

2013 SERVICES SAPA MAP Report - ITO (Including Help Desk)

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

Analysts	Program Effectiveness Metrics								Shortlisting			
	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 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	
ITO SEGMENT AVERAGE	2.34	6.78	6.21	5.60	7.07	6.59	1.31	3.86	42%	59%	2%	
SERVICES SAPA AVERAGE	2.60	6.82	6.27	5.75	7.03	6.60	1.36	4.98	46%	61%	53%	
Analysts participating	25											
Vendor	Count	IPQ	AE	REF	EFF	RESP	OE	PRO	3 MOS	%3 MOS	LTS	YOY
Accenture	5	2.25	6.40	6.80	6.40	8.20	7.50	1.60	1	33%	50%	50%
Amazon	12	2.83	7.50	7.42	6.38	7.45	7.36	1.73	8	38%	71%	43%
AT&T	16	4.31	6.94	6.25	5.35	7.27	7.21	1.53	14	58%	70%	30%
Atos Origin	17	3.71	5.47	5.82	5.72	6.12	6.63	1.38	14	50%	60%	10%
BT Services	12	3.67	7.50	7.08	6.54	7.91	7.82	1.82	6	26%	29%	14%
Capgemini	7	2.50	6.14	5.86	5.50	7.50	6.57	1.63	2	18%	33%	17%
Cognizant	5	2.25	6.40	6.80	6.40	8.20	7.50	1.60	1	33%	50%	50%
CSC	9	3.78	5.89	6.11	5.00	6.14	5.71	1.25	2	29%	75%	0%
Dell Services (Dell/Perot)	8	3.00	6.75	6.75	6.11	7.38	6.33	1.25	5	29%	60%	20%
Dimension Data	8	3.63	7.50	6.63	6.13	7.63	7.38	1.50	3	33%	50%	50%
Fujitsu	12	3.25	7.00	6.67	5.62	7.91	7.36	1.55	11	50%	75%	0%
HCL	5	2.25	6.40	6.80	6.40	8.20	7.50	1.60	1	33%	50%	50%
HP Services	6	4.17	4.50	5.67	7.50	6.00	6.67	1.67	2	29%	50%	100%
IBM Global Business Services	5	2.25	6.00	6.75	6.00	6.67	7.00	1.20	2	33%	50%	-50%
Infosys	13	2.92	6.92	6.92	6.31	7.92	7.30	1.58	5	33%	67%	50%
MahindraSatyam Techmahindra	6	2.50	4.33	5.17	4.00	5.50	5.67	1.17	1	25%	33%	0%
Orange/FT	12	2.83	7.00	7.00	6.67	8.09	7.50	1.60	8	44%	17%	33%
T-Systems	13	2.31	7.00	6.23	6.29	7.17	6.92	1.42	10	48%	0%	38%
TCS	13	2.62	6.77	6.08	6.08	7.92	7.17	1.42	7	39%	71%	0%
Unisys	11	2.82	5.45	4.45	4.25	7.20	6.80	1.30	4	36%	43%	0%
Wipro	8	1.50	5.88	6.00	6.00	7.71	7.00	1.71	3	43%	33%	67%
Xerox	5	2.25	6.40	6.80	6.40	8.20	7.50	1.60	1	33%	50%	50%

ANALYSTS PARTICIPATING

Analyst	Firm
R "Ray" Wang	Constellation
Stefan Ried	Forrester Research
Christine Ferrusi Ross	Forrester Research
Arup Roy	Gartner
Bryan Britz	Gartner
Cecile Drew	Gartner
Charlotte Patrick	Gartner
Dane Anderson	Gartner
Dean Blackmore	Gartner
Frank Ridder	Gartner
Gianluca Tramacere	Gartner
Jim Longwood	Gartner
Lydia Leong	Gartner
Neil Rickard	Gartner
Rolf Jester	Gartner
Bob Igou	Gartner
Ian Marriott	Gartner
Phil Fersht	HFS Research
David Tapper	IDC
Keith Kmetz	IDC
Lionel Lamay	IDC
Marianne Kolding	IDC
Mette Ahorlu	IDC
Dominique Raviart	NelsonHall
Louella Fernandes	Quocirca
	ACS
	Axiom
	Amdocs
	Atento
	Automatos
	Avaya
	Bearingpoint
	Bell Canada
	BRQ IT Services
	Canon
	CDW
	Century Link (Savvis)
	CGI
	Ci&T
	Cisco
	CompuCom
	ContaxAllus
	Convergys
	Deloitte
	Diebold
	DT
	Ericsson
	Ernst & Young
	IDC
	Genpact
	Getronics
	Google
	Grupo ASSA
	Hexaware Technologies
	Hildebrando
	Hisoft
	Indra
	ITC Infotech
	Keane
	KPMG
	Lexmark
	Logica
	LT Infotech
	Mastek
	Mindtree
	Mphasis
	Navisite
	NCR
	NEC
	Neoris
	Northrop Grumman
	NTT
	OpSource
	Oracle
	Patni
	Perot (Dell Perot)

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

Pitney Bowes
Presidio
PWC
Ricoh
SAIC
SAP
Siemens IT
Sitel
Softtek
Sonda
SPi
Stefanini
Stream Global Services
Sykes
Synopsis
Syntel
Telefonica
Teleperformance
TeleTech
Terremark Worldwide
Tieto Enator
Tivit
Toshiba
Totvs
Verizon
WNS