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About 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.

For more information about ISG® Research subscriptions, please email **contact@isg-one.com**, call +1.203.454.3900 or visit **research.isg-one.com**.

Message from the Global Head of ISG Provider Lens®

IPL is preparing for another year of comprehensive, data-driven research on the IT industry, continuing to track key developments, leading providers and fast-rising challengers. We are expanding coverage and deepening our relationships with industry leaders to deliver forward-looking insights on what's next.

Not surprisingly, AI is now a core element of our research operations. It accelerates our ability to ingest and analyze all the great information we receive from the provider community. It will streamline the collaboration between our lead analysts and ultimately reduce our timelines by 4-6 weeks. We will be publishing faster than before and hopefully reducing efforts of those participating in our studies.

AI does not replace expert judgment. Our analysts leverage proprietary provider information and interactions, along with our deep domain expertise to deliver actionable insights that help enterprises make high-impact decisions by selecting the right digital technologies and the best-fit partners to advance their IT strategies.

This year, IPL will present several new studies — Palantir, Databricks, Amazon Connect, Cloudera and UKG ecosystems, Hi-tech Industry & Semiconductor, Intelligent Robotics & Physical AI Services and AI-Ready Hardware Solutions, and AI in Healthcare and Life Sciences. While UKG will see us take the plunge into exploring HR for our enterprise clients, our intention to explore Databricks is a natural progression from our success last year with Snowflake.

AI will take center stage in many of our new studies this year. We will examine the **Palantir ecosystem** from a services perspective, focusing on how the platform enables enterprise-scale AI transformation — compared with firms that primarily emphasize software. Our **AI-ready Infrastructure Solutions** study will analyze the rapidly expanding AI chip and compute infrastructure market, driven by GenAI's role in training data and enabling real-time inference. The **Intelligent Robotics and Physical AI Services** study will explore how AI is embodied in the physical world, expanding automation to new frontiers through intelligent systems at the edge. The **Hi-Tech Semiconductor** study will assess the growing reliance of advanced technologies, such as AI and IoT, on sophisticated semiconductors. Our **Databricks** study will highlight the shift toward analytics-driven, AI-based transformation. The **UKG** study will examine how workforce experience is being reimagined through AI-infused HCM. Other studies, including **Amazon Connect** and **Cloudera**, will also feature AI as a core component.

While our interest in various platforms/tools is primarily guided by our extensive experience in the market, it is also being steered by our clients, encouraging us to focus on areas in which they have been approaching us for advice.

This year, we have decided to drop a few studies with the primary intent of focusing on the areas in which our clients are increasingly showing interest and where we are witnessing much market activity. The studies we will discontinue in 2026 include VMware Ecosystem and Agribusiness & Chemicals.

I take this opportunity to thank you again for your active participation in IPL studies and your continued support and loyalty to the IPL program.

Jan Erik Aase
Partner and Global Head – IPL

Research Calendar 2026

Study Name	Launch Month	Report Publish	Global	APAC	APeJC	Australia	The Americas	North America	Brazil	Europe	EMEA	France	Germany	Netherlands	Nordics	Switzerland	U.K.	U.S.	U.S. PS
Aerospace & Defense Services and Solutions	Dec-25	May-26								✓								✓	
AI Services in Healthcare Industry*	Nov-25	Apr-26	✓																
Databricks Ecosystem*	Nov-25	Apr-26								✓								✓	
Digital Engineering Services	Nov-25	Mar-26								✓								✓	
Duck Creek Services Ecosystem	Dec-25	Apr-26	✓																
Global Capability Center (GCC) Services	Oct-25	Mar-26	✓																
Intelligent Robotics & Physical AI Services	Nov-25	Mar-26	✓																
Life Sciences Digital Services*	Dec-25	May-26	✓																
Mainframe Services and Solutions	Oct-25	Mar-26								✓								✓	✓
Procurement BPO Services	Nov-25	Mar-26	✓																
Salesforce Ecosystem Partners	Nov-25	Mar-26							✓				✓				✓	✓	
SAP Ecosystem	Nov-25	Mar-26	✓	✓					✓				✓					✓	
ServiceNow Ecosystem Partners	Nov-25	Mar-26			✓				✓	✓								✓	

* New study

Study Name	Launch Month	Report Publish	Global	APAC	APeJC	Australia	The Americas	North America	Brazil	Europe	EMEA	France	Germany	Netherlands	Nordics	Switzerland	U.K.	U.S.	U.S. PS
AI-ready Infrastructure Solutions*	Jan-26	Jun-26	✓																
Cloudera Ecosystem*	Jan-26	Jun-26																✓	
Cyber Security – Services and Solutions	Jan-26	Jun-26	✓			✓			✓			✓	✓		✓	✓	✓	✓	✓
Digital Engineering Services - Midsize	Nov-25	Jun-26																✓	
Future of Work (Workplace) – Services	Feb-26	Jul-26				✓			✓				✓		✓		✓	✓	✓
Future of Work (Workplace) – Solutions	Feb-26	Jul-26	✓																
High-Tech and Semiconductor Industry — Services and Solutions*	Jan-26	Jun-26								✓								✓	
Insurance Industry Services	Jan-26	Jun-26						✓		✓									
Microsoft AI and Cloud Ecosystem	Jan-26	Jun-26				✓			✓							✓		✓	
Network – Software Defined Solutions and Services	Jan-26	Jun-26			✓											✓		✓	✓
Palantir Ecosystem Partners*	Jan-26	Jun-26	✓																
Private/Hybrid Cloud – Data Center Services and Solutions	Jan-26	Jun-26	✓						✓			✓	✓		✓	✓	✓	✓	✓
Snowflake Ecosystem Partners	Jan-26	Jun-26																✓	
Specialty Analytics and AI Services – Supply Chain	Feb-26	Jun-26	✓																
Specialty Analytics and AI Services – Life Sciences and Healthcare	Feb-26	Jun-26	✓																

* New study

Study Name	Launch Month	Report Publish	Global	APAC	APeJC	Australia	The Americas	North America	Brazil	Europe	EMEA	France	Germany	Netherlands	Nordics	Switzerland	U.K.	U.S.	U.S. PS
Agentic AI Services and Solutions	Feb-26	Sept-26	✓																
AI Services in Life Sciences Industry*	Jul-26	Nov-26	✓																
AI-driven ADM Services	Apr-26	Sep-26		✓					✓	✓			✓					✓	
Amazon Connect Ecosystem*	Apr-26	Sep-26	✓																
Automotive & Mobility Services & Solutions	Jul-26	Dec-26								✓								✓	
AWS Ecosystem Partners	Mar-26	Sep-26			✓				✓				✓				✓	✓	
Digital Sustainability	May-26	Oct-26								✓								✓	
Enterprise Service Management – Platform (ESM)	Apr-26	Sep-26																✓	
Enterprise Service Management – Services (ESM)	Apr-26	Sept-26	✓																
Finance and Accounting Outsourcing (FAO) – Services	Mar-26	Sep-26	✓																
Generative AI Services	Feb-26	Sep-26	✓						✓										
Guidewire Services Ecosystem	Mar-26	Sep-26	✓																
Healthcare Digital Services	May-26	Oct-26							✓									✓	
Manufacturing Industry Services and Solutions	Jun-26	Nov-26								✓								✓	
Medical Device Digital Services	Mar-26	Sep-26								✓								✓	
Payroll Managed Services	Apr-26	Sep-26	✓															✓	
Public Sector Services and Solutions	Mar-26	Sep-26				✓			✓									✓	✓
Specialty Analytics and AI Services – Insurance	Feb-26	Sep-26	✓																
Specialty Analytics and AI Services — Governance, Risk, and Compliance (GRC)	Feb-26	Aug-26	✓																
Supply Chain Services	Mar-26	Sep-26	✓						✓										
Telecom, Media and Entertainment Industry Services and Solutions	May-26	Oct-26	✓								✓							✓	
UKG Ecosystem*	Mar-26	Sep-26																✓	
Workday Ecosystem	Mar-26	Sep-26			✓					✓								✓	

* New study

Study Name	Launch Month	Report Publish	Global	APAC	APeJC	Australia	The Americas	North America	Brazil	Europe	EMEA	France	Germany	Netherlands	Nordics	Switzerland	U.K.	U.S.	U.S. PS
Advanced Analytics and AI Services	Feb-26	Dec-26							✓	✓								✓	
Contact Center – Customer Experience Services	Jun-26	Dec-26	✓							✓									
Enterprise Managed Network Services (MNS)	Jun-26	Dec-26			✓					✓								✓	
Financial Services – Banking Services*	Jun-26	Dec-26							✓	✓								✓	
Google Cloud Partner Ecosystem	Jun-26	Dec-26			✓				✓	✓								✓	
Intelligent Automation Services	Feb-26	Dec-26								✓								✓	
Multi Public Cloud Services and Solutions	Jun-26	Dec-26	✓						✓	✓		✓	✓		✓	✓	✓	✓	✓
Oil and Gas Industry – Services and Solutions	Jul-26	Dec-26					✓												
Oracle Cloud and Technology Ecosystem	Jun-26	Dec-26			✓				✓	✓								✓	
Power & Utilities Industry – Services and Solutions	Jul-26	Dec-26						✓	✓	✓									

* New study

Cluster Studies: A Unified Approach

Objective

AI and Analytics Cluster Series initiative by ISG aims to combine all interrelated studies at the start of the year, providing providers with early notification and clarity on what to expect throughout the year. By streamlining processes and eliminating redundancy, we are enhancing efficiency for everyone involved.

The AI and Analytics series comprises of four reports (please refer to the table on the side for details and links to 2025 brochure for reference).

Timelines

AI and Analytics Series 2026	26-Mar	26-Apr	26-May	26-Jun	26-Jul	26-Aug	26-Sep	26-Oct	26-Nov	26-Dec	27-Jan
Generative AI Services	■	■	■	■	■	■	■	■			
Agentic AI Services	■	■	■	■	■	■	■	■			
Intelligent Automation Services	■	■	■	■	■	■	■	■	■	■	■
Advanced Analytics and AI Services	■	■	■	■	■	■	■	■	■	■	■

■ RFI/Briefing Submission   ■ Evaluation Phase   ■ Sneak Phase   ■ Publish
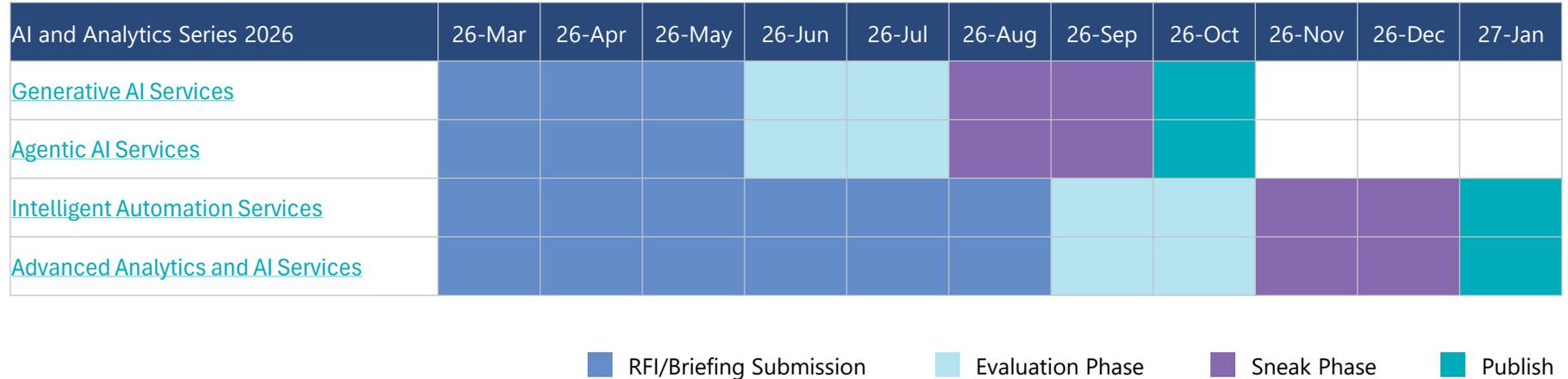
Why Clusters?

Advance Notification

Providers will be notified at the beginning of the year about all common topics, allowing them ample time to prepare and respond throughout the year.

Coordinated Briefings

Providers can now plan the briefings early in the game, they can even combine the common topics and provide consolidated briefings.

Flexibility

This program is intended to give tremendous amount of flexibility to providers to plan the responses to all the RFIs.

Eliminate Redundancy

The program aims to also remove redundant efforts including overlapping questions.

Study Descriptions (Alphabetical)

Advanced Analytics and AI Services

Overview

The ISG Provider Lens® Advanced Analytics and AI Services report focuses on technologies such as cloud computing, IoT, data science, ML and deep learning that foster improvements in business performance. With large volumes of data being generated, businesses seek service providers with the expertise to maximize the value of their data by simplifying complexity and extracting valuable insights, ultimately fostering business success.

The study will focus on the following quadrants:

- Data Science and AI Services
- Data Modernization Services

Aerospace and Defense Services

Overview

The ISG Provider Lens® Aerospace and Defense Services study focuses on factors such as complex regulatory compliance, stringent quality requirements and the need for innovative solutions and cutting-edge technologies, all of which define the industry's unique landscape. The study analyzes a comprehensive range of services, from engineering and design to manufacturing and maintenance, ensuring that every aspect of the value chain aligns with the industry's high standards.

The study will focus on the following quadrants:

- Design, Engineering and Innovation
- Maintenance, Repairs and Overhaul (MRO) and Aftermarket
- Supply Chain Operations and Logistics Management
- Technology Transformation and Consulting

Agentic AI Services and Solutions

Overview

The ISG Provider Lens® Agentic AI Services and Solutions 2026 study focuses on technology and service providers that leverage agentic AI to enable autonomous, goal-driven execution across enterprise IT and business operations. Unlike traditional AI, agentic AI integrates reasoning, memory and tools to plan, execute and adapt tasks with minimal human intervention, reshaping workflows and driving enterprise innovation.

The study evaluates service providers that address enterprise challenges in adopting and scaling agentic AI, covering aspects such as multistep task execution, contextual learning, multimodal integration, architecture and strategy consulting, platform and tool selection, implementation, testing, and scaling across functions. In addition, the providers help enterprises manage agentic AI-related concerns, including scalability, explainability, decision transparency, ethics, responsibility, governance, and seamless integration with legacy systems.

The study will focus on the following quadrant:

● Agentic AI Development and Deployment Services

AI-Driven ADM Services

Overview

The ISG Provider Lens® AI-Driven ADM Services study evaluates providers that support enterprises in transforming application development and management through AI-infused capabilities, agile delivery models and intelligent automation. As organizations pursue value-based outsourcing, providers are embedding generative AI, intelligent agents and low-code/no-code platforms across the software development lifecycle (SDLC) to accelerate delivery, improve quality and reduce technical debt. The study covers agile modernization, managed services and testing services, highlighting providers that integrate AI for requirement analysis, code generation, QA and performance monitoring. Emphasis is also placed on secure engineering practices and platform-centric delivery models aligned with digital product strategies. This research offers insights into how providers enable innovation, scalability and resilience in evolving ADM environments.

The study will focus on the following quadrants:

● App Dev and Managed Services (GSI Outsourcing)

● App Testing & Quality Assurance (QA)

● Agile Application Projects (Local SIs)

AI-ready Infrastructure Solutions

Overview

The ISG Provider Lens® AI-ready Infrastructure Solutions 2026 study evaluates providers delivering compute, storage and networking foundations for enterprise AI workloads. As AI models grow increasingly complex, organizations require high-performance systems that support both training and inference at scale.

The study examines vendors offering GPUs, NPUs and AI-optimized infrastructure, as well as hyperscalers operating proprietary AI chip platforms. Provider differentiation lies in scalability, energy efficiency and integration with leading AI frameworks. Covering three quadrants, from chipsets to full infrastructure systems, the report helps enterprises identify partners that can ensure performance, flexibility and readiness for next-generation AI-driven operations.

 The study will focus on the following quadrants:

- AI Training and Inference Chipset Providers
- Integrated AI Infrastructure Providers
- GPU as a Service

AI Services in Healthcare Industry

Overview

The ISG Provider Lens® AI Services in Healthcare Industry 2026 study evaluates providers leveraging GenAI to enhance, automate and reimagine healthcare delivery, operations and patient engagement. It focuses on the depth and maturity of their Gen AI strategies, technology stacks, solution frameworks and real-world applications within the healthcare ecosystem.

The study is aimed at identifying leaders and innovators who are enabling measurable improvements in clinical decision-making, patient experience, administrative efficiency and compliance through Gen AI–driven solutions.

The study will focus on the following quadrants:

- AI Strategy, Infrastructure and Enablement
- AI Solutioning, Use Cases and Outcomes

Study Descriptions (continued)

AI Services in Life Sciences Industry

Overview

The ISG Provider Lens® AI Services in Life Sciences Industry 2026 report evaluates how providers are harnessing GenAI to transform R&D, regulatory, commercial and manufacturing functions across the life sciences value chain. It assesses their maturity in building, enabling and deploying Gen AI-powered solutions that drive innovation, accelerate drug discovery, enhance compliance, optimize go-to-market processes and personalize stakeholder engagement.

The study evaluates providers with the objective to identify leaders that combine deep life sciences domain knowledge with GenAI expertise to deliver measurable scientific, operational and business impact.

The study will focus on the following quadrants:

- AI Strategy, Infrastructure and Enablement
- AI Solutioning, Use Cases and Impact

Amazon Connect Ecosystem

Overview

The ISG Provider Lens® Amazon Connect Ecosystem 2026 study evaluates providers and technology partners enabling enterprises to enhance CX through cloud-based contact center modernization. The study assesses providers' expertise in designing, implementing, integrating and managing solutions on the Amazon Connect platform to deliver intelligent, scalable and omnichannel customer engagement.

Participants are evaluated on their ability to improve CX through automation, AI-driven insights, workforce optimization and seamless integration with AWS services and third-party applications. The evaluation also considers market reach, certified AWS professionals in the payroll , client success stories, and investments in accelerators and innovation.

This study will focus on the following quadrants:

- AI, Analytics and Automation
- Omnichannel Communications
- AWS Native Integrations

Study Descriptions (continued)

Automotive and Mobility

Overview

The ISG Provider Lens® Automotive and Mobility study analyzes service providers' contributions to the evolving automotive landscape and the future of mobility. It evaluates IT service provider's ability to deliver innovative, tech-driven solutions for electric, connected and autonomous vehicles. Focusing on key automotive processes, including manufacturing and innovation, the study serves as a strategic resource for auto OEMs, suppliers, government entities and industry stakeholders. By assessing providers on technology innovation, scalability, sustainability and customer satisfaction, it identifies key players driving transformation in this rapidly evolving industry.

The study will focus on the following quadrants:

- Automotive Engineering and Manufacturing Services
- Electric Vehicles and Mobility Services
- Autonomous Systems and Software-defined Vehicles
- Automotive Retail and Aftermarket Services
- Technology Transformation and Consulting

AWS Ecosystem Partners

Overview

The ISG Provider Lens® AWS Ecosystem Partners study focuses on providers that leverage AWS technologies and services to develop and deliver an array of enterprise IT and business services. These certified partners specialize in areas such as architecture and strategy consulting, implementation, migration and professional services based on AWS infrastructures and platforms.

The study will focus on the following quadrants:

- AWS Enterprise Data and Governance
- AI-powered Business Transformation with AWS
- AWS Brazil Public Sector — Technology Services
- AWS Professional Services
- AWS Managed Services

Study Descriptions (continued)

Contact Center – Customer Experience Services

Overview

The ISG Provider Lens® Contact Center — Customer Experience Services study focuses on providers of outsourcing services and the associated aspects of contact centers, including strategies and technologies that improve end-to-end customer experience (CX).

The study will focus on the following quadrants:

- Digital Operations
- Intelligent Agent Experience
- Intelligent CX (AI and Analytics)

Cloudera Ecosystem

Overview

The ISG Provider Lens® Cloudera Ecosystem 2026 study evaluates providers and technology partners helping enterprises modernize their data architectures and undertake hybrid data management with the use of analytics and AI. The study assesses providers offering consulting, implementation, integration and managed services around the Cloudera Data Platform (CDP) to enable secure, scalable and data-driven transformations.

Participants are evaluated on their ability to enhance clients' data and analytics capabilities through automation, multicloud enablement and the use of advanced governance frameworks. The assessment also considers factors such as market presence, certified Cloudera professionals in the payroll, client success stories, and continuous investments in accelerators and innovation.

The study will focus on the following quadrants:

- Hybrid Data Architecture
- Data Governance and Security
- AI/ML and Data Product Enablement

Study Descriptions (continued)

Cybersecurity – Services and Solutions

Overview

The ISG Provider Lens® Cybersecurity — Services and Solutions study evaluates providers securing IT and OT environments through advisory, implementation and managed services. It covers security governance, risk and compliance, threat and vulnerability management, identity, data and system protection, and detection and response. In 2026, the study adds Post-Quantum Cryptography Consulting, which assesses providers helping enterprises design and transition to quantum-resilient architectures. Together, these topics reflect the industry's shift toward automation, intelligence and cryptographic readiness for next-generation cyber defense.

The study will focus on the following quadrants:

- Post-Quantum Cryptography Consulting (Only for Germany)
- Strategic Security Services
- Technical Security Services
- Next-Gen SOC/MDR Services
- Extended Detection and Response (XDR) (Only for Brazil)
- Data Leakage/Loss Prevention (DLP) and Data Security (Only for Germany)

Databricks Ecosystem

Overview

The ISG Provider Lens® Databricks Ecosystem 2026 study evaluates providers and partners helping enterprises accelerate data modernization and AI-driven transformation using the Databricks Lakehouse platform. The study assesses providers' capabilities in delivering consulting, implementation, integration and managed services that enable unified analytics, advanced data engineering and ML at scale.

Participants are evaluated on their ability to extend clients' data and AI capabilities through scalable architectures, automation and innovation. The assessment also considers market presence, certified Databricks experts, and ongoing investments in accelerators and industry solutions.

The study will focus on the following quadrants:

- Consulting and Implementation Services
- Application Managed Services

Digital Engineering Services

Overview

The ISG Provider Lens® Digital Engineering Services study focuses on service providers engaged in all the relevant phases of product engineering, manufacturing and customer experience. Digital engineering services encapsulate the phases of conceptualization, design and consulting, research and development, prototyping, application engineering, value engineering, verification and validation, engineering processes, maintenance, extended supply chain, and customer feedback in the form of Voice of Customer. The end-to-end life cycle covers electrical and electronics hardware and software, technical publications, detailed engineering and asset information management. Digital aspects include the effective utilization of digital technology stacks, in the form of platforms and the state-of-the-art technologies such as ML algorithms, AR/VR capabilities, digital twins for process and product simulation, and extended track-and-trace leveraging digital threads. These digital interventions facilitate rapid prototyping, accelerate go-to-market, and enable iterative enhancements to features and functions.

The study will focus on the following quadrants:

- AI enabled - Design and R&D
- Intelligent Operations and Connected Experiences
- Integrated Platform and Application Services

Digital Sustainability

Overview

The ISG Provider Lens® Digital Sustainability 2026 study assesses providers offering digital solutions and services that enable organizations to establish sustainable operations and value chains. Sustainability has shifted from an optional component to a core business strategy for many organizations worldwide. Organizations must navigate complex and volatile regulatory and stakeholder requirements while achieving broad targets for the most material environmental, social, and governance (ESG) topics.

This study explores providers offering organizations digital solutions to address the economic ramifications of sustainability, wherein a sustainability focus means optimizing natural resource consumption, managing climate and other sustainability risks, and addressing stakeholder demands to adopt ethical practices and products. It also assesses providers making IT services, such as AI, operate more sustainably.

The study will focus on the following quadrants:

- Strategy and Enablement Services
- OT and Industry-specific Solutions and Services
- IT Solutions and Services
- Data Advisory and Integration Services
- Data Platforms and Managed Services

Enterprise Managed Network Services (MNS)

Overview

The ISG Provider Lens® Enterprise Managed Network Services study assesses providers that deliver intelligent, secure and cloud-integrated network services across distributed enterprise environments. The scope includes AI-driven and automated management of LAN, WAN, WLAN and SD-WAN infrastructures, as well as managed connectivity, firewall, SASE, VPN and VoIP services. Providers are evaluated on their ability to deliver end-to-end lifecycle capabilities — from design and orchestration to monitoring, automation and sustainability — while supporting sovereignty, resilience and zero-trust architectures. This study highlights how managed network services evolve into strategic enablers of digital transformation, secure connectivity and performance optimization for modern enterprises.

The study will focus on the following quadrants:

- Managed Network Services Evolution
- Secure Enterprise Connectivity Services (previously Managed DIA, VPN and VoIP Services)
- Network as a Service (NaaS) Offerings

Enterprise Service Management (ESM) – Services and Platforms

Overview

The ISG Provider Lens® Enterprise Service Management (ESM) study emphasizes key focus areas such as digital transformation, service integration, user experience enhancement, automation and sustainability. It highlights capabilities, including smart analytics, cloud-native architecture, predictive technologies, customizable user journeys and comprehensive service management. ESM platforms are evolving to become technology-agnostic, enabling organizations to modernize workflows and improve collaboration across departments. The integration of emerging technologies and intelligent automation is crucial for driving efficiency and enhancing employee experiences, ultimately supporting enterprises in their digital transformation journeys.

The study will focus on the following quadrants:

- ESM Consulting Services
- ESM Managed Services for Converged IT and Business Ops
- ESM Implementation and Integration Services

Finance and Accounting Outsourcing Services

Overview

The ISG Provider Lens® Finance and Accounting Outsourcing Services study focuses on providers involved in finance and accounting outsourcing (FAO) engagements, tracking their evolution from transactional to comprehensive services in alignment with evolving business and technological requirements. Service providers collaborate with enterprises seeking to modernize their finance and accounting (F&A) operations through digital transformation. By leveraging digital technologies, providers help these enterprises streamline processes, increase productivity, improve data accuracy, reduce costs and enhance CX. Automation and analytics have been an integral part of every contract signed in the FAO services space in the last two years. These technologies empower CFOs with real-time insights, enabling quick decision-making and, subsequently, ,ore efficient finance departments.

The study will focus on the following quadrants:

- Procure to Pay (P2P)
- Order to Cash (O2C)
- Record to Report (R2R) and Tax Services
- Financial Planning and Analysis (FP&A) Services

Financial Services – Banking Services

Overview

The ISG Provider Lens® Financial Services - Banking Services 2026 study examines the fast-evolving digital banking services landscape by highlighting the investment flow, the most active providers and the regulations and strategies that are shaping the adoption of digital technologies, covering areas ranging from instant payments and open banking to operational resilience and fraud controls. The study is timed well, given the regulatory deadlines seen in 2025 (IPR, DORA, Pix evolution and U.S. open banking rule changes) and the accelerating demand for modernization among midmarket banks.

The providers are evaluated on their growth outlook, highlighting their positioning by region. The study gives a clear view of the practical implications of digital banking for banks and technology partners, with the intention of giving decision makers the insights needed to prioritize opportunities and guide strategies.

The study will focus on the following quadrants:

- Core Banking Technology and Integration Services
- Payment Modernization Technology Services (including credit cards)
- Banking Business-Process-as-a-Service (BPaaS)
- Midmarket–focused Core and Integration Services
- Banking Services to Midmarket Banks
- Strategy and Technology Advisory Services

Study Descriptions (continued)

Future of Work (Workplace) – Services

Overview

The ISG Provider Lens® Future of Work (Workplace) — Services study focuses on service providers assisting enterprises in improving digital dexterity and employee productivity. This empowerment enables efficient connection and collaboration among co-workers across places, particularly within the context of an increasingly prevalent remote/virtual work model. In this environment, service providers support clients with their workplace transformation journeys by creating or reviewing work and workplace strategies based on best practices. They also assess clients' workplace environments and manage the technical aspects, offering support to harness the latest and emerging technologies such as AI, AR and VR. Providers contribute to clients' sustainability initiatives by providing sustainable and inclusive workplace environments.

The study will focus on the following quadrants:

- Workplace Strategy Advisory and Enablement Services
- Digital Workplace Operations and Support Services
- AI-augmented Collaboration and Experience Services
- Smart and Sustainable Workplace Services
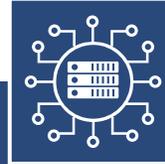
Generative AI (GenAI) Services

Overview

The ISG Provider Lens® Generative AI Services and Solutions study focuses on technology and service providers that leverage generative AI (GenAI) to develop and deliver solutions for diverse enterprise IT and business service use cases. These service providers address the challenges enterprises encounter in deploying and scaling GenAI solutions, covering aspects such as use case identification and prioritization, architecture and strategy consulting, foundation model and tool selection, data comprehension, implementation, testing and scaling across an enterprise. Additionally, these providers are expected to assist enterprises with GenAI-related concerns such as ethics, responsibility, sustainability and explainability within the context of regulatory compliance, security and privacy.

The study will focus on the following quadrants:

- Strategy and Consulting Services
- Development and Deployment Services

Global Capability Centers Services

Overview

The ISG Provider Lens® Global Capability Centers (GCC) study examines providers' ability to deliver highly integrated services for operationalizing GCCs. These providers may offer niche services or a wide range of solutions, supporting the setup, management and optimization of GCCs. The study assesses how providers help organizations establish efficient operations, enhance service delivery, supply talent and drive innovation within GCCs, ultimately contributing to their long-term success and competitiveness.

The study will focus on the following quadrants:

- Operational Design and Set Up
- Operational Excellence

Google Cloud Partner Ecosystem

Overview

The ISG Provider Lens® Google Cloud Partner Ecosystem study focuses on providers that can serve as leading partner companies, providing differentiated services on Google Cloud. The study emphasizes providers' partnership with Google Cloud, their specialization, certification and industry experience, which can help clients unlock the next level of business growth. The study considers partners that have achieved specialization in a solution area, established a Google Cloud services practice, demonstrated consistent customer success, showcased proven technical capabilities and employed certified personnel with technical knowledge and advanced skills to address clients' needs by implementing Google Cloud technologies.

The study will focus on the following quadrants:

- Google Cloud Professional Services (Consulting and Migration)
- Google Cloud Managed Services
- Google Cloud Enterprise Data Infrastructure Services
- Google Cloud GenAI and AI Services
- Google Cloud Workspace Services

Guidewire Services Ecosystem

Overview

The ISG Provider Lens® Guidewire Services Ecosystem study identifies and assesses IT service providers offering services related to the Guidewire core platform for insurers globally. While many providers are consistent across regions, they differ in their service portfolios and implementation experience. These service providers address the following:

- System integration challenges addressed through consulting services
- Cloud integration leveraging engineering expertise
- Complex data migration utilizing accelerators and frameworks
- Implementation with regional expertise
- QA and testing services
- Managed and support services with certified onsite and offshore teams
- Value-add services, including digital engineering and third-party integrations

The study will focus on the following quadrants:

- Global Services Providers

Healthcare Digital Services

Overview

The ISG Provider Lens® Healthcare Digital Services study focuses on service providers operating across various segments of the healthcare industry. These providers navigate new regulations, integrate changes resulting from competitive mergers and acquisitions, and adapt to the evolving needs of an aging population. They also offer guidance on and undertake necessary but costly integration efforts. As consumers increasingly anticipate advanced and convenient digital services, digital transformation services are crucial in helping payer and provider segments evolve to better serve their constituents.

The study will focus on the following quadrants:

- Payer Digital Transformation
- Provider Digital Transformation
- Value-based care
- Interoperability and Data Security

Study Descriptions (continued)

High-Tech and Semiconductor Industry — Services and Solutions

Overview

The ISG Provider Lens® High-Tech and Semiconductor Industry — Services and Solutions 2026 study evaluates providers that are enabling innovation, efficiency and transformation across the global high-tech and semiconductor value chain. This study focuses on the depth and maturity of providers' strategies, technology capabilities, solution frameworks and real-world applications. The semiconductor industry is foundational to the broad high-tech landscape, powering advancements in AI, 5G, IoT and extended reality (XR).

Participants are evaluated, and leaders and innovators are identified for their ability to help clients navigate this complex and rapidly evolving sector, where the global semiconductor market is projected to reach $1 trillion, in terms of revenue, by 2030.

The study will focus on the following quadrants:

- Design and Development
- High-tech and Semiconductor Manufacturing/Engineering Services
- Supply chain and procurement
- Technology, Transformation and Consulting

Insurance Industry Services

Overview

The ISG Provider Lens® Insurance Industry Services study focuses on service providers that offer a wide spectrum of insurance industry services. From traditional ADM and managed services to modern digital technology stacks, encompassing cloud, data and cybersecurity, and systems integration (SI) consulting, the providers cater to the growing demand for core system capabilities, including operational efficiencies, straight-through processing (STP) and the transition to digital operations. This addresses the need of insurance companies striving to enhance both employee and customer experiences.

The study will focus on the following quadrants:

- Life and Retirement Insurance BPO Services
- Property and Casualty Insurance BPO Services
- Life and Retirement Insurance TPA Services
- Insurance ITO Services

Study Descriptions (continued)

Intelligent Automation Services

Overview

The ISG Provider Lens® Intelligent Automation Services and Solutions study focuses on the capabilities of automation service providers and global system integrators (GSIs) offering consulting and implementation support across enterprise portfolios. The study covers the ability of GSIs and service providers to harness automation to transform business services, corporate functions and the IT landscape, employing proprietary solutions and accelerators through a lifecycle management approach.

GSIs and service providers are aligning their resources accordingly to enhance their capabilities in areas such as ESG, innovation and futuristic solutions. This study aims to understand enterprise requirements and provider capabilities in meeting these demands.

The study will focus on the following quadrants:

- Intelligent Enterprise Automation
- Artificial Intelligence for IT Operations (AIOps)
- Next-Gen Automation

Intelligent Robotics & Physical AI Services

Overview

The ISG Provider Lens® Intelligent Robotics and Physical AI Services 2026 study evaluates providers focusing on physical AI, an area where intelligent machines are increasingly augmenting or replacing manual tasks across industries. As robotics moves from isolated automation to integrated, adaptive systems, enterprises seek partners with expertise in assessing readiness, optimizing investments and aligning robotics initiatives with their digital transformation goals.

The study evaluates service providers on their strategic advisory capabilities for robotics transformation, their engineering and implementation services that integrate diverse robot types into industrial workflows, as well as their robotics-as-a-service solutions that manage fleets via subscription models. These encompass the full robotics life cycle — from strategy and design to deployment and operation — enabling organizations across sectors to harness robotics for efficiency, safety and sustainable growth.

The study will focus on the following quadrants:

- Robotics Transformation and Consulting Services (RTCS)
- Robotics Integration and Engineering Services (RIES)
- Robotics Managed Service Integrators (R-MSI)/Robotics as a Service (RaaS)

Study Descriptions (continued)

Life Sciences Digital Services

Overview

The ISG Provider Lens® Life Sciences Digital Services 2026 study evaluates providers and CROs specializing in accelerating clinical development, ensuring patient engagement, providing manufacturing supply chain services, adhering to pharmacovigilance and regulatory guidelines, and offering medical devices and medtech products.

Participating providers and CROs are evaluated based on their effectiveness as extensions of clients' technology organizations, including their ability to develop blueprints, architecture frameworks and management processes. The evaluation also considers factors such as brand recognition, market reach, customer base, annual revenue, dedicated resources and R&D investments.

The study will focus on the following quadrants:

- Clinical Development (Service Providers)
- Clinical Development (CROs)
- Patient Engagement (Service Providers)
- Patient Engagement (CROs)
- Manufacturing Supply Chain (Service Providers)
- Pharmacovigilance and Regulatory Affairs — Digital Evolution (Service Providers)
- Pharmacovigilance and Regulatory Affairs — Digital Evolution (CROs)
- Commercial Operations — Digital Evolution (Service Providers)

Mainframes – Services and Solutions

Overview

The ISG Provider Lens® Mainframes — Services and Solutions study assesses service providers and vendors offering mainframe optimization, outsourcing and mainframe as a service (MFaaS). The study also evaluates system integrators and automation tool vendors offering refactoring, rehosting, replatforming, rewriting and reengineering applications to facilitate cloud migration.

Market consolidation and cloud innovation, including GenAI, continue to change the competitive landscape. Mainframe software licensing, particularly third-party software and middleware, pushes mainframe budgets. Mainframe modernization aims to optimize resources and license costs while reducing or eliminating technical debt.

The study will focus on the following quadrants:

- Technology Consulting (previously Mainframe Optimization Services)
- Mainframe as a Service (MFaaS)
- Application Modernization Services
- Application Modernization Software

Manufacturing Industry Services

Overview

The ISG Provider Lens® Manufacturing Industry Services study focuses on critical aspects of services and solutions offered to enterprises in the manufacturing industry. The study compares the strengths, areas of development, capabilities and solution depth, industry coverage and partnerships among participating providers. The services and solutions encompass offerings and capabilities for both discrete and process manufacturing companies. These include, but are not limited to, design and development services, PLM, MES, smart factory solutions, supply chain services and aftermarket services.

The study will focus on the following quadrants:

- Product Development and Design Services
- Smart/Digital Factory Solutions
- Supply Chain and Aftermarket Services
- Technology, Transformation and Consulting Services

Medical Devices

Overview

The ISG Provider Lens® Medical Devices study examines the ongoing digital transformation in the medtech industry, focusing on product development, engineering, production and logistics. Advancements in connectivity, mobile enablement, IoT, advanced analytics and ML have streamlined the integration of medical devices into operational processes. These technologies enable efficient remote data collection and processing throughout the product lifecycle, improving overall product management and functionality.

The study examines key areas such as product lifecycle management, engineering services, logistics, distribution and maintenance. As medtech companies embrace digitalization, technology providers are increasingly expected to offer comprehensive solutions across the entire product development lifecycle, often taking responsibility for various aspects of business operations. This shift not only enhances operational efficiency but also helps meet the growing demands of the modern healthcare environment.

The study will focus on the following quadrants:

- Product Design and Engineering
- Regulatory Compliance, Strategy and Quality Assurance
- Post-market Digital Enablement

Microsoft AI and Cloud Ecosystem

Overview

The ISG Provider Lens® Microsoft Cloud Ecosystem study focuses on service providers with expertise in Microsoft solutions, enabling them to offer comprehensive consulting, implementation, integration and managed services for clients' IT environments. The increasing complexity of integration, coupled with expanding use cases, is driving a dynamic market for professional services. As one of the largest global ecosystems, the Microsoft Ecosystem encompasses thousands of partner companies supporting enterprises across diverse industries. This study specifically targets select regions, addressing the unique needs of different industries and company sizes.

The study will focus on the following quadrants:

- Managed Services for Azure
- Microsoft 365 Services
- SAP on Azure Services
- Power Platform Services
- Generative AI Services for the Microsoft Clouds
- FinOps Services for Azure
- Sustainability or Green-ops on Azure
- Microsoft Data Fabrics

Multi Public Cloud Services and Solutions

Overview

The ISG Provider Lens® Multi Public Cloud Services and Solutions study evaluates service providers for their expertise in managing multi public cloud environments. The study evaluates the consulting and managed services capabilities of hyperscaler partners while assessing the hyperscalers themselves for their infrastructure-as-a-service (IaaS) and platform-as-a-service (PaaS) offerings.

The study will focus on the following quadrants:

- Consulting and Transformation Services (incl. FinOps)
- Managed Services (incl. FinOps)
- SAP HANA Infrastructure Services
- Sovereign and AI-centered IaaS and PaaS

The study will focus on the following quadrants:

- Multicloud FinOps Platforms
- Cloud-native Observability Solutions
- Cloud-native Security Platforms
- Kubernetes Management Platforms

Study Descriptions (continued)

Network – Software Defined Services and Solutions

Overview

The ISG Provider Lens® Network — Software Defined Services and Solutions study evaluates provider offerings related to software-defined enterprise networks. These include managed SD-WAN services, consulting and advisory services and implementation support, as well as enterprise network technologies and edge services. A key development in managed network services is network as a service (NaaS), where service providers offer network services on a subscription basis, including hardware, software, management and licensing. This evolution of NaaS is covered in detail in the separate MNS IPL study. The new SDN Transformation and Managed SD-WAN Services quadrant integrates the strategic consulting and design elements of the former SDN Transformation and Consulting quadrant with the operational scope of managed SD-WAN delivery. This reflects the market shift toward unified lifecycle offerings, where providers guide enterprises from SDN-led transformation to full-service SD-WAN management.

The study will focus on the following quadrants:

- SDN Transformation and Managed SD-WAN Services
- Edge Technologies and Services (Including Private 5G)
- Secure Access Service Edge (SASE) Services (Including SD-WAN Plus SSE)

Oil and Gas Industry – Services and Solutions

Overview

The ISG Provider Lens® Oil and Gas Industry — Services and Solutions study evaluates the offerings and capabilities of service providers with deep expertise in the oil and gas industry, including proficiency in digital technologies and innovation. As companies face challenges such as rising oil and gas prices, declining global oil inventories and increasing geopolitical tensions, they are significantly investing in digital innovation and operational efficiency improvements. This includes the adoption of cloud, AI, ML, mobility, automation and operational technology (OT) security. Additionally, the industry is focusing on energy transition, with many companies transforming their portfolios by replacing aging assets with low-carbon resources.

The study will focus on the following quadrants:

- Enterprise Asset Management (EAM)
- AI and Cloud
- New Energy Services
- Technology, Transformation and Consulting

Oracle Cloud and Technology Ecosystem

Overview

The ISG Provider Lens® Oracle Cloud and Technology Ecosystem study highlights the leading and most relevant Oracle partners. These partners possess valuable expertise across various domains, such as enterprise performance management (EPM), enterprise resource planning (ERP), human capital management (HCM), Oracle Cloud Infrastructure (OCI), Oracle E-Business Suite, Oracle Exadata Database Machine and Oracle Supply Chain Management (SCM) and Manufacturing.

This year's ISG Provider Lens® Oracle Cloud and Technology Ecosystem study has expanded its scope beyond implementation, integration and managed services to offer a more in-depth analysis of OCI solutions and capabilities, ensuring a more comprehensive analysis of the entire Oracle ecosystem.

The study will focus on the following quadrants:

- Professional Services
- Managed Services
- OCI Solutions and Capabilities

Palantir Ecosystem Partners

Overview

The ISG Provider Lens® Palantir Ecosystem Partners 2026 study evaluates the way providers enable clients to realize the full value of the platforms offered by Palantir.

The study analyzes provider maturity across the areas of strategic advisory, implementation, operational excellence and innovation-led solutions, providing enterprises with the transparency and benchmarking needed to guide investments and partner selection. It defines Palantir's ecosystem by its integration of AI modeling, ontology development and operational deployment.

The study will focus on the following quadrants:

- Palantir Consulting and Strategic Advisory Services
- Palantir Implementation and Engineering Services
- Palantir Managed and Operational Excellence Services
- Innovation and AI Solutions on Foundry/AIP

Study Descriptions (continued)

Payroll Services

Overview

The ISG Provider Lens® Payroll Services study evaluates technology and managed service providers offering advanced digital solutions to enable global payroll operational transformation. Companies of all sizes, across various industries and regions, recognize payroll as a critical component of employee experience (EX) and a key business asset. Consequently, they are actively seeking advanced digital capabilities and managed services to enhance their payroll processes, aiming to enhance organizational value and future-proof operations for greater agility, resiliency and continuity.

The study will focus on the following quadrants:

- Managed Payroll Services
- Global Managed Payroll Services (Multicountry)

Power and Utilities Industry – Services and Solutions

Overview

The ISG Provider Lens® Power and Utilities Industry — Services and Solutions study evaluates providers with deep industry expertise and strong capabilities in digital technologies and innovation. Companies in this industry are making significant investments to modernize aging infrastructure, transform distribution and storage systems, harness smart grid technologies and predictive analytics, transition to renewable energy and address climate change, all while emphasizing the need to reduce operational and maintenance costs. The pandemic has changed customer expectations, and stringent regulatory guidelines are compelling the industry to seek transformative sourcing options to enhance processes.

The study will focus on the following quadrants:

- Process and Customer Experience Management
- Smart Metering and Grid Modernization
- Enterprise Asset Management (EAM)
- Technology, Transformation and Consulting

Private/Hybrid Cloud – Data Center Services and Solutions

Overview

The ISG Provider Lens® Private/Hybrid Cloud — Data Center Services and Solutions study assesses providers of colocation, hosting, managed infrastructure and hybrid IT outsourcing services. It emphasizes capabilities to support secure, scalable and sovereign-ready infrastructure environments optimized for AI workloads, data residency and regulatory compliance. Providers are evaluated on their ability to enable seamless workload portability across hybrid landscapes, support automation and observability, and deliver low-latency compute at the edge. As enterprises seek to modernize legacy infrastructure while maintaining control over data, this study highlights the role of next-gen data centers as innovation hubs — combining resilient architecture, trusted operations and integration with multicloud and digital/AI platform strategies.

The study will focus on the following quadrants:

- AI-ready Infrastructure Managed Services
- Managed Sovereign Cloud Hosting
- Sustainable Colocation Services
- Hybrid Cloud Management Platforms
- Resiliency Platforms

Procurement BPO Services

Overview

The ISG Provider Lens® Procurement BPO Services study highlights the rapidly evolving business transformation reshaping the scope and value of procurement services used by client enterprises. Pandemic-driven supply disruptions have shifted global attention toward diversifying and localizing suppliers to mitigate risks while simplifying overall procurement processes. Concerns about sustainability and social responsibility are influencing supplier selection and enhancing supply chain transparency. Automation and AI are streamlining certain procurement processes, though not all, and are creating efficiencies and cost savings. Rapid advances in AI capabilities, including GenAI, are driving the growth of analytics and the adoption of non-human, task-specific decision-making processes. This ISG study captures these disruptions and the resulting business changes.

The study will focus on the following quadrants:

- Procurement Operations Modernization Services
- Strategic Sourcing and Category Management Services
- Supplier Management and Contract Lifecycle Services

Public Sector Services and Solutions

Overview

The ISG Provider Lens® Public Sector study examines core service providers offer governments, such as strategy development, project execution and outsourced department management (e.g., visa processing). It focuses on transformation, innovation and evolving citizen services to meet the needs of budget-conscious governments. Targeting the U.K., Australia and Brazil, the study assesses providers' capabilities in delivering secure, scalable and advanced technology solutions. As governments increasingly rely on external providers, they require partners that understand the complexities of operations, regulatory needs and the importance of reliable solutions.

The study will focus on the following quadrants:

- Strategy and Enablement Services (Consulting)
- Managed IT Services
- Business Process and other Outsourcing Services
- Services to Local and Devolved Governments (U.K only)
- Digital Transformation and Innovation Services

Salesforce Ecosystem Partners

Overview

The ISG Provider Lens® Salesforce Ecosystem Partners study focuses on leading Salesforce partner companies. ISG evaluates various offerings on the Salesforce platform, distinguishing between implementation services (the Change Business) and managed application services, which provide operational support for live applications (the Run Business). Additionally, the study differentiates between large enterprises and midmarket enterprises, with large enterprises requiring more complex Salesforce integration into their application landscapes. These enterprises often operate globally, necessitating service providers with matching global delivery capabilities.

The study will focus on the following quadrants:

- Multicloud Implementation and Integration Services for Large Accounts
- Implementation Services for Core Clouds for Midmarket
- Implementation Services for Marketing Automation
- Managed Application Services for Large Accounts
- Managed Application Services for Midmarket
- Implementation Services for Industry Clouds

SAP Ecosystem Partners
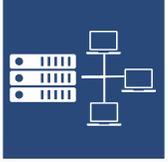
Overview

The ISG Provider Lens® SAP Ecosystem Partners study identifies leading SAP partner companies that offer exceptional client services and maximize the benefits of S/4HANA investments. Engaging with these top partners enables clients to optimize operating expenditure (OpEx) and achieve a high ROI. For clients using S/4HANA, this study assesses managed service providers that enhance application performance, including stability, availability and security. It also examines cloud migrations, technology innovations and the integration of AI and ML into application maintenance and operations. The study aligns with the latest SAP offerings, including SAP Business AI.

The study will focus on the following quadrants:

- SAP S/4HANA System Transformation
- Managed Cloud Services for SAP ERP
- SAP Business AI and Business Technology Platform (BTP) Services
- SAP HCM/SuccessFactors Partner Services
- SAP Application Managed Services
- RISE with SAP Implementation Partners
- Cloud Economics and FinOps Services for SAP
- Testing Services

ServiceNow Ecosystem Partners

Overview

The ISG Provider Lens® ServiceNow Ecosystem Partners study evaluates and ranks leading ServiceNow partners that offer workflow-enabled service management software solutions. Realizing the full potential of ServiceNow's extensive functionalities requires a range of professional services, encompassing process (re)design, software implementation and integration, application management and training. Partner companies' diverse offerings and certifications highlight their focus, which can range from comprehensive lifecycle support to specialized services for specific tasks. For managed service providers, the ServiceNow platform offers a strong foundation for building additional functionalities or integrating it with industry-specific frameworks to optimize enterprise operations. Additionally, security features and cloud management tools are key considerations in leveraging the platform effectively.

The study will focus on the following quadrants:

- ServiceNow Consulting Services
- ServiceNow Implementation and Integration Services
- ServiceNow Managed Services Providers
- Innovation on ServiceNow

Snowflake Ecosystem Partners

Overview

This ISG Provider Lens® Snowflake Ecosystem Partners study evaluates Snowflake's partners across key focus areas, categorizing them by their strengths, competencies and market impact. The document will provide insights into which partners excel in specific domains and how they can be leveraged to meet diverse customer needs. The assessment will identify high-performing partners and areas for growth, providing customers with a clear understanding of which partners to engage with based on their specific requirements.

The study will focus on the following quadrants:

● Data Engineering and Integration Solutions

● Analytics and Business Intelligence Services

● Managed Services and Platform Optimization
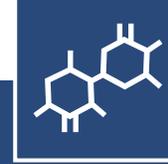
Specialty Analytics and AI Services — Governance, Risk, and Compliance (GRC)

Overview

The ISG Provider Lens® Specialty Analytics and AI Services — Governance, Risk, and Compliance (GRC) study assesses providers for their ability in offering analytics and AI-driven solutions, designed to help enterprises predict, prevent and mitigate risks; ensure regulatory compliance; and handle fraud across business functions and industries.

Providers are evaluated for their ability to enable enterprises transition from reactive risk management to predictive and preventive frameworks. Their offerings leverage data integration, anomaly detection, NLP and advanced ML models to identify hidden risk correlations, automate compliance checks and detect fraudulent patterns in real time. In addition,

The study evaluates providers' end-to-end capabilities in designing, implementing and managing AI and analytics programs that deliver measurable outcomes such as reduced fraud losses, improved regulatory compliance efficiency, short audit cycles and enhanced organizational trust. It excludes large IT service providers and enterprise platform vendors that embed analytics as ancillary modules rather than core service offerings.

The study will focus on the following quadrant:

● Specialty Analytics and AI Services — GRC
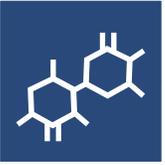
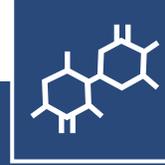## Specialty Analytics and AI Services — Insurance

Overview

The ISG Provider Lens® Specialty Analytics and AI Services — Insurance study assesses providers delivering AI and analytics services specifically for the insurance domain. These providers combine data management, data science and deep industry expertise to help insurers enhance underwriting precision; claims efficiency; customer acquisition, engagement and retention; and risk management, alongside fraud detection and policy servicing. Their solutions leverage advanced analytics, ML, GenAI and agentic AI to transform traditional insurance operations into intelligent, insight-driven enterprises.

Providers are evaluated for their ability to design and operationalize analytics models across the insurance value chain and their capabilities in modernizing legacy data systems, integrating structured and unstructured data and creating and integrating compliant and auditable AI models/frameworks into everyday workflows for rapid and accurate decision-making. The study, in short focuses on providers that offer end-to-end capabilities, ranging —from strategy and data foundation design to implementation, governance and scaling of analytics and AI initiatives. It excludes large providers and horizontal analytics platforms with generic insurance use cases, focusing on specialty partners for insurance enterprises.

The study will focus on the following quadrant:

- Specialty Analytics and AI Services — Insurance

Specialty Analytics and AI Services – Life Sciences and Healthcare

Overview

The ISG Provider Lens® Specialty Analytics Services — Life Sciences and Healthcare study assesses providers for their ability to leverage cutting-edge advanced analytics technologies to deploy their services efficiently. Providers should also exhibit end-to-end capabilities in scaling AI and analytics projects across the life sciences and healthcare value chains.

The study will not include providers, analytics platform vendors with life sciences and healthcare modules and verticalized platform vendors offering analytics solutions as a part of projects.

The study will focus on following quadrants:

- Life Sciences Analytics Services — Specialist Providers
- Healthcare Analytics Services — Specialist Providers

Specialty Analytics and AI Services – Supply Chain

Overview

The ISG Provider Lens® Specialty Analytics and AI Services — Supply Chain study, featuring a global quadrant, evaluates the portfolios of providers offering AI and analytics services that integrate scientific methods with business context for enterprise clients in the supply chain domain. These providers address critical business challenges by combining domain knowledge with supply chain expertise, helping clients uncover patterns and generate actionable insights. Their services aim to enhance risk management, reduce costs, improve planning accuracy and predict future events. This approach utilizes an intelligent data ecosystem, incorporating IoT datasets and empowering control towers with AI- and cognitive-enabled self-learning systems.

Providers should demonstrate expertise in facilitating self-service analytics for decision-making across various supply chain functions, including control, operations, monitoring, shipping, logistics, transportation, inventory, warehousing and distribution. They should have proficiency in advanced automation, data lakes, modeling and the customization of AI and ML models, algorithms and workflows. By utilizing the latest analytics technologies, providers can efficiently deploy their services to optimize supply chain performance.

Providers must demonstrate end-to-end capabilities in designing, implementing, deploying and scaling AI and analytics projects across the entire supply value chain, empowering business leaders to make data-driven decisions and gain actionable insights. This category excludes large service providers, analytics platform vendors with supply chain modules and supply chain platform vendors with analytics solutions.
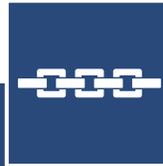
Supply Chain Services

Overview

The ISG Provider Lens® Supply Chain Services study evaluates providers offering consulting, implementation and digital transformation solutions, including supply chain software vendors. The study examines their expertise in planning, execution and insights generation, as well as their support for clients' ESG goals. Providers use digital technologies, such as IoT, AI, ML and predictive analytics, to optimize ecosystems of suppliers, customers and partners. They help manage demand, supply and business risks while driving operational transformation and innovation. The study focuses on real-time collaboration, data-driven decision-making and achieving net carbon neutrality through supply chain optimization and data orchestration.

The study will focus on the following quadrants:

- Supply Chain Operations Modernization Services
- Supply Chain BPO Services
- Circular Supply Chain Services
- Supply Chain TMS Implementation Services (Brazil)

Telecom, Media and Entertainment Services

Overview

The ISG Provider Lens® Telecom, Media and Entertainment Services study focuses on key providers of advisory, ITO and business process management services for the telecommunications, media and entertainment industries. These industries face challenges such as increasing customer expectations, thin profit margins, low average revenue per user (ARPU) and high customer churn. Consequently, end-users seek ITO and BPO services that enhance network agility, improve service delivery and enable cost-effective, seamless migration to new technologies, such as 5G.

The study will focus on the following quadrants:

- Strategy and Enablement Services — Telecom & Media
- Telecom Managed and Next-Gen IT Services
- Media and Entertainment Managed and Next-gen IT Services
- Content Supply Chain Management Solutions
- Integrated OSS/BSS/CX Platform Solutions
- Connectivity Hardware and Industrial Edge Solutions

UKG Ecosystem

Overview

The ISG Provider Lens® UKG Ecosystem 2026 study evaluates providers and partners supporting enterprises in transforming workforce management through UKG's unified HCM, payroll and workforce solutions. The study examines providers offering consulting, implementation, integration and managed services that enhance EX, compliance and productivity using the UKG Pro and UKG Dimensions platforms.

Participants are assessed on their ability to enhance clients' HR and workforce management capabilities through automation, analytics and AI-driven insights. The evaluation also considers customer base; certified UKG experts in payroll; delivery scale; market presence; and ongoing investments in accelerators, extensions and industry-specific solutions.

The study will focus on the following quadrants:

- Consulting Services
- Implementation and Integration Services
- Application Managed Services

Workday Ecosystem Partners

Overview

The ISG Provider Lens® Workday Ecosystem Partners study identifies leading partner companies within the Workday Ecosystem. Service partners enable efficient Workday deployments and the adoption of new capabilities, while implementation partners ensure seamless integration, allowing information to flow smoothly between Workday, internal systems, cloud applications and third-party services.
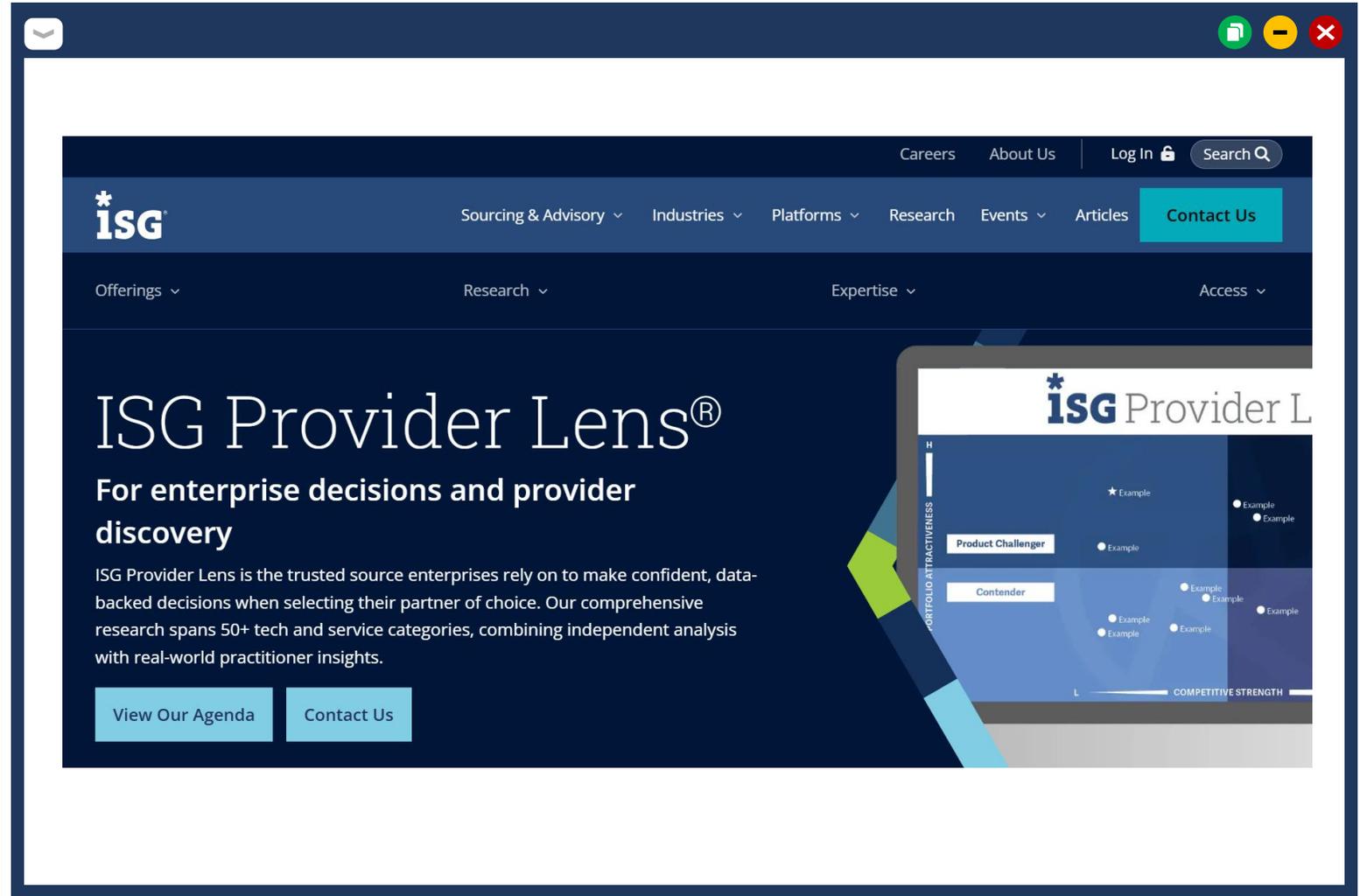
Beyond technology implementation, this ecosystem plays a crucial role in helping enterprise clients reduce the complexity of implementation and migration to next-generation solutions. This includes developing comprehensive implementation road maps, streamlining internal business processes, managing internal and external stakeholder expectations, crafting new strategies to minimize disruption to critical business operations and ensuring the solution is delivered on time and within budget.

The study will focus on the following quadrants:

- Workday Advisory Services
- Workday Implementation and Integration
- Workday Optimization Services
- Workday Enterprise Solutions

Points to Note

1. Please note that the quadrant names mentioned in this plan may not be final. These are subject to change based on market dynamics, advisors' inputs, clients' inputs and analysts' views.

2. With the start of the research phase for each study, the launch email will include a project brochure. This brochure will not only contain the final quadrant names, topic descriptions, and analyst names for each region, but it will also serve as a unified agenda. It will provide information on all ISG offerings related to that particular topic, such as ISG Provider Lens®, ProBenchmark®, Market Lens, Buyer's Guide, and events.

3. The timeline is indicative and is subject to change.

4. The dates of research phase will be included in the project brochure.

5. Study brochures will also contain the names of the project manager who will be the key liaison between providers and analysts. They will be the first point of contact for all providers during and after the research phase.

6. For further details please visit ISG website.

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ISG Provider Lens®

For enterprise decisions and provider discovery

ISG Provider Lens is the trusted source enterprises rely on to make confident, data-backed decisions when selecting their partner of choice. Our comprehensive research spans 50+ tech and service categories, combining independent analysis with real-world practitioner insights.

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ISG Research

About ISG Provider Lens®

ISG Provider Lens® delivers leading-edge and actionable research and consulting services across business processes, IT services and technology. These reports focus on providing independent vendor/service provider evaluations, outlining strengths and weaknesses of the companies that are positioned relative to their peers in the market. These reports provide influential insights to enterprises and are widely accessed by our large pool of advisors who are actively supporting enterprises to transform and optimize their operational environments.

Often a starting point of discussion, ISG Provider Lens® reports play a vital role as decision influencers for enterprises looking to outsource to a suitable service provider or find the right technology partner. To enable these insights and decisions, the data captured from providers through primary or secondary research will translate into ISG Provider Lens® Quadrant Reports and ISG Provider Lens® Archetype Reports.

Why ISG Provider Lens®?

ISG Provider Lens® is uniquely positioned to deliver a well-rounded research, leveraging a vast ecosystem of multiple stakeholders to gather intelligence and provide insights.
Adopting a 360-degree approach, ISG Provider Lens® gives several reasons for your company to participate in our research.

Growing pool of well-connected and industry-leading analysts	Vast coverage of topics spanning IT, Business Transformation and Intelligent Services and industry verticals that helps highlight niche capabilities
800+ ISG advisors bring practitioners' views and insights to complement our findings	Create lasting impressions with our corporate marketing social presence that has 30K+ connections
Country-level research to help enterprises establish local partnerships and identify localized capabilities	Our new *Star of the Excellence*™ program integrates with ISG Provider Lens® and feeds our research with enterprise client insights and feedback
Reports are extensively leveraged by ISG advisors to support client engagements	Research leverages ISG's proprietary databases for provider evaluation and analysis

ISG Provider Lens® Research Coverage

3259+	71+	23	717+	2963+	6	12
Service providers and technology companies analyzed	Service lines and technology topics covered	Geographies covered	Quadrant reports	Individual quadrants and archetypes published	Months intense research cycle	Months annual publication

Practice Leaders Involvement

ISG Provider Lens® research includes advisors and consultants from industry and technology practices worldwide. ISG advisors work with private and public sector clients to determine a future vision and lead rapid change, to realize the value of digital investments, at scale. The advisory practice helps clients achieve operational excellence and rapid growth. Advisor involvement in IPL supplements the primary and secondary research conducted on service and technology providers, with field experience. More than 100 advisors participate; hence, on an average, there are three advisors for each study. For each of these studies, the advisors collaborate with analysts to update market trends, define the study's scope, select suitable survey questions, validate the companies to be invited to participate in the study, and engage in briefings and review analyses.

Quadrant Methodology

ISG Provider Lens® quadrant evaluation framework is robust and adopts a systematic approach to arrive at the final scoring. Based on the scoring and relative positioning, the companies are identified as Leaders, Challengers, Contenders or Rising Stars.

ISG compares and positions service providers in a graphical presentation based on the strength of their service portfolio and market competitiveness. These studies are conducted across multiple regions and encompass multiple service lines in the fields of ITO and Business Transformation and Intelligent Services, spanning industry-specific domains and partner ecosystems.

NOTE: The key parameters are highlighted per the standard methodology. There will be variations in parameters, depending on the topic of evaluation. ISG does not disclose the weightage for any of the parameters; it depends on individual analysts and studies.

ISG Provider Lens® Quadrant Reports

Y axis = Portfolio attractiveness
- Scope of portfolio (breadth & depth of offering)
- Portfolio quality (technology/skills, USP and security)
- Strategy & vision (product roadmap, thought leadership and investments)
- Local characteristics (product support and infrastructure)

X axis = Competitive strength
- Market position (revenues, clients, FTE & growth, contracts, recent deals won and delivery locations)
- Brand reputation (awareness, website, social media presence, awards and accolades, advisor inputs and customer experience)
- Core competencies (innovative power, stability, ecosystem, business model and case studies)
- Go to market (sales, sales channel, marketing, partnerships and M&A)

Quadrant Report Characteristics
- Each report identifies a maximum of 5 to 6 quadrants
- Topics span across Digital Infrastructure and Intelligent Operations, Business Transformation and Intelligent Services, encompassing industry-specific domains and partner ecosystems
- Complemented with a global overview summarizing global enterprise trends
- Transparent methodology that follows the market definition and criteria
- Focus on region- or country-specific nuances
- Emphasis on local and niche players

ISG Buyers Guide™

- The ISG Buyers Guide™ provides a balanced perspective of software providers and products that are rooted in understanding enterprise requirements. Our research methodology and decades of experience enable our Buyers Guide to understand, assess and select software providers and products effectively. Research ratings contribute to our comprehensive approach to assessing software providers based on how an enterprise would complete assessments.

- The ISG Buyers Guide™ evaluates software providers and products in seven key evaluation categories that are weighed to reflect buyers' needs based on our expertise and research. Of these, five are product-experience related. They include adaptability, capability, manageability, reliability and usability. We consider two customer-experience categories: validation and total cost of ownership/return on investment (TCO/ROI). Every software provider is ranked overall and in terms of product and customer experience, which includes seven categories. Based on the rankings, the ISG Buyers Guide™ quadrants categorize them into exemplary, innovative, assurance and merit.

- ISG Research believes that an objective review of software providers and products is a critical business strategy for considering service providers and helping enterprises adopt and implement enterprise software. Any review of a software provider should include a thorough analysis of both what is possible and what is relevant. The Buyers Guides align with ISG Research's market research agenda in vertical industries, business, AI and IT sectors. In 2025, more than 125 reports will be published in these areas.

Buyers Guide Quadrant

Provider Ranking

Category Ranking

IPL Insights Reports

Addressing the requirements of both enterprises and service providers, the IPL Insights report acts like a two-way mirror. It brings together ISG's research sources and provides readers with key insights on the topic in one place. Further, the report allows providers to understand enterprises' needs across the market and align their capabilities accordingly. It also enables enterprises to understand which providers are best suited to their needs. The online capabilities of this report are accessible through Executive Insights™.

The Industry Report Brings Enterprises and Providers Together
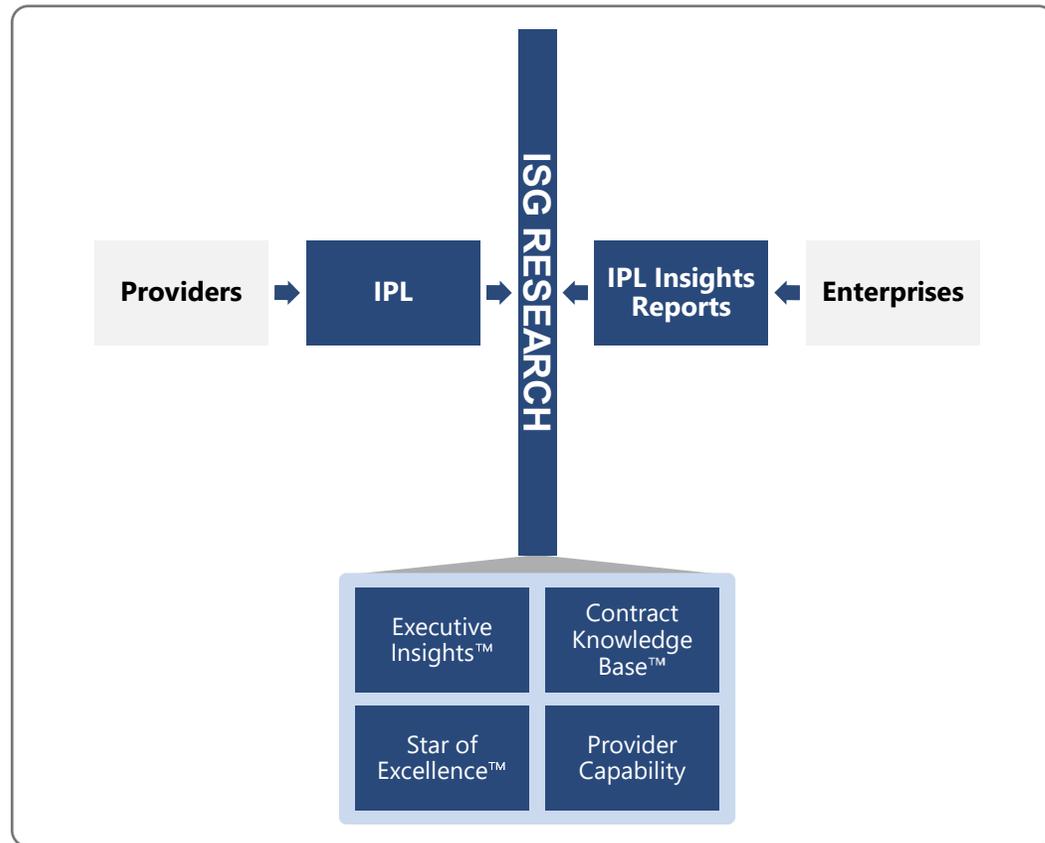
Strategic Industry Report Contents

1. Breakdown of Topic

2. Overview of the Market

3. Buyer Behavior Data

4. Market Renewal Data

5. Enterprise Archetypes

6. Archetype Provider Ranking

By addressing the needs of enterprises, the report brings vitality to the topic and broadens its scope, enabling readers to gain a comprehensive understanding of the market. It encompasses market trends, contractual aspects and buyer behavior and integrates various buyer types into a maturity curve of archetypes commonly observed in the market. Furthermore, the report segments the key components of the topic into a mosaic diagram, upon which the top ten providers are ranked "as recommended by ISG".

ISG Provider Lens® – Our Data Sources

ISG Provider Lens® research studies analyze relevant software vendors/service providers in a particular market, based on a multi-phased research and analysis process, and position these providers based on the ISG research methodology. For both quadrant and archetype reports, the evaluation framework takes the following
into consideration:

- Primary research: Survey input from service providers/vendors

- Secondary research: Desk research on publicly available data

- Advisory input: Thoughts/inputs from ISG advisors

- Star of Excellence™: Client feedback about the company on multiple parameters

- ISG internal, proprietary database: For example, deal information

Some service providers/vendors may choose not to or are unable to provide primary data to ISG. Therefore, the research team must rely completely on the other four data sources to complete the analysis. ISG does not reveal the service providers/vendors that fall into this category.

ISG Provider Lens® – Our Data Sources

Primary research
Survey input from service providers/vendors

Secondary research
Desk research on publicly available data

Advisory input
Thoughts/inputs from ISG advisors

Star of Excellence™
Client feedback about the company on multiple parameters

ISG internal, proprietary database
For example, deal information

ISG Provider Lens® Portal

ISG Provider Lens® launched the data collection portal to provide continuous access to providers responding to our surveys and enable increased collaboration. This uniquely designed portal allows users to respond to our surveys more effectively by giving them complete visibility and control over data throughout the year.

In addition to enabling over 800 ISG advisors with the latest data points, the portal also engages with and offers a self-service-platform that providers can use to submit or simply update IPL-study-related information in terms of revenue, team size, qualifications, service and product capabilities, case-studies-related references, and roadmap items.
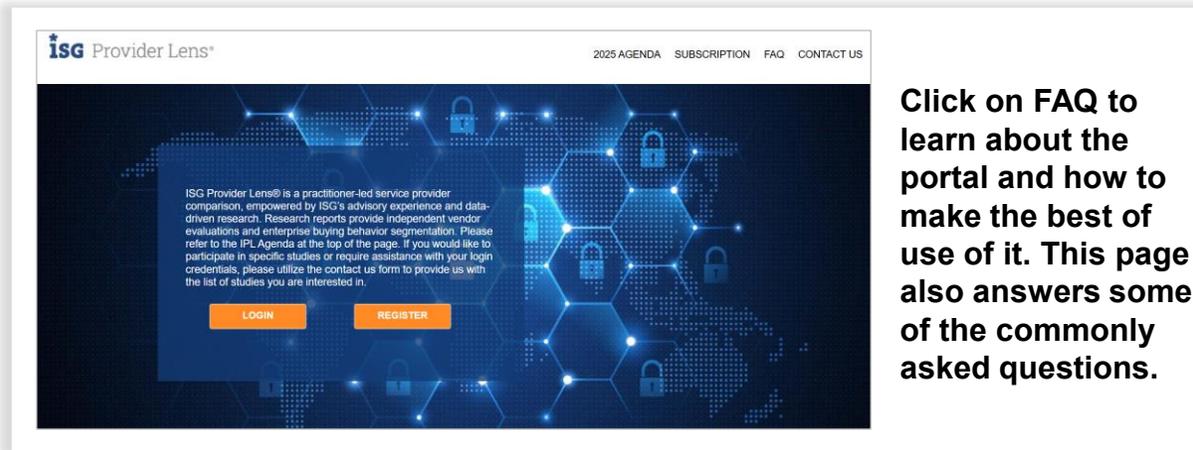
Click on FAQ to learn about the portal and how to make the best of use of it. This page also answers some of the commonly asked questions.

Note:

- **Advisors do not access the portal:** Our internal advisors do not have access to the portal. All data requests are channeled via the Candidate Provider Qualification (CPQ) and Provider Lens programs. CPQ and ISG Provider Lens® analysts work closely to address advisor requests in the most plausible way.
- **Access:** By default, SPOCs registered with us are given access to the portal. Multiple users can be granted access, and the same will be done upon request.
- **Research phase:** The data entry window for a study is typically open for a period of six weeks. Once the submission of data is completed on the portal, the **SUBMIT** button changes to **UPDATE**. This implies that you are welcome to update any data point, any time of the year. However, the updated data will NOT be considered for evaluation post the closure of the research phase.

Portal Benefits

Access to excel questionnaires
We understand that Excel is still a critical survey instrument for the purpose of internal data collection. Thus, the Excel questionnaires are made available on request and can be used for internal distribution. However, the final submission of the responses must be done on the portal.

24/7 access
Respondents can access the portal anytime throughout the year and are also allowed to make changes to the survey during this period.

Visibility
The IPL Portal dashboard is designed to give complete visibility about the studies, participation and new launches.

Preloaded data from the last cycle
For studies that are repeated year on year, responses from the previous cycle are made available to the respondents when the studies are launched again. This feature will save a user's time significantly by allowing them to update the data wherever necessary.

Latest and greatest data
The portal allows users to update the data with the latest information throughout the year. This helps us provide the latest data to our advisors for their client engagements. This portal is a great medium to keep our analysts and advisors updated with the latest information about your company.

Candidate Provider Qualification Program

The Candidate Provider Qualification (CPQ) process is a key component of the ISG FutureSource™ methology. The objective of the CPQ process is to identify providers qualified to provide in-scope services for a client and facilitate strong conversations between an ISG advisor and their clients on providers that should be included in the ISG FutureSource™ process. As a part of this program, ISG advisors are provided with a list of relevant service providers to create an initial recommendation or longlist for their enterprise engagements. Based on the requirements and maturity of enterprise clients, the CPQ team highlights the related strengths and weaknesses of the selected service providers, along with their profiles, case studies and market experiences, to support their recommendations.

How Does it Work

After gaining an understanding of clients' objectives via the CAS Outcome and Scope phase of the FutureSource™ process, the ISG Project Director submits a request to the CPQ team.

- The CPQ and ISG project teams collaborate to understand the nuances of the scope of work, incumbents and enterprise expectations.

- Providers with the right set of capabilities, market experience and track record of client success are identified using the research insights described on the right.

- Typically, a longlist includes approximately 20 service providers and serves as the base for subsequent discussions to create a shortlist.

- If required, the CPQ team conducts additional research to support the specific needs of a client — this may include reaching out to a provider's advisor relations team for additional information.

The CPQ team provides the ISG project team with a client-facing deliverable that is used to support shortlisting discussions with an enterprise client.

ISG Research has **rich data** to support longlisting and shortlisting discussions with enterprise clients.

ISG Research tracks more than **3,500 providers** across multiple service lines.

No one **knows** the provider market as well as ISG.

The CPQ Process Leverages a Variety of ISG Data Sources to Identify Qualified Providers and Answers 3 Primary Questions

Who has the capabilities to deliver for my client?

1
- ISG Provider Lens® research studies; 65+ Studies planned for 2026
- Analyst and advisor briefings
- ISG advisor experience and peer insights

How often and where have they delivered similar services?

2
- ISG Contract KnowledgeBase™
- ISG Research tracks more than 240,000 contracts signed between enterprises and service providers

How well have they performed when delivering similar services?

3
- Case Study Research and Awards
- ISG Paragon Awards
- ISG Star of Excellence™

References

Note: ISG Provider Lens® reports and data collected actively support the initial qualifying phase of the CPQ process - identifying providers with the capabilities to deliver for a client. Participation in the ISG Provider Lens® research studies significantly increases your company's visibility among ISG advisors and enterprise clients. Also, participation increases the probability of your inclusion in longlists, especially when your firm's capabilities align with a client's needs. Please note that participation does not automatically guarantee inclusion in the final recommendations to an enterprise client. The shortlisting of companies is left to the discretion of advisors and enterprise clients.

ISG Star of Excellence™ Program and IPL Influence

ISG Provider Lens® studies leverage provider customer experience (CX) intelligence from the ISG Star of Excellence™ program as part of provider evaluation criteria. This independent survey of enterprise clients provides an in-depth look at their satisfaction and experience with IT/Business Transformation and Intelligent Services and technology service providers.

As part of the program, ISG collects direct feedback from clients about their experience with service and technology providers and analyzes this information with respect to different IT/Business Transformation and Intelligent Services and technology services, industries, regions, business roles, and delivery models. The CX information from this program is a quantitative measure of the customer satisfaction parameter on the X-axis of the
ISG Provider Lens® quadrant.

As part of the survey, enterprise clients rate their providers for two aspects:

- Providers' ability to maintain partnership with their clients that is defined by the six CX pillars
- Satisfaction with specific technology/service line

Survey Channels

CX Scores

Final Positioning

The average impact of the CX scores on provider positioning is 3 to 9% on the X-axis

ISG Star of Excellence Recognition

ISG CX Star Performer Awards

At the end of each ISG Provider Lens® report cycle, ISG recognizes the provider with the highest CX score in that category as the CX Star Performer. This recognition is independent of the provider's positioning in the quadrant(s).

ISG Star of Excellence™ Awards

At the end of each year, ISG recognizes providers with the highest CX scores across different categories with the annual ISG Star of Excellence™ awards. These prestigious awards are a hallmark in the industry of exceptional customer experience. The winners will receive a trophy at a gala award ceremony at one of the ISG's annual industry events.

Nominate Your Clients for the ISG Star of Excellence™ Survey

Overview
ISG invites service providers to nominate clients to share feedback on their services and solutions through the **Star of Excellence™ survey**.

Why Nominate?
Gain independent insights into client experience and satisfaction to enhance your CX initiatives. CX scores also influence ISG's **Candidate Provider Qualification (CPQ)** process when recommending providers.

How to Nominate?
Nominate clients via the **IPL questionnaire** or the **nomination page** by submitting client details.

Data & Privacy
All data is **confidential and anonymized**. ISG uses aggregated insights for IPL evaluations, CPQ processes, and CX Insights reports, sharing relevant scores only with respective providers.

For more information, please visit **https://isg-one.com/providers/star-of-excellence** or reach out to **isg.soe@isg-one.com**.

All you Need to know About the ISG Provider Lens® Report Process

Kick-off and Research Phase

- ISG Provider Lens® analysts, in collaboration with ISG advisors, determine the quadrant definitions and the eligibility criteria for the study with inputs from providers in the space.
- This collaboration exercise, called the Communities of Interest, involves ISG soliciting feedback from various communities.
- Launch emails are sent with login details for the portal, and study brochures are developed with all the details pertaining to the study like quadrant names, timelines, analysts and eligibility criteria.
- Providers are given 4 weeks to submit information via structured questionnaires.
- During this phase, the providers are encouraged to proactively suggest dates for briefing to avoid probable delays.
- Once the data has been submitted on the portal, this represents the data that will be considered for evaluation.
- Briefing calls and decks add significant value to research and report writing.

Sneak Previews

- The primary purpose of the sneak preview is to announce and present the results of the study and ensure correct representation of the textual facts about the vendor/service provider. A fact check window will be open, and each provider identified as a Leader/Rising Star will be allowed to make any recommended changes for their content within 72 to 120 hours (3 to 5 days), post which the write-ups will be considered final, and no further changes will be entertained after the window gets closed.
- Sneak previews are 30-to-60-minute telephonic conferences with the ISG analysts and account managers to explain the ISG Provider Lens® study results for the Leaders/Rising Stars of respective quadrant or archetype.
- All results, calculations and assumptions presented within the sneak previews are ISG's confidential information, safeguarded under the Act Against Unfair Practices and copyright law. No ISG content is allowed to be published on any company websites or in any marketing documents/events, etc., without intimation to ISG and IPL account managers; taking necessary permissions and adhering to the ISG norms are important.

Please note that Sneak Previews are not intended to dispute the ratings/positioning on the quadrant or archetype or to provide additional data to complete the survey responses. Such data will not be considered for evaluation but will be updated in the provider profiles.

Press Release and Media Publish

Upon completion, our ISG Provider Lens® studies are published in the media through the following channels:

- Press releases, IPL® Enterprise Subscription, ISG website and social media.
- Providers can purchase reprint rights to the report and have the opportunity of being included in our Press Release via a landing page link. Copies of the full report can also be purchased for internal use.
- Please reach out to your respective IPL account managers to be part of the ISG Press Releases.

IPL GPT

IPL GPT allows users to easily search and analyze various elements of IPL reports, including comprehensive summaries, frequency of featured providers and detailed insights. You can access overviews, strengths, cautions, author quotes and current market trends, all in one convenient location.

This tool covers vital topics such as cybersecurity, digitization, artificial intelligence and more, providing a holistic view of the latest developments in these areas. Whether seeking specific information or exploring broader trends, IPL GPT offers an extensive ISG perspective, making it easier to stay informed and make data-driven decisions. **Importantly, every source for your queries is referenced with report names and page numbers, facilitating easy access to the original content.**

To take advantage of this powerful tool, please speak with your account executive about upgrading your existing **IPL subscription**. There is also a limited-time offer for **standalone access**, allowing you to benefit from IPL GPT without needing a full subscription. Do not miss the chance to enhance your analytical capabilities and gain valuable insights into the rapidly evolving technology and services landscape.

These screenshots illustrate how to access IPL GPT and make the most of this innovative resource!
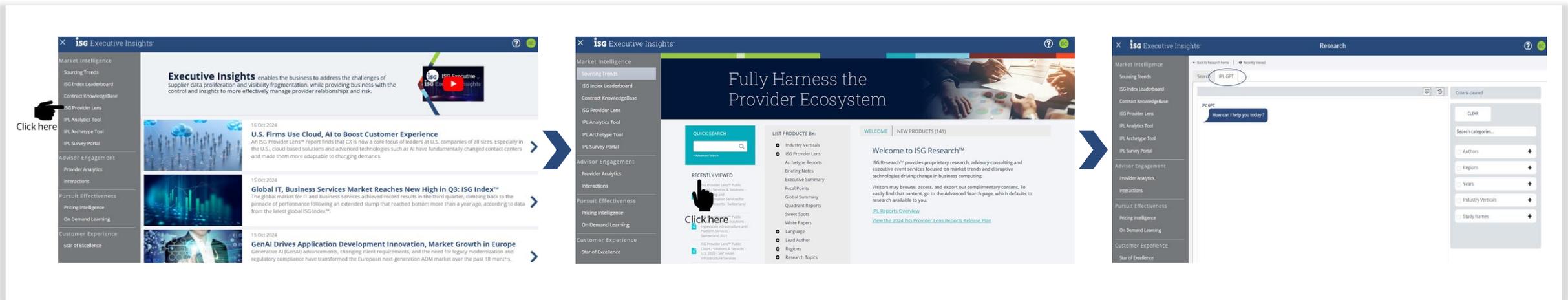
Meet the Experts – 2026

ISG's Industry Subject Matter Experts

Lead Director
Iain Fisher

For more information on these studies, contact:
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Aerospace & Defense Services
- Harish B
- Swadhin Pradhan

AI Services in Healthcare & Life Sciences Services
- Rohan Sinha
- Sneha Jayanth

Automotive and Mobility
- Harish B
- Swadhin Pradhan

Digital Sustainability
- Matt Warburton

Duck Creek Ecosystem
- Manav Deep Sachdeva

Future of Work (Workplace) - Services
- Bruce Guptill
- Cristiane Tarricone
- Kevin Turner
- Roman Pelzel

Guidewire Services Ecosystem
- Manav Deep Sachdeva

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Healthcare Digital Services
- Rohan Sinha
- Sonia Castral

High-Tech & Semiconductor Industry Services & Solutions
- Sneha Jayanth
- Swadhin Pradhan

Insurance Industry Services
- Ashish Jhajharia

Life Sciences Digital Services
- Rohan Sinha

Manufacturing Industry Services
- Sneha Jayanth
- Srinivasan PN

Medical Devices
- Rohan Sinha
- Sneha Jayanth

Oil and Gas Industry Services and Solutions
- Swadhin Pradhan

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Power and Utilities Industry – Services and Solutions

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Telecom Services and Solutions

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AI-driven ADM Services

- Maharshi Pandya
- Oliver Nickels
- Pedro Maschio

AI-ready Infrastructure Solutions

- Sonam Chawla

AWS Ecosystem Partners

- Adriana Frantz
- Ashwin Gaidhani
- Frank Heuer
- Mark Purdy
- Srinivasan PN

Cybersecurity – Services and Solutions

- Andrew Millroy
- Benoit Scheuber
- Bhuvaneshwari Mohan
- Frank Heuer
- João Mauro
- Yash Jethani

Enterprise Service Management (ESM) – Services and Platforms

- Ashwin Gaidhani

Google Cloud Partner Ecosystem

- Adriana Frantz
- Mark Purdy
- Maharshi Pandya
- Sonam Chawla
- Tapati Bandopadhyay

Intelligent Robotics and Physical AI Services

- Yash Jethani

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Managed Network Services (MNS)	Dr. Kenn Walters	Yash Jethani				
Microsoft Cloud Ecosystem	Ashwin Gaidhani	Axel Oppermann	Cristiane Tarricone	Siddharth Idnani		
Network – Software Defined Services and Solutions	Dr. Kenn Walters	Yash Jethani				
Oracle Cloud and Technology Ecosystem	Cristiane Tarricone	Maharshi Pandya	Roman Pelzel	Siddharth Idnani	Sonam Chawla	
Private/Hybrid Cloud – Data Center and Multi Public Cloud	Manoj	Meenakshi Srivastava	Pedro Maschio	Shashank Rajmane	Ulrich Meister	Wolfgang Heinhaus
SAP Ecosystem Partners	Maharshi Pandya	Mara Kukla	Oliver Nickels	Tarun Vaid		

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Salesforce Ecosystem Partners

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ServiceNow Ecosystem Partners

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Advanced Analytics and AI Services
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- Marcio Tabach
- Saravanan

Amazon Connect Ecosystem
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Contact Center/ Customer Experience Services
- Kenn Walters

Cloudera Ecosystem
- Sonam Chawla

Databricks Ecosystem
- Hemangi Patel
- Gowtham Kumar

Digital Engineering Services
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- Tapati Bandopadhyay
- Srinivasan PN

Digital Engineering Services- Midsize
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Service	Experts
Finance and Accounting (FAO) BPO Services	Gaurang Pagdi
Generative AI Services	Gowtham Kumar, Hemangi Patel, Marcio Tabach
Global Capability Centers (GCC) Services	Gaurang Pagdi
Intelligent Automation Services	Mark Purdy, Sameen Mohammed Siddique
Palantir Ecosystem	Gowtham Kumar
Payroll Services and Solutions	Rachel Anderson
Procurement BPO Services	Tarun Vaid

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Snowflake Ecosystem Partners
- Hemangi Patel
- Gowtham Kumar

Specialty Analytics and AI Services - Lifesciences and Healthcare, Supply Chain, Insurance & GRC
- Manav Deep Sachdeva
- Saravanan

Supply Chain Services
- Sidney Nobre
- Tarun Vaid

UKG Ecosystem
- Gaurang Pagdi

Workday Ecosystem
- Ashwin Gaidhani
- Gaurang Pagdi

A Glimpse into ISG Provider Lens® Award Ceremony

About ISG

What matters most to your business?
Our advisory is focused on it.

AI
Optimize existing operations and build new revenue generating opportunities with AI technologies.

Benchmarking
Track and meet your price, cost, performance and quality objectives.

Business Processes
Transform general and administrative processes to deliver new efficiencies and unleash superior business value.

Cloud Advisory
From strategy to implementation to managed services, we help you to define your Cloud journey.

Cognitive and Analytics
Accumulate data capital and monetize it effectively.

Cost Optimization
Drive greater value for your enterprise and get the most efficient and effective business operations and technology.

Cybersecurity
Transform your existing information security into an agile and vigilant operation to protect your enterprise.

Digital Engineering
Move into a differentiated position in a secured, intelligent and connected economy.

Future of Work
Integrate the best of digital, physical and human solutions.

HR Technology and Transformation
Engage the workforce of tomorrow and deliver value to the business in a new way.

Networks
Create an optimal, right-fit network services strategy that adds significant value to your business.

Organizational Change Management
Empower your people to realize benefits faster and increase productivity through technology usage.

Software
Optimize your strategic software suppliers and ecosystems.

Sourcing
Find the right partners and make the best deals. Sourcing, negotiating and contracting methodology, expertise and platform.

Technology Modernization
Architect your organization's infrastructure and applications for success.

...with deep expertise
in 20 industries.

Banking	Chemical	Communications	Consumer Packaged Goods	Energy
Financial Services	Healthcare	Higher Education	Hospitality	Insurance
Life Sciences	Manufacturing	Media	Public Sector	Private Equity
Retail	Technology	Transportation	Travel	Utilities

A Selection of Our 900 Clients

ISG

isg-one.com

ISG (Nasdaq: III) is a global *AI-centered* technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth. The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.