ISG Provider Lens™

2021

Enterprise Service Management – Tools and Services 2021

imagine your future®

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Definition

The Enterprise Service Management – Tools and Services 2021 study examines various offerings around enterprise-wide service management issues and solutions. A basic distinction is made between consultative services and the tools to manage such services that cross organizational boundaries of a company or enterprise or even go beyond the boundaries of the firms. The consultative services are further categorized into services that prepare organizations to highly automate the execution of the underlying processes through the use of such tools (change the business) and services to implement and integrate these tools into sophisticated application landscapes.

In addition, the study examines service providers that offer managed application services focusing on operational support for productive enterprise service management applications (run the business).

The ISG Provider Lens™ study offers the following to the information technology (IT) decision-makers:

- Transparency of the strengths and weaknesses of relevant providers

- Differentiated positioning of providers by segments

- A perspective on different markets, including the U.S. and Germany

Our study serves as an important decision-making basis for positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also leverage information from these reports for evaluating their current vendor relationships and potential new engagements.

Quadrants Research

As part of the ISG Provider Lens™ quadrant study, we are introducing the following four segments on Enterprise Service Management (ESM) — Tools and Services:

Simplified illustration

Enterprise Service Management – Tools and Services 2021	
ESM Consulting & Transformation Services	Mid-market
	Large Accounts
ESM Implementation & Integration Services Providers	Mid-market*
	Large Accounts*
ESM Tools Providers	
ESM Managed Services Providers	

*Possibly Germany only

Source: ISG 2020

Definition of segments

ESM Consulting & Transformation Services

This segment addresses the providers of consulting services to change the business. The providers in this quadrant help enterprises improve their service philosophies and strategies. They also help clients expand their existing IT services into enterprise services by extending processes across organizational boundaries. With the knowledge of available tools to automate and integrate such processes, the firms in this quadrant enable clients to understand the ESM blueprint of their company.

Main evaluation criteria for this segment are as follows:

- Use of reference models and templates

- Experience in service management design and implementation

- Knowledge about available ESM tools

- Knowledge about core Enterprise Services

- Certifications with standard bodies

- Experience with organizational change principles

ESM Implementation and Integration Services

This segment addresses providers that are highly specialized in integrating ESM tools into client's existing application landscape. Although robust knowledge about the tools to be implemented is a key requirement, integration with other major standard software solutions that are usually part of the sophisticated enterprise service system landscape is required. The services include configuration and implementation   of the respective applications for the client, integration within the customer's system landscape, data migration and go-live support. Ensuring continuous operation of the service management solution in regard to DevOps principles is another important necessity.

Main evaluation criteria for this segment are as follows:

- Broad technical experience of tools in scope

- Use of predefined solutions, accelerators and templates

- Experience in system, data and process integration

- Knowledge about specifics in Enterprise shared services

- Approach to ensure maintainability of installations

ESM Tools Providers

This quadrant addresses providers that offer software that deliver capabilities to create defined services for enterprise-wide use. While offering customer-specific workflow design capabilities for different business functions, the tools shall ensure data integrity across different organizations, access control, provide escalation procedures and other automated service functions.

Eligibility criteria:

Main evaluation criteria for this segment are as follows:

- Functional capabilities for key enterprise services such as IT, human resources (HR), finance and accounting (F&A), facilities management and others
- Access control and user/role management
- Integration capabilities
- Use of emerging technologies
- Breadth and flexibility in provisioning models
- Partner ecosystem

ESM Managed Services Providers

The assessment in this quadrant covers the capability of providers to offer managed services for maintenance and support functions that include monitoring, remote support, centralized management of ESM applications, data quality management, data security and compliance-related aspects. In the case of large enterprise clients, the capability to provide these services in the context of global reach and sophisticated application landscapes comprising a variety of solutions from different software providers is considered for the assessment.

Main evaluation criteria for this segment are as follows:

- Breadth of service portfolio
- Maturity of delivery and contract models
- Experience with support for ESM applications
- Broad customer base
- Delivery capabilities with proximity to customers
- Existing technology partnerships with key software providers
- Local use cases and references

In addition to the criteria mentioned above, the following evaluation criteria apply to all the segments:

- Unique differentiators
- Economic stability
- Market position

Quadrants by Region

Quadrants	U.S.	Germany
ESM Consulting & Transformation Services	√	√
ESM Implementation and Integration Services	√	√
ESM Tools Providers	√	√
ESM Managed Services Providers	√	√

Schedule

The research phase is between **October 2020 and November 2020** during which survey, evaluation, analysis and validation will take place. A presentation of the results to the media is planned for **February 2021**.

We will roll out the survey on an online platform. The invites will be sent with links for you to fill in the responses and submit.

Milestones	Beginning	End
Launch	Oct 29, 2020	
Survey Phase	Oct 29, 2020	Nov 23, 2020
Sneak Preview	Dec 2020	
Press Release	Feb 2021	

Access to Online Portal

You can view/download the questionnaire from here using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

Please refer to this link to view/download the ISG Provider Lens™ 2020 research agenda.

Research Production Disclaimer:

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

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 from the list? Then feel free to contact us to ensure your active participation in the research phase.

4me	Cloudaction	Flycast Partners
Accenture	Cognizant	Foulk Consulting
Alchemy Tech Group	Column Technologies	Fujitsu
Alcor	Compulink	Fusion Global Business Solutions
Ameex Technologies	ConnectAll	Futuredat
Ascend Integrated	Consulting4IT	G2 IT
Aspire Systems	Critical Design Associates	Grant Thornton
Avanade	Crossfuze	Genpact
Beyond 20	Dell	Green Light
Blu Systems	Deloitte	HCL
Booz Allen Hamilton	DXC Technology	Hexaware
Capgemini	Emtec	HPE
Carahsoft	Engage ESM	IBM
CDI	Envecon	Indrasoft
Cerna Solutions	EPAM	Informa (HDI)
CGI	Ernst and Young LLP	Infosys
Checkpoint Technologies	Excalibur	Insight
Cherwell	Exccon	Intact
ClientFocus	Expertize	Integral Consulting Services

ITC GmbH	Pathways Consulting Group	Stefanini
ITSM Group	Praecipo Consulting	StrataCom
KPMG	Prevolution	SYSback
LTI (L&T)	Profi.com	T4S Partners
ManageEngine	ProV International, Inc	TCS
Materna	PWC	Tech Mahindra
Melillo Consulting	Ramge soft	The Gomel Group
Meritide	Rapid Technologies	T-Systems
Mindtree	Red Shift Consulting	Tx3
Mobius	Renner Brown	Unisys
Mphasis	Results Positive	VerisVisalign
Navvia	RightStar	V-Soft Consulting
NCSI	RJR Innovations	Vyom Labs
Netcenergy	ScienceSoft USA	Wipro
Netgo	Seavus	Zensar
NTT DATA Services	Serviceberry	
Online Business Systems	ServiceNow	
Orange Business Services	SHI	
Orbit	Softtek	
Partner IT	Sopra Steria	

Contacts for this study

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Do you need any further information?

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