

# Multi Public Cloud Services

A research report comparing provider strengths,  
challenges and competitive differentiators

**BROCHURE | JUNE 2023 | BRAZIL, EUROPE, FRANCE, GERMANY, NORDICS,  
SWITZERLAND, U.K., U.S.**



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This study assesses providers offering public cloud services, including consulting and transformation, managed services, public cloud infrastructure, FinOps and other services. Providers in scope leverage automation tools to effectively manage, secure and optimize public cloud infrastructure.

In recent years, there has been rapid growth in public cloud adoption as part of digital transformation engagements. The many benefits of the public cloud surpass on-premises infrastructure in several ways, making it the preferred choice for greenfield infrastructure operations and application development in most cases. Other key reasons for this preference stem from a heightened focus on cybersecurity, a greater push toward IT cost optimization and operational efficiency, and the increased deployment of automation tools for efficient data management, along with driving sustainability initiatives by leveraging cloud infrastructure.

Enterprises continue to seek strategic providers that facilitate cloud transformation engagements on major hyperscalers such as

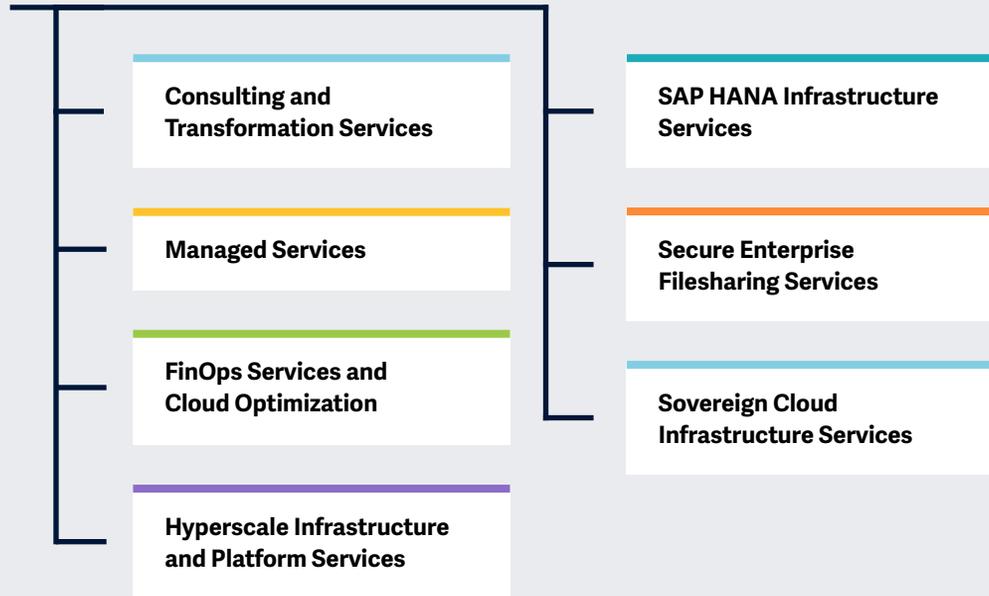
AWS, Microsoft Azure and Google Cloud. The service providers will not only continue to manage the workloads on an ongoing basis but also assist enterprises in controlling, optimizing and managing cloud expenses through FinOps strategies.

With enterprises realizing that the lift and shift migration strategy does not provide the benefits expected from public cloud, they are on the lookout for providers that can help accrue the complete potential of cloud technology. With this, we will be seeing an increased demand for re-architecting workloads and leverage cloud-native technologies for their migration engagements. Also, in the coming years, enterprises are likely to take a conservative approach to spending on public cloud infrastructure. The increasing adoption of FinOps strategy will support this approach and enable the optimization of cloud resources and, consequently, reduce cloud consumption and cloud bills.



This study focuses on what ISG perceives as most critical in 2023 for **Multi Public Cloud Services**.

Simplified Illustration; Source: ISG 2023



**The ISG Provider Lens™ Multi Public Cloud Services 2023 study offers the following to business and IT decision makers:**

- Transparency on the strengths and weaknesses of relevant providers.
- A differentiated positioning of providers by segments on their competitive strengths and portfolio attractiveness.
- Focus on different markets, including the U.S., the U.K., Germany, France, Brazil, Nordics, Switzerland, Europe and U.S. Public Sector.

ISG studies serve 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 engagements.



## Consulting and Transformation Services

### Definition

This quadrant assesses service providers that offer public cloud consulting and transformation services. These service providers partner with multiple public cloud infrastructure providers to offer multicloud strategy and industry cloud solutions and manage customer-specific complexities in adopting and deploying public cloud solutions. These providers have highly skilled developers and software architects that use design thinking and short work cycles to meet customer demands. This quadrant evaluates providers that help enterprises modernize, optimize and transform their IT operations to enhance efficiency, agility and security. Provider services typically comprise:

- **Consulting services** include business case design for multicloud environments and workload migration assessments. Service providers offer transformation roadmaps addressing security tools, networking and connectivity, data services, analytics, computing performance and guidance on application modernization for migration to public clouds.
- **Transformation services** include cloud architects and engineers designing, building and configuring multicloud environments. They also support migrating and integrating applications to harness cloud computing security. They introduce AIOps and FinOps to enable an advanced infrastructure that facilitates cloud-native application development and operations.
- **Compliance services** include environmental, sustainability and governance (ESG) and security requirements. Providers use best practices and frameworks to design cloud policies, processes and functions, ensuring healthy, sustainable, secure and compliant environments regardless of location. From a CXO perspective, ESG has become a mainstream requirement, making it an integral part of every transformation engagement.

### Eligibility Criteria

1. Capable of **assessing and designing application modernization** strategies to adopt cloud-native services and API libraries for service integration, including **DevOps automation, AIOps** and **infrastructure as code (IaC)** deployments, and cross-cloud integration
2. **Methods and frameworks** to analyze clients' IT landscape, optimize IT spending and prevent additional technical debts
3. Experience in **planning and implementing multicloud** services for major industry verticals
4. Experience in **application migration** (templates, automation engines and other techniques) and cloud-native application development
5. **Certified competence** in at least two hyperscalers (preferably AWS, Azure and Google Cloud)
6. **Ability to address ESG** in large transformation programs, helping clients in drafting carbon-neutral strategies and understanding the benefits of adopting a green strategy



## Managed Services

### Definition

This quadrant assesses managed service providers specializing in multicloud environments, comprising AWS, Microsoft Azure, Google Cloud and other hyperscalers. These providers adopt a DevOps-centric approach to support robust CI/CD pipelines with strong container management capabilities. They also offer expertise in site reliability engineering (SRE) and business resiliency.

Typical managed services offered by these providers include cloud infrastructure lifecycle management and real-time multicloud monitoring with predictive analytics to maximize performance, reduce costs and ensure compliance and security. Service providers use AIOps and FinOps tools to automate processes and provide transparency on cloud resources, capacity utilization and costs. Typical service platforms include service catalogs, approval workflows, self-service and self-heal capabilities. Provider services comprise:

- Management and monitoring of virtual machine CPU utilization, memory, database performance, storage, microservices, containers, logs and service agents
- Upgrade services for the operating system, middleware and applications on public cloud infrastructure
- Multicloud management, including patching and upgrading for the operating system, middleware and applications, plus security patching, access control and identity management
- ITSM, including incident management, problem management and release management and configuration management database (CMDB) management
- FinOps monitoring and reporting, covering resource utilization, multicloud billing aggregation, invoice management, chargeback and showback
- ML and predictive analytics to improve performance and security
- Self-service catalogs that automate provisioning, container management, service on/off scheduling, IaC and DevOps automation
- Governance and compliance management, along with a robust cybersecurity framework to safeguard client data in multiple geographic locations

### Eligibility Criteria

1. **Operational excellence** and well-defined professional services
2. Experience in building and **managing public and multicloud environments**
3. Expertise in managing **platform configuration, integration, systems and containers**
4. Financial dashboards and cost analysis tools for enhanced **visibility of variable costs** associated with cloud providers through the FinOps ecosystem
5. Support for software code development and **cloud-native and legacy system integration** by leveraging DevOps, API-enabled automation and cloud analytics services
6. Robust **security posture and cloud governance** services
7. **Partnerships with leading public cloud providers** and relevant managed service provider certificates for AWS, Microsoft Azure, Google Cloud, and others
8. Industry-specific solutions and **practice knowledge** for managing workloads on public cloud infrastructure



## FinOps Services and Cloud Optimization

### Definition

This quadrant assesses service providers that offer consulting and managed services around multicloud architecture with a best-of-breed approach for cloud infrastructure cost optimization for AWS, Microsoft Azure, Google Cloud and other cloud platforms. These providers undertake projects that include workload assessments to analyze and reduce cloud expenses and maximize cost efficiency.

These providers offer cloud governance advisory services for various activities such as user rights, service approval workflows, audit tracking (setting of logs/agents/reports) and defining compliance check methods, configuration policies, data access policies and service reporting configurations that include tagging, chargeback, and show back functionalities.

Leaders in this quadrant demonstrate the ability to predict clients' consumption patterns and cloud price changes using AI- and ML-based analytics. They use FinOps frameworks, comprising proprietary and third-party tools, to analyze and forecast usage, pricing and

financial impacts. Providers also use data analytics to identify underutilized resources and optimization opportunities.

Clients expect providers to actively manage FinOps tools to maximize cloud resource utilization and improve automation and autoscaling capabilities. Contractual terms enable providers to operate on behalf of clients to facilitate activities such as buying and selling reserved instances, upscaling and downscaling resources and enabling dynamic cost allocation changes. Alternatively, streamlined approval workflows enable fast decision-making to optimize infrastructure costs and maintain budget adherence.

### Eligibility Criteria

1. FinOps-certified FTEs in at least **three hyperscalers** among the popular ones like AWS, Microsoft Azure, Google Cloud or Oracle Cloud (FinOps-certified staff improves ratings, but it is not a prerequisite)
2. To offer **FinOps framework strategy and implementation** roadmap within the client's organization, including the three major FinOps framework elements – inform, optimize and operate
3. FinOps services must be regulated by **cost-saving targets** centered on **budget control** SLAs
4. **Enable clients** to develop their internal FinOps teams from various organizations within the enterprise
5. Empower clients with organizational change management (OCM) for **sustainable FinOps** practices
6. **Demonstrate optimization expertise**. FinOps reporting is not enough for qualification



### Definition

This quadrant assesses suppliers that provide virtual compute resources, middleware and software in a highly scalable public cloud environment. Clients consume infrastructure and platform functionality as on-demand and web-centric services. Typical services in the IaaS segment are compute services, storage and network resources, where all are provided as virtual or containerized software-defined offerings and complemented by serverless architectures. The hyperscaler PaaS segment offers multiple microservices and runtime engines for predefined cloud-based application development that typically addresses the complete lifecycle needs of developers building or modernizing applications. Offerings include middleware, business process management, collaboration networks, databases, analytics and ML capabilities. Internal and external (third-party) services are accessible through marketplaces. In addition, IaaS or PaaS vendors support and manage ISVs in their go-to-market activities.

### Eligibility Criteria

1. Infrastructure portfolio with **computing power**, memory, storage, network, backup and container management functions. The self-service catalog includes high performance computing (HPC) and **ML instances**
2. **Price transparency** with consumption-based and reserved billing models
3. Recognized **quality standards** and **service certifications**, including data center and facilities certification
4. Support for **data location** according to local regulations for sovereignty, data access control, encryption and privacy. Strong focus on **data protection** and sophisticated **cybersecurity solutions**
5. Support for IaC and **serverless computing** in combination with **automated provisioning**, event triggering and failover
6. APIs to **connect multiple clouds**, SaaS and web services
7. **Partner program** with a vast partner ecosystem



### Definition

This quadrant assesses cloud infrastructures best suited to host SAP's software portfolio, emphasizing SAP S/4HANA workloads and large-scale HANA databases. Participating vendors offer IaaS, including infrastructure operations, facilities, provisioning and scaling capacity for SAP workloads.

Key criteria for assessment include the IaaS providers' offering of data migration tools, technical support, system imaging, backup and restore capabilities, disaster recovery solutions, resource usage monitoring and dashboard management solutions. These tools required can be a part of the standard IaaS offerings or provided by partners in a marketplace.

Infrastructure providers that participate in the RISE with SAP program receive a higher rating. However, RISE participation is not a mandatory requirement for inclusion in this quadrant. Ideally, the infrastructure provider should have a broad ecosystem, including SAP partners, enabling them to support clients in automating and operating their SAP instances in the cloud.

The cloud infrastructure provider should also offer pre-sales support to help clients with migration planning, cloud architecture design, sizing and performance optimization, licensing considerations, system and database configuration, virtual private network configuration and third-party vendor solutions (toolsets). The support analysis focuses on the vendor's service partner ecosystem and their expertise in conducting related migrations and operations.

### Eligibility Criteria

1. IaaS to include **SAP-certified servers** with storage and connectivity for SAP products. Availability of SAP HANA instances in multiple memory sizes, enabling **on-demand upscaling** to accommodate instance growth and upgrades with minimum service interruptions.
2. Memory capacity exceeding **6 TBs per virtual machine**
3. Easy access, **transparent prices**, consumption-based, reserved instance and dedicated instance billing models
4. Recognized **quality standards and service certifications**, with a strong focus on **data protection and cybersecurity**
5. **Low-cost storage** for backups and archiving
6. **Multi-region** disaster recovery capabilities
7. Automated **backup and restore functionality** (platform-based, proprietary or partner solutions)
8. Frameworks and **tools for application and data migration**
9. An ecosystem of **certified partners** with SAP specialization



## Secure Enterprise Filesharing Services

### Definition

This quadrant assesses vendors that offer enterprise-grade filesharing platforms in cloud environments. These cloud filesharing vendors enable enterprises to store and access data through a SaaS model.

Functionality in these platforms includes the storage of business-related documents that makes them accessible via a browser, desktop or mobile application. The platforms also help enterprises synchronize data between on-premises and cloud storage.

Filesharing-as-a-service also covers a marketplace of third-party integrations, including email and productivity, social media and project management solutions.

*\*Note: This quadrant primarily focuses on filesharing services and analyzes prominent features of collaboration services, which are being covered in the Provider Lens™ Workplace Services study.*

### Eligibility Criteria

1. **Real-time** activity on files for multiple stakeholders
2. Strong administrative controls and **secure access** management capabilities through a **unified dashboard**
3. Robust **multi-factor authentication** for access security
4. **Compliance** with data protection regulations, including **DSGVO** guidelines, plus **end-to-end data encryption** (in motion and at rest) and a secure key management solution
5. Desktop **integration** capabilities and **offline** features, with the ability to **synchronize** files across all connected devices such as desktops, mobile devices and tablets
6. **Compatibility** with various operating systems such as Windows, Android, Apple MacOS and iOS; compatibility with popular office suites and file systems such as FAT32, NTFS and Ext (4) and third-party software integration
7. **File recovery** and **version tracking** capabilities with a rich UX



## Sovereign Cloud Infrastructure Services

### Definition

This quadrant assesses providers that offer secure cloud infrastructure designed for hosting enterprise and public sector workloads and data considered “sovereign.” Clients consume infrastructure functionality as on-demand and web-centric services, with a portfolio of services including computing power, memory, storage, network, backup and container management functions.

The providers should offer a scalable, agile, flexible and secure cloud infrastructure that ensures data sovereignty. This means that sovereign data resides within data centers located in a specific geography and is subject to local jurisdiction. The providers must prevent access to sovereign data by foreign entities and protect it from potential cyber-attacks. The sovereign cloud architecture should adhere to specifications outlined by projects such as Gaia-X, GDPR, electronic data interchange (EDI) and more. The framework also advocates using open-source technologies such as OpenStack, Kubernetes and Terraform, reducing reliance on

proprietary technologies and avoiding vendor lock-in, ensuring data accessibility. Sovereign cloud providers must establish measures to separate their clients’ data from non-sovereign data within their data centers.

*Note: Any cloud data center provider meeting the criteria specified below will be eligible to be rated in this quadrant. Also, for this year, this quadrant will be limited to Europe exclusively.*

### Eligibility Criteria

1. Data center infrastructure should be present within the **specific geography** and comply with **regional regulations**
2. Easy access, **transparent pricing** and support for consumption-based, reserved instance, and dedicated instance billing models
3. Compliance with **GDPR** for storing and processing personal data
4. Compliance with **certifications** including BSI-C5, PCI DSS, ISO 27001, ISO 20000, EN 50600, TÜV IT Level 4, KRITIS, HDS and HIPAA
5. Offer **interoperability** with standardized interfaces and avoid vendor lock-in
6. Robust **security** measures with strict access controls
7. Infrastructure **architecture** is designed to comply with **governance** and **compliance** regulations to secure data and applications
8. Incorporate **open-source** technology components in the **architecture** and **design** of sovereign cloud
9. Implementation of **sustainable initiatives** to provide stable and long-lasting software infrastructure
10. Leveraging **encryption** and **cryptography** to protect the confidentiality and integrity of sovereign data
11. Monitoring and auditing to detect and respond to any security threats or incidents



## Quadrants by Region

As a part of this ISG Provider Lens™ quadrant study, we are introducing the following seven quadrants on Multi Public Cloud Services 2023.

| Quadrant                                        | Brazil | France | Germany | Nordics | Switzerland | U.K. | U.S. | U.S. Public Sector | Europe |
|-------------------------------------------------|--------|--------|---------|---------|-------------|------|------|--------------------|--------|
| Consulting and Transformation Services          | ✓      | ✓      | ✓       | ✓       | ✓           | ✓    | ✓    | ✓                  |        |
| Managed Services                                | ✓      | ✓      | ✓       | ✓       | ✓           | ✓    | ✓    | ✓                  |        |
| FinOps Services and Cloud Optimization          | ✓      | ✓      | ✓       | ✓       | ✓           | ✓    | ✓    |                    |        |
| Hyperscale Infrastructure and Platform Services | ✓      | ✓      | ✓       | ✓       | ✓           | ✓    | ✓    | ✓                  |        |
| SAP HANA Infrastructure Services                | ✓      | ✓      | ✓       | ✓       | ✓           | ✓    | ✓    | ✓                  |        |
| Secure Enterprise Filesharing Services          |        |        | ✓       |         |             |      |      |                    |        |
| Sovereign Cloud Infrastructure Services         |        |        |         |         |             |      |      |                    | ✓      |



The research phase falls between June and August 2023, during which survey, evaluation, analysis and validation will occur. The results will be presented to the media in December 2023.

| <b>Milestones</b>           | <b>Beginning</b> | <b>End</b>    |
|-----------------------------|------------------|---------------|
| Survey Launch               | June 5, 2023     |               |
| Survey Phase                | June 5, 2023     | June 30, 2023 |
| Sneak Previews              | October 2023     |               |
| Press Release & Publication | December 2023    |               |

Please refer to the [link](#) to view/download the ISG Provider Lens™ 2023 research agenda.

#### **Access to Online Portal**

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to the 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 the work identified by 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 produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of the 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.



### 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:  
[ISG.star@isg-one.com](mailto:ISG.star@isg-one.com)



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**Sachitha  
Kamath**  
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**Lakshmi kavya  
Bandaru**  
**Data Analyst**



**Manikanta  
Shankaran**  
**Global Project  
Manager**



### ISG Provider Lens™ Advisors Involvement Program

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 consultant advisors participate as part of each study's quality and consistency review process.

The consultant advisors ensure 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 consultant advisors' group and contribute at different levels depending on their availability and expertise.

The consultant advisors:

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

## ISG Advisors to this study



**Bernie  
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**Director**



**Alex  
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**Director**



**Pierre  
Puyraveau**

**Director**



**Anay  
Nawathe**

**Principal Consultant**



**Furkan  
Yuecel**

**Senior Consultant**



## ISG Advisors to this study



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**Senior Consultant**



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**Principal Consultant**



Tara  
Horgan

**Consultant**



Rakesh  
Parameshwara B

**Director**



## Invited Companies

**If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.**

|                   |                  |              |               |
|-------------------|------------------|--------------|---------------|
| 11:11 Systems     | Amanox Solutions | BearingPoint | Capgemini     |
| 2nd Watch         | ANS              | Bechtle      | CenterDevice  |
| 3DS OUTSCALE      | Apalia           | Be-Cloud     | CGI           |
| 7P                | Aptum            | Birlasoft    | Citrix        |
| Abraxas           | Arribatec        | BitHawk      | Claranet      |
| Accenture         | Arvato Systems   | Box          | Cloud Target  |
| Acora             | ATEA             | Brainloop    | Cloudreach    |
| Adacor            | Ativy            | Brasoftware  | CloudSigma    |
| adesso            | Atos             | Brennan IT   | Coforge       |
| adlon             | Ausy             | BRLink       | Cognizant     |
| Advania           | Avanade          | BRQ          | Columbus      |
| Alibaba           | Aveniq           | BSO          | Compass UOL   |
| All for One Group | AWS              | BT           | Computacenter |
| AllCloud          | Axians           | BTC          | Corexpert     |
| Allgeier          | Baggenstos       | CANCOM       | Crayon        |



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|                  |             |                 |                  |
|------------------|-------------|-----------------|------------------|
| Ctera            | Ecritel     | Global Access   | idgard (Unicon)  |
| Cybercom         | Eficode     | Global Logic    | Infinite         |
| DATAGROUP        | Embratel    | Gofore          | Infomaniak       |
| DataOne          | Enfo Group  | Google          | Infosys          |
| Dedalus          | Ensono      | Gradientm       | INS Systems      |
| Deloitte         | EPAM        | Grass Merkur    | IONOS            |
| Deutsche Telekom | Essence     | Grid Dynamics   | IPNET            |
| Devoteam         | Euvic       | Gridscale       | IPsense          |
| DigitalOcean     | EveryWare   | GWCloud         | IPT              |
| DoiT             | Exoscale    | HCLTech         | IT Point Systems |
| double Slash     | EY          | Hexaware        | IT Relation      |
| DRACoon          | FC Nuvem    | HighQ           | Itera            |
| Dropbox          | FTAPI       | Hitachi Vantara | itesys           |
| DXC Technology   | Fujitsu     | Huawei          | JISC             |
| Econis           | Giant Swarm | IBM             | KPMG             |



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|                        |             |                    |                      |
|------------------------|-------------|--------------------|----------------------|
| Kreuzwerker            | MTF         | Open Telekom Cloud | Pythian              |
| Kyndryl                | Navisite    | OPSIO              | q.beyond             |
| Lemongrass Consulting  | NEC         | Oracle             | Rackspace Technology |
| Local controls by S3NS | Netcloud    | Orange Business    | ratiokontakt         |
| Logicalis              | Netfiles    | OVHcloud           | Reply                |
| Logicata               | netlution   | ownCloud           | root 360 (Skaylink)  |
| LTIMindtree            | Nextcloud   | oXya               | Santo Digital        |
| Lumen                  | Nextios     | PASàPAS            | SAP                  |
| Macquarie Telecom      | Nine        | Persistent Systems | Sauter               |
| Materna                | N-iX        | PlusServer         | ScaleSquad           |
| Micro Focus            | NIXU        | Proact             | Scaleway             |
| Microland              | NNIT        | procloud           | SCC                  |
| Microsoft              | Nordcloud   | Protera            | Senacor              |
| Mphasis                | NTT DATA    | Prov               | Sentia               |
| MSRCosmos              | Oneadvanced | PwC                | SGA                  |



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Six Degrees

skaylink

Sky.One

Slalom

SmartIT

SoftwareONE

Solita

Solteq

Somnitec

Sonda

Sopra Steria

SOU.cloud

ST IT

Stack Labs

StackIT

Stefanini

Suneratech

Swisscom

Syntax

SysGroup

TCS

TeamDrive

Tech Mahindra

tecRacer

Teltec

Tencent Cloud

Ternary

ti&m

Tietoevry

TIVIT

TO THE NEW

Transputec

Trianz

Trivadis

T-Systems

UMB

Unisys

UST

V8 Tech

Venha Pra Nuvem

Version 1

Virtusa

Virtustream

VSHN

Wabion

Wagner

WIIT

Wipro

Zensar



### ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens™ research, please visit this [webpage](#).

### ISG Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties, cities) as well as higher education institutions. Visit: [Public Sector](#).

For more information about ISG Research™ subscriptions, please email [contact@isg-one.com](mailto:contact@isg-one.com), call +1.203.454.3900, or visit [research.isg-one.com](http://research.isg-one.com).

### ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 900 clients, including more than 75 of the world's top 100 enterprises, 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; strategy and operations design; change management; market intelligence and technology research and analysis.

Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,600 digital-ready 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.

For more information, visit [isg-one.com](http://isg-one.com).



**JUNE, 2023**

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**REPORT: MULTI PUBLIC CLOUD SERVICES**