

Enterprise Service Management – Services

ESM Study evaluates the services offerings across business, organizational, and technology practices.



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Enterprise service management (ESM) is an evolving capability as organizations integrate various functional practices to accelerate business transformation. The effective way to realize value from the ESM capability is when enterprise clients and service providers align their approaches to bring in an enterprise-wide portfolio as a connected, value-generating initiative. Business leaders must consolidate practices to build an integrated service portfolio. Service providers must act as a partner in designing and integrating their offerings to support this business mindset, catering to the needs around consulting, implementation and managed services.

This study covers the breadth of capabilities offered by service providers with functional knowledge, industry process experience, and diverse IT and software support competencies. They should deliver all types of services that

are required to run processes across the enterprise portfolio. These services cover the skillset (resources), toolset (systems) and mindset (attitudes and perspective) attributes of a service provider to govern, manage and improvise the current state to a mature and resilient stage.

ESM is a set of business, technology and organizational support processes that leverage tools, practices and methods for holistic business-value creation. This study focuses on a service provider's capability and competency to design, deploy and manage processes, frameworks, tools and workflows to accomplish an organization's initiatives.



Key focus areas of enterprise service management – services for 2023

ESM Consulting Services

**ESM Managed Services for
Converged IT and Business Ops**

**ESM Implementation and
Integration Services**

Simplified Illustration Source: ISG 2022

The ISG Provider Lens™ Enterprise Service Management – Services 2023 offers the following to business and IT decision-makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments
- Focused on the U.S.

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



Definition

ESM consulting services bridge the gap between IT and business to connect enterprise streams and build a seamless collaboration between ITSM and ESM portfolios. Translating business and IT languages helps define one enterprise's objective. This quadrant evaluates service providers that transform the enterprise services landscape to improve their service philosophies and strategies through consulting services. These providers assist enterprises in understanding the changing market course and guide them in designing the right business, service and technology models. They also enable enterprises to reach their desired future state by recommending tools and solutions to build a sustainable and resilient business.

Eligibility Criteria

1. **Use of reference models, assessment frameworks templates and best practices** to drive ESM initiatives across the business, organizational and IT portfolios
2. Capability to **design service transformation strategy and roadmap** in the IT and business service management area
3. **Digital business transformation** competency focusing on enterprise-wide portfolios
4. **Qualified and certified professionals** in IT, organizational support and business-specific process consulting
5. **Knowledge of enterprise services, processes, workflows, tools and platforms**
6. **Tool and technology certifications, accreditations** (ITSMF, PMI) and associations with standard bodies (TOGAF)
7. Competency of the provider teams to help clients in **solution designing and assembling a service portfolio** (IT and non-IT)
8. Experience in **organizational and technology change management** principles and guidance to achieve conformance with regulatory, compliance and governance frameworks



Definition

This quadrant evaluates the service provider's ability to deliver system maintenance and service management across enterprise portfolios, including IT and business operations. The converged IT services portfolio enables the control and monitoring of business systems, IT operations and corporate services. These include infrastructure, applications monitoring and performance. Additionally, this study will review providers for business process support and operations capabilities built around specific business verticals and organizational functions. Modernizing the service support abilities will be a critical aspect to review. Finally, the quadrant will examine the capability of providers to offer these services globally in application landscapes comprising solutions from different software providers.

Eligibility Criteria

1. **Breadth of service portfolio**, including IT and business process
2. **Measuring success parameters** of IT value drivers mapped to business value drivers
3. **Demonstrate operational and technical support** experience in ESM tools and corresponding workflows
4. **Breadth of application management services, functionality upgrades, and custom requirements**
5. **Options to choose from multiple service delivery and engagement models**
6. **Resource availability and competency** for management of ESM software
7. **Ability to drive service operations across all enterprise portfolios** and competency levels



ESM Implementation and Integration Services

Definition

This quadrant analyzes providers with a broad set of ESM software implementation and integration capabilities within the enterprise landscape. The focus is on deep knowledge of technical and project management practices for planning, designing, developing and deploying standard software solutions for enterprise portfolios that include business, service lines and information technology systems. Implementation concentrates on installation, configuration and operationalizing the software for IT and business functions. The integration activities connect supplementary and complementary systems across all portfolios to enhance efficiency and productivity.

Integration covers knowledge of different software tools and bespoke components to connect systems for data transfer, collection and analysis. The study will also evaluate providers on the methodology, frameworks and practices exercised during the implementation and integration activities.

Eligibility Criteria

1. Expertise in a broad set of **ESM technical implementation and integration** of tools, software and platforms
2. Usage of **accelerators and custom solutions** for various ESM software deployment
3. Ability to **design technical solutions** as per reference architecture aligning to the described needs of the business
4. Expertise in **application optimization, support and testing services**
5. **Demonstrated use of software deployment methodologies** (agile) and practices (DevOps) during ESM software deployments and upgrades
6. Ability to **drive implementations and integrations with major hyperscale providers** and on-premises
7. Expertise in **process integration and migration** with knowledge of IT and non-IT functions across enterprise portfolios



Quadrants By Region

As part of this ISG Provider Lens™ quadrant study, we are introducing the following three quadrants for the Enterprise Service Management – Services 2023 report:

Quadrant	U.S.
ESM Consulting Services	✓
ESM Managed Services for Converged IT and Business Ops	✓
ESM Implementation and Integration Services	✓



The research phase will occur in November and December 2022, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in April 2023.

Milestones

	Beginning	End
Survey Launch	November 15, 2022	
Survey Phase	November 15, 2022	December 13, 2022
Sneak Preview	February 2023	
Press Release & Publication	March 2023	

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

Access to Online Portal

You can view and 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!

Research Production Disclaimer:

ISG collects data for the purposes of writing research and creating provider or 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 or vendor for outsourcing the work identified by clients. We collect this data 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 and vendors and on the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.



ISG Star of Excellence™ – Call for nominations

The Star of Excellence is an independent recognition of excellent service delivery based on the concept of “Voice of the Customer.” Designed by ISG, the Star of Excellence program collects client feedback about service providers’ success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments. To ensure your selected clients complete the feedback for your nominated engagement, please use the client nomination section on the Star of Excellence [website](#).

We have set up an email where you can direct any questions or provide comments: ISG.star@isg-one.com. This email will be checked daily. Please allow up to 24 hours for a reply.



Contacts For This Study



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ISG Provider Lens™ Advisors Involvement Program

ISG Provider Lens™ Advisors Involvement Program ISG Provider Lens offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three advisors participate as part of each study's quality and consistency review team (QCRT).

The QCRT ensures each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct.

ISG advisors participate in each study as part of the QCRT group and contribute at different levels depending on their availability and expertise.

The QCRT advisors:

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

ISG Advisors to this study



Yadu
Singh

**EMEA Lead,
Digital Platforms and
Solutions**



Bill
Huber

**Partner,
Digital Platforms and
Solutions**



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

* Rated in previous iteration

Accelare	Bravium Consulting Inc.	Contegix	Epicor
Accenture*	brightfin	Contender Solutions	Ernst & Young
Acorio	CAI (Computer Aid Inc)	Coreio	Evergreen Systems
Acumatica	Capgemini*	Covestic	Excalibur
Advance Solutions Corporation	Cask *	Critical Design Associates	EXL
Aeritae	CDI	Crossfuzze	FinancialForce
AHEAD	CDW Logistics	CSS Corp (Movate)*	Flycast Partners*
Alcor Solutions	CGI*	Dell	Foulk Consulting
Alemba	Cloudaction	Deloitte*	Fujitsu*
ASGN	Cognizant*	DO IT WISE	Fully Managed
Aspire Systems	CompuCom Systems	DXC Technology*	Fusion Global Business Solutions
Atos (Engage ESM)*	Compulink	Edgile	FX INNOVATION
Beyond 20	Concurrency	Emtec	G2 IT
Birlasoft	ConfigureTek	Envecon	Genpact
Booz Allen Hamilton	ConnectALL	EPAM	Grant Thornton



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Green Light	InSource	Mindtree*	Praecipio Consulting
HandCloud	Intact	Mobius	ProV International
HCLTech*	Integral Consulting Services	Mphasis	Proven Optics
Hexaware*	ISM	Navvia	PWC
HGC Technologies	ITS Partners	NCSi	QAD
Hitachi Vantara	Kloves Inc.	Ness Digital Engineering	Quint Technology
HPE	KPMG*	NetCenergy	Rackspace
IFS Assyst*	Kyndryl	NTT DATA*	Ramco
InfoBeans	Logicalis	Nuvolo	RapDev
Infocenter	LTI*	Online Business Systems	Renner Brown
Infor	Maryville Consulting Group	Oracle	ResultsPositive
Infosys*	Mastek	Partner IT	RightStar*
Inmorphis	Melillo Consulting	Pathways Consulting Group	RJR Innovations
INRY (IntegRhythm)	Mercer	Pegasystems	RSM US LLP
Insight	Meritide	Plex	Sage Group



Invited Companies

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

* Rated in previous iteration

SAIC	SysPro	VerisVisalign
Salesforce	T4S Partners	Virtusa
Savli Group	TCS*	Volteo
ScienceSoft USA	Tech Mahindra*	V-Soft Consulting
Serviceberry	TEKsystems*	Vyom Labs
SHI	The Anti	Wipro*
Sigital LLC	The Gommel Group	WNS
SilverStorm Solutions SL	Trianz*	World Wide Technology
Softtek	Tricentis	Zensar Technologies
Solugenix	Unisys*	
StrataCom	Unit4	
Synoptek	UST	



*ISG Provider Lens™

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

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

*ISG Research™

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*ISG

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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.





NOVEMBER, 2022

REPORT: ENTERPRISE SERVICE MANAGEMENT – SERVICES