

2013 SERVICES SAPA MAP Report - AGGREGATE

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 across ALL segments

% of analysts that shortlist that have shortlisted THIS vendor in last 3 months across ALL segments

AVERAGE % of analysts responding that are Likely or Very Likely to shortlist THIS vendor NOW

AVERAGE net year on year increase or (decrease) in percentage of analysts that would shortlist vendor

Shortlisting

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

2013 Services SAPA AVERAGE	2.60	6.82	6.27	5.75	7.03	6.60	1.36	4.98	46.22%	61.40%	53.46%
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Analysts Participating	47
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Vendor	Count	IPQ	AE	REF	EFF	RESP	OE	PRO	3 MOS	%3 MOS	LTS	YOY
Accenture	31	4.52	7.00	6.06	5.18	7.26	6.86	1.59	20	40%	55%	37%
Amazon	36	4.25	6.08	5.69	5.95	6.36	6.54	1.53	23	38%	48%	1%
Atos Origin	30	3.67	7.67	6.97	6.66	8.00	7.59	1.68	17	30%	54%	16%
Capgemini	15	3.07	6.13	5.60	5.69	6.94	6.50	1.60	5	18%	40%	26%
Cognizant	9	2.56	5.67	7.13	5.60	6.00	5.30	1.38	4	25%	45%	0%
CSC	12	3.00	7.58	6.58	6.62	7.38	7.58	1.36	7	30%	56%	44%
Dell Services (Dell/Perot)	10	4.00	7.50	6.40	5.64	6.73	6.27	1.67	5	28%	33%	0%
Deloitte	13	3.31	5.46	5.77	4.92	6.00	5.70	1.33	2	21%	75%	0%
Dimension Data	21	3.95	6.52	6.20	6.17	7.27	6.41	1.33	12	29%	55%	4%
Fujitsu	12	3.08	7.00	6.08	5.83	7.17	6.83	1.42	3	26%	50%	0%
HCL	27	2.96	6.93	6.22	5.75	7.41	6.92	1.36	18	40%	51%	25%
HP Services	10	4.00	7.50	6.40	5.64	6.73	6.27	1.67	5	28%	33%	0%
IBM Global Business Services	22	2.86	7.00	6.23	6.26	7.27	6.79	1.43	9	27%	37%	36%
Infosys	25	2.68	6.64	6.24	6.35	7.28	6.96	1.50	20	47%	44%	24%
MahindraSatyam Techmahindra	27	2.44	6.96	6.35	6.24	7.04	6.69	1.44	15	36%	61%	23%
Oracle	24	2.67	6.46	5.42	5.60	7.25	6.52	1.36	14	43%	54%	0%
PWC	14	3.07	6.14	5.00	4.69	7.43	6.93	1.31	5	30%	31%	0%
SAP	15	3.00	7.00	6.07	7.06	7.13	7.71	1.93	10	33%	61%	0%
T-Systems	11	1.73	5.91	5.82	5.64	7.80	6.70	1.60	4	43%	33%	0%
TCS	19	2.63	5.58	5.53	4.90	6.68	6.22	1.35	5	38%	41%	17%
Unisys	27	3.44	7.37	6.96	6.14	7.44	7.08	1.72	15	29%	47%	28%
Wipro	31	4.52	7.00	6.06	5.18	7.26	6.86	1.59	20	40%	55%	37%
Xerox	9	2.56	5.67	7.13	5.60	6.00	5.30	1.38	4	25%	45%	0%

ANALYSTS PARTICIPATING

Analyst	Firm
R "Ray" Wang	Constellation
Stefan Ried	Forrester Research
Christine Ferrusi Ross	Forrester Research
Duncan Jones	Forrester Research
George Lawrie	Forrester Research
James Staten	Forrester Research
Margo Visitacion	Forrester Research
Alex Soejarto	Gartner
Allie Young	Gartner
Arup Roy	Gartner
Bob Igou	Gartner
Bryan Britz	Gartner
Cathy Tornbohm	Gartner
Cecile Drew	Gartner
Charlotte Patrick	Gartner
Claudio Da Rold	Gartner
Dana Stiffer	Gartner
Dane Anderson	Gartner
Dean Blackmore	Gartner
Ed Thompson	Gartner
Frank Ridder	Gartner
Gianluca Tramacere	Gartner
Jacqueline Heng	Gartner
Jim Longwood	Gartner
Lydia Leong	Gartner
Neil Rickard	Gartner
Patrick Sullivan	Gartner
Rolf Jester	Gartner
Susanne Matson	Gartner
TJ Singh	Gartner
Don Scheibenreif	Gartner
Ian Marriott	Gartner
Phil Fersht	HfS Research
Cushing Anderson	IDC
David Bradshaw	IDC
David Tapper	IDC
Douglas Hayward	IDC
Gard Little	IDC
Jennifer Thomson	IDC
Keith Kmetz	IDC
Lionel Lamay	IDC
Marianne Kolding	IDC
Mette Ahorlu	IDC
Mukesh Dialani	IDC
Dominique Raviart	NelsonHall
John Willmott	NelsonHall
Louella Fernandes	Quocirca
	ACS
	Axiom
	Amdocs
	AT&T
	Atento
	Automatos
	Avaya
	Bearingpoint
	Bell Canada
	BRQ IT Services
	BT Services
	Canon
	CDW
	Century Link (Savvis)
	CGI
	Ci&T
	Cisco
	CompuCom
	ContaxAllus
	Convergys
	Diebold
	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
West
WNS