

2013 SERVICES SAPA MAP Report - APPLICATION DEVELOPMENT/OUTSOURCING

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
APPS DEV/OUTSOURCING SEGMENT AVE	2.87	6.58	5.34	5.03	6.83	6.29	1.39	3.70	39%	49%	21%
SERVICES SAPA AVERAGE	2.60	6.82	6.27	5.75	7.03	6.60	1.36	4.98	46%	61%	53%

Analysts Responding		Count	IPQ	AE	REF	EFF	RESP	OE	PRO	3 MOS	%3 MOS	LTS	YOY
22	Accenture	10	2.50	5.00	4.80	6.30	5.89	6.33	1.29	7	38.89%	42.9%	0.0%
	Amazon	5	5.40	5.40	7.20	7.60	7.60	8.40	2.00	2	28.57%	0.0%	33.3%
	Atos Origin	11	2.36	7.36	6.55	6.82	7.40	7.22	1.40	6	40.00%	14.3%	42.9%
	Capgemini	11	2.82	6.36	5.91	6.18	6.90	6.67	1.50	9	50.00%	50.0%	50.0%
	CGI	4	1.75	3.75	4.00	3.75	6.25	5.75	1.00	2	50.00%	0.0%	0.0%
	Cognizant	14	2.36	6.29	5.62	5.67	6.71	6.31	1.50	12	57.14%	72.7%	9.1%
	CSC	11	2.55	5.18	4.00	4.91	6.30	5.70	1.33	4	22.22%	0.0%	0.0%
	Dell Services (Dell/Perot)	6	2.50	4.83	3.00	3.43	6.80	6.80	1.20	4	36.36%	0.0%	0.0%
	Deloitte	7	2.43	6.71	5.57	6.86	7.33	8.17	2.00	4	30.77%	50.0%	50.0%
	Fujitsu	10	2.40	5.10	4.70	4.30	6.33	5.67	1.38	0	0.00%	0.0%	0.0%
	HCL	12	2.25	6.25	6.00	5.46	6.50	6.18	1.80	6	28.57%	50.0%	25.0%
	HP Services	14	4.71	6.14	5.14	4.53	7.14	6.17	1.42	10	41.67%	27.3%	27.3%
	IBM Global Business Services	16	4.00	5.19	5.19	5.82	6.20	6.53	1.64	12	42.86%	41.7%	0.0%
	Infosys	15	3.53	7.33	6.53	6.69	7.87	7.86	1.77	6	26.09%	60.0%	10.0%
	MahindraSatyam Techmahindra	8	2.00	5.75	5.25	5.44	7.33	6.50	1.63	3	27.27%	25.0%	12.5%
	Oracle	4	3.25	5.75	8.67	4.00	6.33	4.50	1.67	0	0.00%	0.0%	0.0%
	PWC	4	1.75	6.75	5.00	5.75	6.25	6.25	1.00	1	10.00%	0.0%	33.3%
	SAP	4	4.25	6.50	5.50	4.50	5.25	3.75	1.67	0	0.00%	0.0%	0.0%
	T-Systems	5	2.00	4.40	4.40	4.80	5.50	6.00	1.25	1	14.29%	0.0%	0.0%
	TCS	9	3.89	6.22	5.75	6.40	7.60	6.50	1.33	5	29.41%	66.7%	33.3%
	Unisys	6	3.17	6.83	5.00	5.50	7.50	6.83	1.50	2	22.22%	0.0%	-25.0%
	Wipro	6	2.50	4.83	3.00	3.43	6.80	6.80	1.20	4	36.36%	0.0%	0.0%

Shortlisting

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

ANALYSTS PARTICIPATING

Analyst	Firm
R "Ray" Wang	Constellation
Christine Ferrusi Ross	Forrester Research
Duncan Jones	Forrester Research
George Lawrie	Forrester Research
Margo Visitacion	Forrester Research
Arup Roy	Gartner
Bryan Britz	Gartner
Cecile Drew	Gartner
Charlotte Patrick	Gartner
Dane Anderson	Gartner
Frank Ridder	Gartner
Gianluca Tramacere	Gartner
Jim Longwood	Gartner
Allie Young	Gartner
Claudio Da Rold	Gartner
Jacqueline Heng	Gartner
TJ Singh	Gartner
Alex Soejarto	Gartner
Phil Fersht	HFS Research
David Tapper	IDC
David Bradshaw	IDC
Jennifer Thomson	IDC
	ACS
	Axiom
	Amdocs
	AT&T
	Atento
	Automatos
	Avaya
	Bearingpoint
	Bell Canada
	BRQ IT Services
	BT Services
	Canon
	CDW
	Century Link (Savvis)
	Ci&T
	Cisco
	CompuCom
	ContaxAllus
	Convergys
	Diebold
	Dimension Data
	DT
	Ericsson
	Ernst & Young
	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
	Orange/FT
	Patni

Perot (Dell Perot)
Pitney Bowes
Presidio
Ricoh
SAIC
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
Xerox