to stabilise delivery in the cloud space. Accenture stands out for its hybrid cloud expertise, in both its approach and ongoing service delivery, capitalising on advanced technologies such as automation, AI, and machine learning.

Atos

Atos is undergoing a reorganisation and governance simplification programme. It is investing in staff training to ensure it has a large portfolio of the right skills for cloud engagements. Atos and Nokia announced a partnership which brings together leaders in cloud and edge computing to support businesses on their digitalisation journeys.

Capgemini

Capgemini has established a Global Data Centre migration programme with Microsoft aimed at increasing the move by organisations to digital and the cloud. It has also made some acquisitions.

cognizant

Cognizant offers comprehensive infrastructure managed services in the UK to large and midmarket organisations.

Computacenter

Computacenter has more than 200 partner accreditations and its workforce hold a further 10,000 vendor technical certifications.

Fujitsu

Fujitsu is undergoing a reorganisation into four regions. The company has a strong portfolio of offerings and capabilities particularly in infrastructure and cloud managed services.

HCL has established an ecosystem of niche vendors which provides access to more than 500 startups.

Kyndryl

Kyndryl was spun off from IBM in 2021 to optimise hybrid cloud solutions for IBM. It has a strong account list and capabilities built on IBM's heritage. As it matures, more investment in broader cloud solutions can be expected.

TCS and Microsoft have forged a strategic partnership to drive the edge-to-cloud transformation journey, where the cloud is the unifying digital fabric.

Wipro continues to make significant investments in the cloud, focusing on AI and automation to develop new capabilities for clients.

Claranet (Rising Star)

Claranet (Rising Star) is a growing provider which offers subscription-based expertise for every stage of a cloud modernisation journey.

Leader

"Computacenter is proactively responding to refactoring or rewriting ageing mainframe applications."

Ian Puddy

Computacenter

Overview

Computacenter is headquartered in Hertfordshire, England, and operates in 15 countries. It has more than 18,000 employees across 70 countries. In FY2021, the company generated $7.4 billion in revenue (+7.7 percent YoY), with technology sourcing as its largest segment. In the UK, it has clients in both the public and private sectors.

Strengths

Partnerships: There are more than 200 partner accreditations and its workforce hold a further 10,000 vendor certifications.

Application modernisation: A new centre for application modernisation and development has been established in Romania.

Mainframe systems: Assistance can be given to UK customers with refactoring or rewriting ageing applications that have traditionally been hosted in their mainframe systems.

Autonomous operations: The majority of its public cloud (AWS, Azure, GCP) landing zone implementations are based on Cloud Adoption Framework templates from Terraform.

Blended delivery model: A blended support model (onshore, nearshore, or offshore) provides the ability to source, transform, and manage technology for customers in more than 70 countries.

Cloud and edge: This includes software-defined infrastructure, automation, configuration management and orchestration to make the provision of containers or systems easier.

Investments: Significant investments in North America have been made to continue to increase and align the ability to service large global customers.

Caution

Whilst Computacenter has clients, business interests, and capabilities in 70 countries, its core sales and support capabilities reside in just 17 countries.

Appendix

Methodology & Team

The ISG Provider Lens 2022 – Next-gen Private/Hybrid Cloud – Data Center Solutions & Services analyzes the relevant software vendors/service providers in the UK market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology

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The research and analysis presented in this report includes research from the ISG Provider Lens™ program, ongoing ISG Research programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of June 2022, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

All revenue references are in U.S. dollars ($US) unless noted.

The study was divided into the following steps:

1. Definition of Next-gen Private/ Hybrid Cloud – Data Center Solutions & Services market
2. Use of questionnaire-based surveys of service providers/ vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities & use cases
4. Leverage ISG's internal databases & advisor knowledge & experience(wherever applicable)
5. Use of Star of Excellence CX-Data
6. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & other sources.
7. Use of the following key evaluation criteria:
   * Strategy & vision
   * Tech Innovation
   * Brand awareness and presence in the market
   * Sales and partner landscape
   * Breadth and depth of portfolio of services offered
   * CX and Recommendation

Lead Author

Ian Puddy
Lead Analyst

Ian is a Director within North Europe. He has pan-European expertise gained through leading, advising and coaching leading corporations to successfully realise their initiatives across the Financial Services, Retail, Manufacturing and Distribution sectors; as well as national and international public sector institutions. Ian has significant breadth and depth of expertise in a range of environments from sourcing strategy & transaction advisory, mergers and acquisitions, IT service delivery, systems integration and change initiatives.

Research Specialist

Meenakshi Srivastava
Research Specialist

Meenakshi Srivastava is a Senior Research Analyst at ISG and is responsible for supporting and co-authoring Provider Lens™ studies on the Private Hybrid Cloud Data Center. She creates content for Provider Lens™ studies and supports lead analysts in the research process for multiple regions. She has an experience of 3 years in IT industry and 2.5 years in market research industry. She is also responsible for authoring the enterprise context and global summary reports for her respective study. Prior to her role in ISG, she has worked on various signature research projects which involved both qualitative and quantitative analysis as well as content creation and contextualization for other market research firm. She has an expertise of working on both primary and secondary research projects and is also associated with other custom and ad-hoc research projects.

IPL Product Owner

Jan Erik Aase

Partner and Global Head – ISG Provider Lens™

Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry. Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor. Now as a research director, principal analyst and global head of ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.

ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally. For more information about ISG Provider Lens research, please visit this webpage.

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ISG

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ISG Provider Lens™

JUNE 2022

REPORT: NEXT-GEN PRIVATE/HYBRID CLOUD – DATA CENTER SOLUTIONS & SERVICES 2022