



**\*ISG** Provider Lens™

2022

Enterprise Service Management  
– Services & Solutions 2022

imagine your future®

ISG (Information Services Group) (NASDAQ: III) is a leading global technology research and advisory firm. A trusted business partner to more than 700 clients, including 75 of the top 100 enterprises in the world, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; technology strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Connecticut, ISG employs more than 1,300 professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.



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# Definition

Enterprise service management (ESM) solutions and service providers are transforming with time, and they are growing in numbers. Every quarter brings enhancements to the evolving practices such as ITIL V3 in 2011 and ITIL 4 2019, emerging technology and new use cases. This is a crowded market without a clear distinction between an enterprise context and any independent portfolio. As a result, providers and buyers can find it challenging to identify the best fit solution for enterprise-wide services.

Business leaders need to make these decisions using quantitative and qualitative methods. This report provides the enterprises with information required to select the right ESM managed service providers, software and partners for their business. At the same time, it evaluates various solutions, practices and platforms that deliver a number of services across an enterprise.

Comprehensive business and IT software-as-a-service (SaaS) solutions now enhance customer information management, connected workflow and smart task processing capabilities. The role of IT was limited to systems, access and technology assets; however, now IT is a strategic success partner that enables every business function at every level. ESM is expanding the coverage by integrating all departments around a single platform, providing a holistic view of end-to-end service value.

Enterprise software solutions are expected to meet the needs of cross-functional service lines, including IT. The current trend is for light, agile and customizable products with re-engineered processes, new designs and scalable architecture. These platforms are usually technology agnostic but are inclined toward specific business units. AI and machine learning capabilities, automation, and data analytics have become the base requirements. Consulting firms, service providers and integration partners thrive on this opportunity to help enterprises deliver service transformation, migration, integration, and implementations.

Enterprise service management is the set of business, technology and organization support processes, cross leveraging tools, practices, and methods for a holistic value creation and delivery aligned to the enterprise's vision.

The ISG Provider Lens™ study offers IT decision-makers the following:

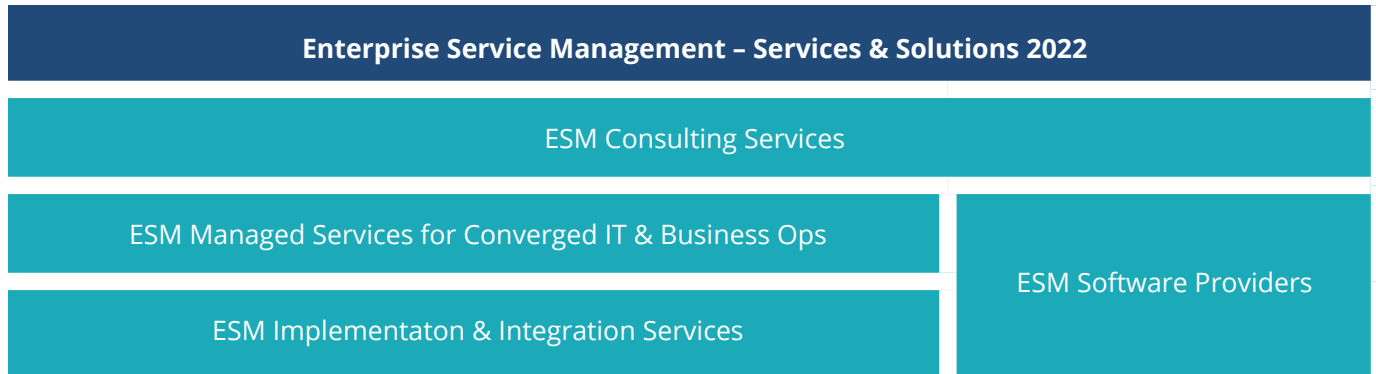
- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments
- A perspective on the U.S market

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

# Quadrant Research

As part of this ISG Provider Lens™ quadrant study, we are introducing the following four quadrants on Enterprise Service Management — Services & Solutions 2022:

Simplified illustration



Source: ISG 2021

## ESM Consulting Services

This quadrant evaluates the consulting service providers that transform the enterprise services landscape to improve their service philosophies and strategies. These providers assist the enterprises in understanding the changing market course and guide in designing the right business, service and technology models. They also enable the enterprises to reach the future state by recommending tools and solutions to build a sustainable and resilient business. ESM consulting services bridge the gap between IT and business to connect the enterprise lines of business and build a seamless collaboration between ITSM and ESM. Translating business and IT languages helps define one enterprise objective.

Main evaluation criteria for this quadrant are as follows:

- Use of reference assessments models, frameworks and templates
- Capability to design service transformation strategy and roadmap in the IT and business service management area
- Digital business transformation competency focusing on enterprise-wide portfolio
- Expertise in IT, organizational support and industry-specific process consulting
- Deep knowledge about enterprise services, processes, workflows, tools and platforms
- Tool and technology certifications, accreditations (ITSMF, PMI) and associations with standard bodies (TOGAF)
- Experience in organizational and technology change management principles, guidance to achieve conformance with regulatory, compliance and governance frameworks

## ESM Managed Services for Converged IT & Business Ops

This quadrant assesses the capability of providers to offer managed services for maintenance and support of system and centralized service management. The enterprise (converged) IT services portfolio enables direct control and monitoring of complex systems, workflows and services. These include infrastructure, applications monitoring and performance. Additionally, this study will review providers for business process support and operations capabilities built around specific business verticals and organizational functions above the platform. The evaluation will cover data quality management, data security and compliance-related aspects. Modernizing the service support abilities will be a critical aspect to review. The quadrant will examine the capability of providers to offer these services in the context of global reach and sophisticated application landscapes, comprising various solutions from different software providers.

Main evaluation criteria for this quadrant are as follows:

- Breadth of service portfolio including IT and business process
- Measuring success parameters of IT value drivers mapped to business value drivers.
- Demonstrate operational and technical support experience in ESM tools and corresponding workflows
- Breadth of application management services, functionality upgrades and custom requirements.
- Options to choose from multiple service delivery and engagement models
- Resources availability and competency for management of ESM software
- Broad and diverse knowledge through partner network activities to support clients within their skill development to enhance the application practice

## ESM Implementation and Integration Services

This quadrant analyzes highly specialized providers with software implementation and integration capabilities within the enterprise landscape. The focus is on deep knowledge about technical and project management practices for planning, designing, developing and delivering standard software solutions for enterprise portfolios, covering business, service lines and information technology systems. Implementation concentrates on installation, configuration and operationalizing the tools and platforms for IT and business functions. The integration activities link supplementary and complementary systems across all portfolios to enhance efficiency and productivity. The integration includes knowledge of different software tools and bespoke components to connect systems for data transfer, collection and analysis. The study will also evaluate the providers on the methodology, frameworks and practices exercised during the implementation and integration activities.

Main evaluation criteria for this quadrant are as follows:

- Expertise in technical implementation of tools, software and platforms
- Usage of accelerators and custom solutions for software deployment
- Ability to design solution as per reference architecture aligning to the prevailing architecture
- Expertise in application optimization, support and testing services
- Demonstrate the use of software deployment methodologies (agile) and practices (DevOps) during ESM software deployments and upgrades
- Ability to drive implementations and integrations in major hyperscale providers and on-premises
- Expertise in process integration and migration with knowledge of IT and non-IT functions

## ESM Software Providers

This quadrant assesses providers that offer software (tools and solutions) and deliver capabilities to manage services across the enterprise. These tools drive workflows and work management activities across various functions catering to specific needs. The OEMs build on-premises and cloud (SaaS) solutions for focused groups, covering technology, service line, organizational support and business process systems. The study will cover the functionalities and customization abilities, while offering customer-, business- and organization-specific solutions. The providers offer IT service management software, business process management tools and components supporting enterprise applications.

This quadrant covers the work administration solutions driving technical and functional processes, in addition to domain-specific tools, to supplement, complement and conduct work management activities. This includes new emerging technology components and digital elements inclusion to enhance the effectiveness, efficiency and experience.

Main evaluation criteria for this quadrant are as follows:

- Organizational support capabilities for key enterprise services such as IT, human resources (HR), finance and accounting (F&A), facilities management, and others
- Ability to build multitenancy, access control and user/role management
- Offer industry-specific business processes, components and accelerators
- Integration capabilities with adjacent systems and other systems
- Demonstrate infusion of digital technologies (automation, analytics and AI)
- Ability to provide guidance on regulatory, compliance and governance frameworks

# Quadrants by Region

Quadrant	U.S.
ESM Consulting Services	√
ESM Managed Services for Converged IT & Business Ops	√
ESM Implementation and Integration Services	√
ESM Software Providers	√



# Schedule

The research phase falls in **Nov 2021 and Dec 2021**, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in **Mar 2022**.

<b>Milestones</b>	<b>Beginning</b>	<b>End</b>
Launch	Nov 2, 2021	
Survey Phase	Nov 2, 2021	Nov 22, 2021
Sneak Preview	Jan 2022	
Press Release	Mar 2022	

Please refer to the [link](#) to view/download the ISG Provider Lens™ 2021 research agenda:

## Access to Online Portal

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

## Research production disclaimer:

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing work identified by the clients. This data is collected as part of the ISG FutureSource process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not to produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.

# Partial list of companies being invited for the survey

**Are you in the list or do you see your company as relevant provider that is missing in the list?** Then feel free to contact us to ensure your active participation in the research phase.

4me	Cask, LLC	DO IT WISE
Accenture	CDI	DXC Technology
Acorio	CDW Logistics, Inc.	EasyVista
Acumatica	Cerna Solutions	Emtec
Advance Solutions Corporation	CGI	Envecon
Aeritae	Checkpoint Technologies	EPAM
AHEAD, Inc.	Cloudaction	Epicor
Aisera	CloudPires LLC	Ernst and Young LLP
Alcor	Cognizant	Evergreen Systems
Alcor Solutions Inc.	CompuCom Systems	Excalibur
Ascend Integrated	Compulink	Financial Force
Aspire Systems	Computacenter	Fishbone Analytics Inc.
Atlassian	Computer Design & Integration, LLC (CDI)	Flycast Partners
Atos (Engage ESM)	Concurrency, Inc.	Foulk Consulting
Avanade	ConfigureTek	Freshworks
Axios	ConnectAll	Fujitsu
Beyond 20	Contender Solutions	Fujitsu Services
BMC	Coreio	Fusion Global Business Solutions
Booz Allen Hamilton	Covestic, Inc.	FX INNOVATION
Bravium Consulting Inc.	Creative Systems and Consulting, LLC	G2 IT
Broadcom	Critical Design Associates	Genpact
BusinessNow P/S	Crossfuze	GlideFast Consulting LLC
CAI (Computer Aid, Inc.)	Dell	Grant Thornton
Capgemini	Deloitte	Green Light
Carahsoft (Government. IT provider)		HCL

Hexaware	Maryville Consulting Group	QAD
HGC Technologies	Matrix 42 (Firescope)	Quint Technology
Highmetric (Column Technologies)	Melillo Consulting	Ramco
Hitachi Solutions, Ltd.	Mercer	Rapid Technologies
Hornbill	Meritide	Red Shift Consulting
HPE	Microfocus	Renner Brown
IBM	Microsoft	Results Positive
IFS AB	Mindtree	Rezolve.ai
Incentive Technology Group (ITG)	MobiChord, LLC	RightStar
InfoBeans	Mobius	RJR Innovations
Infor	Mphasis	Sage Group
Infosys	Navvia	SAP
Inmorphis	NCSI	ScienceSoft USA
INRY (IntegRhythm Inc.)	Ness Digital Engineering (FKA Linium)	Seavus
Insight	Netcenergy	Serviceaide
InSource Inc	NTT DATA	Serviceberry
Intact	Nuvolo	ServiceNow
Integral Consulting Services	Online Business Systems	SHI
ISM	Oracle	SilverStorm Solutions SL
ITS Partners	Orange Business Services	Softtek
Ivanti	Partner IT	SolarWinds
Kloves Inc.	Pathways Consulting Group	Sopra Steria
KPMG	Pharicode LLC	Stefanini
Larsen & Toubro Infotech Limited (LTI)	Plat4mation BV	StrataCom
Logicalis	Plex	SuMO IT Solutions Inc.
Logicalis, Inc	Praecipio Consulting	Sysaid
LTI (L&T)	ProV International, Inc	SysPro
Manage Engine (Zoho)	PWC	T4S Partners

TCS

Tech Mahindra

Tek systems

The Gomal Group

Topdesk

Trianz

T-Systems

Tx3

Unisys

Unit4

USU

VerisVisalign

Volteo

V-Soft Consulting

Vyom Labs

Wipro

Workday

World Wide Technology

Zensar Technologies

## ISG Star of Excellence™ – Call for nominations

The Star of Excellence is an independent recognition of excellent service delivery based on the concept of “Voice of the Customer.” The Star of Excellence is a program, designed by ISG, to collect client feedback about service providers’ success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement please use the client nomination section on the Star of Excellence [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply. Here is the email address: [Star@isg-one.com](mailto:Star@isg-one.com)

# Contacts for this study



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## Do you need any further information?

If you have any questions, please do not hesitate to contact us at [isglens@isg-one.com](mailto:isglens@isg-one.com).

## ISG Provider Lens QCRT Program Description

ISG Provider Lens offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context. In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three advisors participate as part of each study's quality and consistency review team (QCRT). The QCRT ensures each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the QCRT group and contribute at different levels depending on their availability and expertise.

The QCRT advisors:

- Help define and validate quadrants and questionnaires
- Advise on service providers inclusion, participate in briefing calls
- Give their perspectives on service provider ratings and review report drafts

The ISG Provider Lens QCRT program helps round out the research process, supporting comprehensive research-focused studies.

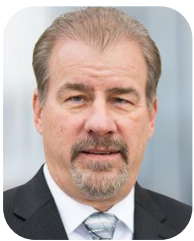
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