

2013 SERVICES SAPA MAP Report - Consulting/Integration

VENDOR AND ANALYST NAMES ARE REAL - ALL SCORES AND ANALYST COUNTS ARE DUMMY DATA

Analysts

Program Effectiveness Metrics

	Interactions per Quarter	Access to Executives	Quality and Availability of References	Efficacy of Comms	Responsiveness	Overall Effectiveness	Proactivity (1=PROACTIVE - 2=REACTIVE)	Total number of analysts indicating they shortlisted THIS vendor in the last 3 months in THIS segment	% of analysts that shortlist that have shortlisted THIS vendor in last 3 months	% of analysts responding that are Likely or Very Likely to shortlist vendor	net year on year increase or (decrease) in percentage of analysts that would shortlist vendor
CONSULTING/INTEGRATION SEGMENT A)	2.15	6.70	6.15	5.44	6.81	6.50	1.27	4.49	46%	43%	15%
SERVICES SAPA AVERAGE	2.60	6.82	6.27	5.75	7.03	6.60	1.36	4.98	46%	61%	53%

Analysts Participating		Shortlisting										
Vendor	Count	IPQ	AE	REF	EFF	RESP	OE	PRO	3 MOS	%3 MOS	LTS	YOY
Accenture	14	2.50	6.93	6.69	5.53	6.57	6.31	1.58	8	38.10%	33.3%	11.1%
Amazon	4	1.00	6.50	5.25	5.20	6.20	6.00	1.00	3	60.00%	0.0%	0.0%
AT&T	15	4.53	6.67	5.93	4.88	6.71	6.69	1.69	11	45.83%	55.6%	22.2%
Atos Origin	19	3.84	5.79	5.84	5.70	6.26	6.33	1.47	14	50.00%	66.7%	16.7%
Bearingpoint	15	3.67	6.93	7.00	6.50	7.40	7.21	1.54	9	39.13%	66.7%	22.2%
BT Services	7	4.14	6.29	7.00	6.25	7.50	7.57	1.33	4	66.67%	50.0%	33.3%
Capgemini	5	3.00	6.20	5.00	5.80	7.00	6.00	1.60	2	18.18%	50.0%	0.0%
Cisco	5	1.20	6.20	5.00	4.17	6.00	4.83	1.00	4	57.14%	20.0%	20.0%
Cognizant	5	2.40	4.80	6.25	5.67	7.00	5.17	1.00	2	25.00%	40.0%	20.0%
CSC	11	3.00	7.45	6.55	6.42	7.33	7.55	1.40	7	70.00%	55.6%	55.6%
Dell Services (Dell/Perot)	6	4.17	7.83	6.83	5.86	6.86	6.14	1.60	4	44.44%	16.7%	0.0%
Deloitte	6	2.00	4.50	4.67	4.00	4.80	4.75	1.40	0	0.00%	0.0%	0.0%
Dimension Data	11	3.82	5.91	5.73	5.58	6.50	5.36	1.40	8	47.06%	42.9%	14.3%
Ernst & Young	7	2.57	6.43	5.57	5.43	6.43	6.29	1.29	2	22.22%	0.0%	-25.0%
Fujitsu	13	2.69	6.85	5.54	5.79	6.77	6.18	1.33	4	26.67%	28.6%	14.3%
HCL	8	1.71	6.57	6.13	6.50	7.25	7.29	1.57	5	83.33%	33.3%	50.0%
Hexaware Technologies	5	4.60	5.60	7.20	8.20	7.20	7.80	1.80	2	28.57%	0.0%	0.0%
HP Services	4	3.33	7.00	8.00	6.00	8.00	8.00	1.50	2	33.33%	50.0%	0.0%
IBM Global Business Services	13	2.69	6.85	5.54	5.79	6.77	6.18	1.33	4	26.67%	28.6%	14.3%
Infosys	8	1.71	6.57	6.13	6.50	7.25	7.29	1.57	5	83.33%	33.3%	50.0%
KPMG	4	1.75	3.50	3.50	3.00	3.75	4.75	1.25	0	0.00%	0.0%	-50.0%
MahindraSatyam Techmahindra	15	2.27	6.80	5.80	6.31	6.73	6.50	1.38	14	77.78%	60.0%	-10.0%
NTT	5	4.40	8.00	7.40	7.40	8.60	8.60	2.00	3	50.00%	33.3%	66.7%
Oracle	13	2.00	6.62	6.54	6.29	6.85	6.42	1.64	7	33.33%	50.0%	0.0%
PWC	16	1.94	6.38	5.13	5.65	6.94	6.33	1.20	12	66.67%	36.4%	-36.4%
SAP	8	2.13	5.25	3.75	3.56	6.29	6.00	1.00	2	18.18%	20.0%	-20.0%
T-Systems	14	2.86	6.79	6.00	6.87	6.93	7.54	1.92	10	76.92%	72.7%	27.3%
TCS	8	1.63	6.88	6.38	6.13	8.57	7.57	1.86	3	42.86%	33.3%	33.3%
Unisys	6	3.33	6.33	5.80	6.71	7.00	7.50	1.50	5	83.33%	33.3%	50.0%
Wipro	13	2.15	5.92	5.69	5.21	6.77	6.17	1.25	5	41.67%	42.9%	14.3%

ANALYSTS PARTICIPATING

Analyst	Firm
James Staten	Forrester Research
Arup Roy	Gartner
Claudio Da Rold	Gartner
TJ Singh	Gartner
Rolf Jester	Gartner
Bryan Britz	Gartner
Charlotte Patrick	Gartner
Gianluca Tramacere	Gartner
Jacqueline Heng	Gartner
Alex Soejarto	Gartner
Dean Blackmore	Gartner
Lydia Leong	Gartner
Neil Rickard	Gartner
Cathy Tornbohm	Gartner
Dana Stiffler	Gartner
Ed Thompson	Gartner
Susanne Matson	Gartner
Don Scheibenreif	Gartner
Ian Marriott	Gartner
Bob Igou	Gartner
David Bradshaw	IDC
Keith Kmetz	IDC
John Willmott	NelsonHall
Louella Fernandes	Quocirca

- ACS
- Axiom
- Amdocs
- Atento
- Automatos
- Avaya
- Bell Canada
- BRQ IT Services
- Canon
- CDW
- Century Link (Savvis)
- CGI
- Ci&T
- CompuCom
- ContactAllus
- Convergys
- Diebold
- DT
- Ericsson
- Genpact
- Getronics
- Google
- Grupo ASSA
- Hildebrando
- IDC
- Hisoft
- Indra
- ITC Infotech
- Keane
- Lexmark
- Logica
- LT Infotech
- Mastek
- Mindtree
- MphasIS
- Navisite
- NCR
- NEC
- Neoris
- Northrop Grumman
- OpSource
- Orange/FT
- Patni
- Perot (Dell Perot)
- Pitney Bowes
- Presidio
- Ricoh
- SAIC
- Siemens IT
- Sitel
- Softtek

Vendors receiving less than threshold of analyst responses (20%)

Sonda
SPi
Stefanini
Stream Global Services
Sykes
Synopsis
Syntel
Telefonica
Teleperformance
TeleTech
Terremark Worldwide
Tieto Enator
Tivit
Toshiba
Totvs
Unisys
Verizon
West
WNS
Xerox