ISG Provider Lens™

2020

Analytics - Solutions and Service Partners 2020

imagine your future®

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 700 clients, including more than 75 of world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit www.isg-one.com.

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Definition

The digital transformation continues to make headway across verticals and is being viewed as the journey that allows organizations to sustain and succeed in the prevailing business environment. Data analytics, allowing increased and early insight into customer experiences, products and service adoption, are paramount to building resilient and future-ready businesses. Organizations increasingly seek to gather, store and analyze data from varied sources, however, they lack the discipline and know-how to build effective statistical models leveraging strong scientific processes. This has led to the increased demand for data scientists capable of discerning complex business problems as well as extracting actionable insights and meaningful conclusions from the vast amount of organizational data.

Recruiting an army of data scientists is no answer for the effective usage of analytics because these resources are rare. In addition, organizations often need to contend with the challenges of building the right architecture for the collection, storage and processing of data. Business leaders struggle with traditional data-warehousing structures that lack the necessary scalability and processing capabilities, given the enormous rise in data volumes. Organizations rely on specialized data engineering service providers with capabilities to implement the necessary infrastructure to achieve efficient data pipelines and scalable data lakes that drive effective data analytics.

As more businesses shift to digital operations, the cloud has become the inevitable investment choice for infrastructure, applications and the platform, due to cost, scalability and availability benefits. Organizations looking at running their analytics in such an environment are overwhelmed with the range of services available and the complexity of integration with the existing infrastructure for data storage. This development has led to the demand for service providers with strong cloud consulting and integration capabilities as well as partnerships with leading cloud providers.

Organizations also face continuous operational challenges in governance and management of data due to the sheer enormity. Other challenges include the complexity of data capture, preparation, segregation of structured and unstructured data, curating and cataloguing data to drive efficient analysis and storage in line with ongoing requirements and regulation. Expertise in data handling and data lifecycle management, including storage, archiving and deletion, are gaining importance as business decisions are increasingly relying on data analytics.

In addition, the growing reliance of multiple organizational functions on data analytics to improve their operations and achieve business metrics has warranted the need for self-service analytics solutions. There is significant demand for solutions that can drive analytical reports with an intuitive user interface and simple querying capabilities. The drive toward cloud is also rendering the necessity of a platform-based solution, where analytics is provided as a service. Business leaders are demanding analytics reporting solutions that can deliver insightful visualizations with capabilities to generate real-time reports across different platforms and devices.

This ISG Provider Lens™ study offers the following to IT and business decision makers:

- Transparency on the strengths and weaknesses of relevant providers;

- A differentiated positioning of providers by segments;

- Perspective on different markets, including the U.K., the Nordics (including the Baltics), Germany, Brazil and the U.S.

Our study serves as the basis for important decision-making in terms of positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their existing vendor relationships and potential engagements.

Quadrants Research

As part of this ISG Provider Lens™ quadrant study, we are introducing the following six quadrants on the data analytics solutions and services:

Simplified illustration

Data Analytics Services & Solutions			
Data Analytics Services			
Data Science Services	Data Engineering Services	Data Infrastructure and Cloud Integration Services	Data Lifecycle Management Services
Data Analytics Solutions			
Self-Service-Analytics and BI Platforms As-a-Service		Analytics Reporting Solutions	
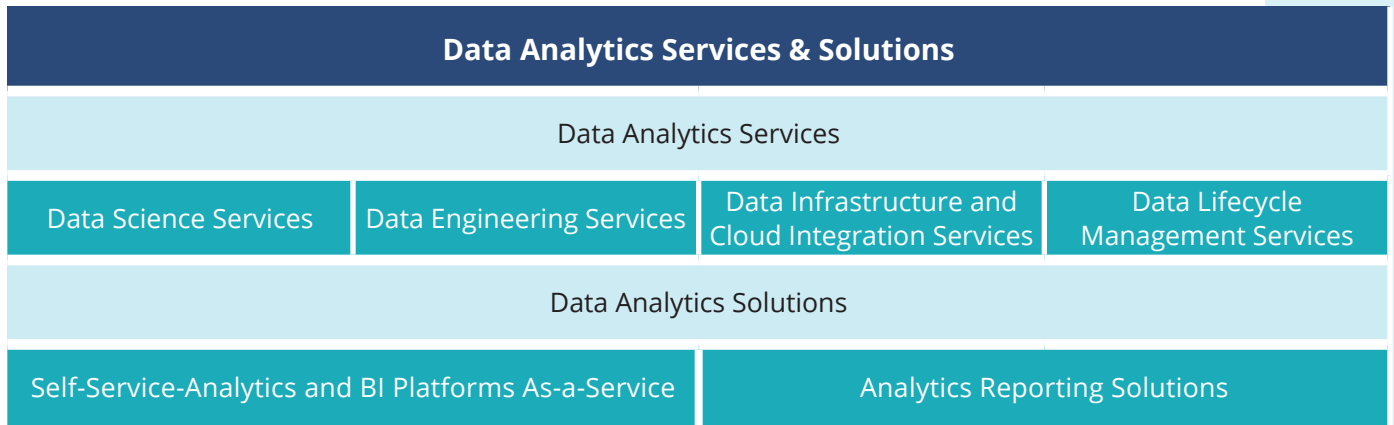
Source: ISG 2020

Data Science Services

Data Science Services are offered by service providers that use science-based methods, processes, algorithms and systems to extract knowledge, patterns and conclusions from both structured and unstructured data. The aim is to define and deploy the right questions to filter out relevant information from vast amounts of data streams.

Eligibility criteria:

- Strategy, vision and consulting expertise;

- Approach methodology and range of the service portfolio;

- Competence and number of data science experts in the respective regional markets;

- Technological expertise and competence for independent consultation and choice of solution providers.

Data Engineering Services

Data engineering services involve the collection and aggregation of data from structured, semi-structured and unstructured sources. Data is obtained from different systems, processed in context and is made available in a structured manner as per access settings.

Eligibility Criteria:

- Technology know-how and architectural consulting;

- Approach taken, methods applied and the depth of the service portfolio;

- Competence and the number of data engineering experts in the respective regional markets;

- Ability for independent consultation and choice of solution providers.

Data Infrastructure and Cloud Integration Services

Data infrastructure and cloud integration services involve the integration of the technical infrastructure and services for cloud analytics. The integration includes services which need to be provided through public, private and hybrid cloud architectures.

Eligibility criteria:

- Technology know-how and architectural consulting;

- Resources available and the expertise in integration of analytics in the public cloud environment in the respective regional markets;

- The approach, the methods used and the depth of the service portfolio;

- Ability for independent consultation and choice of solution providers.

Data Lifecycle Management Services

Data lifecycle management services refer to the capabilities of developing and implementing data governance systems, policies as well as procedures for the effective and efficient management of data. In an increasingly stringent regulatory environment, data handling service providers are tasked with end-to-end management of storage, sharing, archival and retrieval of data adhering to relevant compliance practices.

Eligibility criteria:

- Technology know-how and architectural consulting;

- Resources available and the expertise in the storage, management and maintenance of data in a cloud environment in the respective regional markets;

- The approach, the methods used and the depth of the service portfolio;

- Ability for independent consultation and choice of solution providers.

Self-Service-Analytics and BI Platforms As-a-Service

Self-Service Analytics and BI Platforms as-a-Service are software solutions in the as-a-service category for business intelligence and business analytics functionalities. These include modular solutions which combine the complex analysis of large amounts of multi-structured data with ease of use required for handling by non-technical employees. These solutions also offer the user with simple querying capabilties, enhanced UI and visual dashboards.

Eligibility Criteria:

- Multiple access to different databases and file types including CSVdata, Text, Excel and XML;

- Capability to generate relevant analyses, trend forecasts and correlations without needing additional programming or statistical knowledge;

- An intuitive user-interface for expert users without technological background;

- Diverse presentation options for the presentation of data-analysis in the form of diagrams, graphs or geographical distribution.

Analytics Reporting Solutions

Analytics Reporting Solutions are offerings for visualising data, processed from various sources, on a plethora of different dashboards or projecting environments such as industrial monitoring systems, smartphones and car displays. The aim is to display information in such a way that decisions can be supported or brought about. One current critical case is Dashboards for Remote Monitoring (and Maintenance).

Eligibility Criteria:

- Strategy, vision and technological leadership;

- Product features and portfolio range as well as roadmap;

- USP, skills, architecture and solution-design;

- Service, support and complementary solutions.

Quadrants by Region

Quadrants	U.S.	Germany	Brazil	UK	Nordics
Data Science Services	√	√	√	√	√
Data Engineering Services	√	√	√	√	√
Data Infrastructure and Cloud Integration Services	√	√	√	√	√
Data Lifecycle Management Services	√	√	√	√	√
Self-Service-Analytics and BI Platforms As-a-Service	√	√	√	√	√
Analytics Reporting Solutions	√	√	√	√	√

Schedule

The research phase falls in the period between **July and October 2020**, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in **December 2020**.

Milestones	Beginning	End
Survey phase	July 22, 2020	August 19, 2020
Sneak previews	November 05, 2020	December 10, 2020
Content provisioning	December 17, 2020	
Press Release	December/January 2020	

Please refer to the link below to view/download the ISG Provider Lens™ 2020 research agenda:
https://isg-one.com/docs/default-source/default-document-library/ipl-annual-plan-2020.pdf

Link to Survey

Your participation is just a click away. Please use our IPL Portal for submitting information. Use the credentials that you have already created. If you have not created them yet, please use your email ID as UserName and generate your individual password by clicking "forgot password" option.

Research Production Disclaimer:

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing work identified by the clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not to produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by lead analysts.

Partial list of companies being invited for the survey

Are you in the list or do you see your company as relevant provider that is missing in the list? Then feel free to contact us to ensure your active participation in the research phase.

*um (Orange Business Services)	Board International
1010data	Bosch
A10 Analytics	Boston Consulting Group (BCG)
A3Data	Buxtonco
Accenture	Capgemini
Adobe	Cappra Institute
Alexander Thamm	Cetax
Algartech	CGI
All for One Group	Cisco
Allgeier ES	Cloudera
Alter Solutions	Cognizant
Alteryx	Cubeware
Aquarela	D2 Data Science
AT Kearney	Data Sprints
Atos	Datalife
Avanade	Datameer
Avantgarde Labs	datapine
Avaya	Datawatch
AWS	DBA Solutions
Bain & Company	Deal
BDS Data Solution	Dell Technologies
Birlasoft	Deloitte
Birst	Denodo
Blue Yonder (JDA)	Dextra

doubleSlash	Inter Systems
DXC Technology	iTAC Software
Economapas	ITG Analytics (Alterix)
Eleflow	iTizzimo
Elo Group	Kamai
Empolis	Keyrus (France)
eoda	KPMG
Ernst & Young	Kriptos
Everis	Leega
Extreme Digital Solutions	Logicalis
FORCAM	MaibornWolff
Geofusion	McKinsey & Company (Quantum Black)
Good Data	Medidata
Google	Meta
HCL	Microsoft
HPE	MicroStrategy
IBM	Mindtree
Icaro Tech	mVISE
Info4	Nemetris
Informatica	Neoway
Information Builders	Nordica
Infosys	NTT DATA
Intelligence (FH)	Oncase (Pentaho)

Operdata	Sonda IT
Oracle	Splunk
pmOne	STATWORX
Predicta	Stefanini
Programmer's Beyond IT	Tableau
Proscore	Talend
PTC	TCS
PWC	Tech Mahindra
Qlik	Teradata
Reply	TIBCO
Roland Berger (Terra Numerata)	Tivit
Salesforce	TOTVS
SAP	Transunion
SAS	Triscal
Semeq	T-Systems
ServiceNow	Unisoma
Sisense	Unisys
Softech	VMware
Software AG	Wipro
Solita	Woodmark

Contacts for this study

Dr. Henning Dransfeld
Lead Analyst – Germany and UK

Marcio Tabach
Lead Analyst – Brazil

Gowtham Kumar
Lead Analyst – U.S. and Nordics

Vanessa Scheffer
Global Project Manager

Do you need any further information?

If you have any questions, please contact us at isglens@isg-one.com.