ISG Provider Lens™

2019

Private/Hybrid Cloud - Data Center Services & Solutions 2019

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 75 of the top 100 enterprises in the world, 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; technology strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Connecticut, ISG employs more than 1,300 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.

Table of Contents

Definition

Private clouds are an extension of the existing computing environments at enterprises, and they leverage what the enterprises have already invested in virtual infrastructure and applications. Enterprises or businesses with strict security and governance requirements, exorbitant data volumes and a need for tight integration with other enterprise applications and workflows are best suited for on-premise deployments and operations. Service providers help enterprises implement cloud technology to create private clouds (virtual compute, networking and storage resources) in their data centers. A hybrid cloud combines the best of on-premises infrastructure, private and public cloud services.

A hybrid cloud setup connects the existing on-premises infrastructure services with a private or public cloud or both. The goal is to combine services and data from a variety of cloud models to create a unified, automated and well-managed computing environment. Hybrid clouds allow businesses to leverage the capabilities of public cloud platform providers without offloading their entire data to a third-party data center. This provides greater flexibility, while keeping the vital components within the company's firewall.

Data center outsourcing is the practice of outsourcing the responsibility for provisioning, monitoring and management of computing and storage resources to a third-party provider. The data center may be owned by the enterprise, the service provider or a third-party colocation provider. Monitoring services are usually provided from the provider's location and called remote infrastructure management services.

The ISG Provider LensTM study offers IT-decision makers:

- Transparency on the strengths and weaknesses of relevant providers;

- A differentiated positioning of providers by segments;

- Focus on different markets, including global, U.S., Germany, Switzerland, U.K., Australia and New Zealand, Brazil and Latin America.

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 new engagements.

Quadrant Research

As part of this ISG Provider Lens™ quadrant study, we are introducing the following seven quadrants on private/hybrid cloud — data center services and solutions:

Private/Hybrid Cloud - Data Center Services & Solutions 2019	
Managed Services - Private & Hybrid Cloud Solutions	Managed Hosting - Private & Hybrid Cloud Solutions
Managed Security Services - Private & Hybrid Cloud Solutions	Managed Containers as a Service
Hybrid Cloud Management Platforms	Hyper Converged Systems
Colocation Services	

Managed Services - Private & Hybrid Cloud Solutions

This quadrant assesses a provider's ability to provide ongoing management services for data center infrastructure and platforms that consist of servers, middleware, storage, databases and networking components. Infrastructure may be in the data center of a client or service provider or co-located in a third-party facility. Transition services are projects that include large-scale consolidation, virtualization and cloud enablement and are increasingly based on software-defined infrastructure (for example, software-defined data centers [SDDCs]).

Eligibility criteria:

- Ability to service data center infrastructure (servers, middleware, storage, databases and networks) by themselves and not through partners

- Established or emerging basic/standard relationships with one of the major public cloud hyperscale providers such as AWS, Microsoft, Google or IBM

- Ability to provide services within a client's premises or remotely and preferably through its own remote infrastructure management (RIM)/shared services center

- Experience in large transition projects that include consolidation, virtualization of data centers and cloud enablement

- Ability to act as an extension of the clients' IT organization and get involved in creating blueprints, architecture frameworks and management processes at the client's location

Managed Hosting - Private & Hybrid Cloud Solutions

This quadrant assesses service providers that offer standalone* enterprise-grade hosting solutions using their own facilities and infrastructure. They should also be responsible for day-to-day management and maintenance of data center equipment such as servers, storage and operating systems. A provider monitors various IT resources such as legacy systems and private and public clouds via its hybrid cloud hosting platform.

Eligibility Criteria:

- Ability to offer enterprise-grade hosting solutions using provider's own facilities and infrastructure

- Capability to offer active-active disaster recovery and backup services

- Capacity to securely manage and maintain the entire data center equipment and technology stack

- Capability to maintain dedicated servers and storage, as well as shared cloud resources, on the same network and management platform

- Provision for at least five layers of physical security in the data center

Standalone services only – not applicable to outsourcing providers that offer managed hosting through third-party owned infrastructure, as part of a larger data center outsourcing deal.

Managed Security Services - Private & Hybrid Cloud Solutions

This category includes consulting, training, integration, maintenance, support or management of security services. Managed security services comprise the operations and management of an IT security infrastructure for one or several customers via a security operations center (SOC). Typical services are spam detection and prevention, security and penetration testing, security consulting, firewall management and intrusion detection/intrusion prevention systems (IDS/IPS). Private and hybrid cloud environments require highly flexible, ongoing (real time) protection of data and identities granted access against current and future threats without compromising system performance. This analysis examines services that do not have an exclusive focus on the respective provider's own proprietary products.

Eligibility Criteria:

- Ability to provide data center security services such as spam detection and prevention, security information and event management (SIEM), encryption, identity and access management (IAM), security consulting, firewall management, vulnerability assessment and penetration testing (VAPT) and intrusion detection or intrusion prevention systems (IDS/IPS) remotely or at the client site

- SOCs are preferably to be owned and managed by the provider itself, along with the data center security services, and not predominantly by partners

- Support for both on-premises and SaaS-based cloud workloads

- Presence of at least one cloud Center of Excellence (COE) for innovating its security services

- Ability to have staff certified in CISSP, CISM, GSEC, GIAC, etc.

Managed Containers as a Service

This category includes the orchestration of container solutions as a service for applications, data, security and infrastructures with the purpose of developing and operating applications and the benefit of increased product/ service availability, platform flexibility and cost savings. Containers are an innovative vehicle for deploying, running, and scaling microservices. Professional management from a service provider not only offers the corresponding "node hardening" but also special services for container-based application operations such as monitoring, logging, patching or even predictive analyses for guaranteed performance and ensured security.

Eligibility Criteria:

- Ability to offer monitoring, logging, patching or predictive analysis for guaranteed performance and security purposes over the entire lifecycle of containers

- Established or emerging partnerships with at least one container orchestration and cluster management tools/services such as Kubernetes, Docker Swarm, Rancher, Nomad, OpenShift, etc.

- Capability to support hybrid cloud environments — a combination of private-hosted container services and public cloud offerings (CaaS from AWS, Microsoft Azure, GCP, IBM Cloud and others)

- Competencies in network performance management (SDN) and related domains such as agility through network automation

Colocation Services

This category has providers that offer professional and standardized data center operations as colocation services. This group also provides community access point for various hosting providers, system houses, carriers or telecommunication providers and end users. Colocation services are mainly opted by enterprise clients because they provide a standardized and professional data center setup, choice of different carrier providers, low latency and for lower bandwidth costs to deliver rich content or just critical/latency-sensitive information to users in and outside major metropolitan areas.

Eligibility Criteria:

- Ability to use a standardized data center architecture design for all colocation field offices that are very close to metropolitan areas

- Adept at providing colocation-hosting facilities with high-quality data network equipment

- Guaranteed power density to be able to support both current and future technologies

- Provision for at least five layers of physical security measures on the premises

- Ability to have colocation site receive appropriate certification such as SSAE 16, HIPAA, ISO 14001, ISO 22301, PCI DSS, NIST, FISMA, SOC Type I and II, etc. from one or more auditing companies

Hybrid Cloud Management Platforms

This category analyzes vendors whose technology appliances are used to build and operate infrastructures with a robust integrated management platform for on-premises, public, private and hybrid clouds within the customer's internal or the provider's remote data center. These appliances, which are within mutually coordinated tools, help IT administrators ensure that IT provisioning is in accordance with modern DevOps structures and containers. They serve as a basis for Software Defined Data Centers (SDDCs), fabric-based computing (cluster management) and serverless infrastructures that warrant compliance and standardization.

Eligibility Criteria:

- Ability to provide software technologies that are used to build and operate cloud infrastructures for managed on-premises, public, private and hybrid clouds

- Provision of providing chargeback and showback mechanism

- Provision of robust catalog services to deploy technologies stack, preferably in "one click," using automated workflows

- Capability to generate multiple reports which will be used by the leadership team

- Adept at providing a single pane of glass and self-service capabilities to various stakeholders

- Ability to ensure a secure environment for the client's data flow in the cloud management platform (CMP)

Hyper Converged Systems

This category analyzes vendors providing hyper converged systems that: are closely aligned or preconfigured hardware and software appliances, are blueprints designed to scale up or down and can centrally manage a scalable cloud infrastructure. These systems consist of network, storage and compute resources equipped with management software for orchestration purposes and are often the first step to build a private or hybrid cloud and be cloud ready. Hyper converged infrastructure makes data center resources as readily available as cloud services.

Eligibility Criteria:

- Software to provide a single orchestration layer across hyper converged infrastructure (HCI) components

- System Management software to aid in orchestration as well as disaster recovery operations

- Storage, compute and network to be independently configurable and scalable

- Ability to provide an agile professional service along with customizable implementations

- Adept at managing resiliency and reliability during an outage

Quadrants by Region

Quadrants	Global	USA	Germany	CH	UK	ANZ	Brazil	LATAM	Europe	Nordics
Managed Services - Private & Hybrid Cloud Solutions	√	√	√	√	√	√	√	√	CPQ	CPQ
Managed Hosting - Private & Hybrid Cloud Solutions	√	√	√	√	√	√	√	√	CPQ	CPQ
Managed Security Services - Private & Hybrid Cloud Solutions	√	√	√	√	√	√	√	√	CPQ	CPQ
Managed Containers as a Service	√	√	√	√	√	√	√	√	CPQ	CPQ
Colocation Services	√	√	√	√	√	√	√	√	CPQ	CPQ
Hybrid Cloud Management Platforms	√									
Hyper Converged Systems	√									

*CPQ = Candidate Provider Qualification

Note: We have highlighted some regions that do not have a quadrant report. The data for these regions is being collected for the Candidate Provider Qualification program.

Archetype Report

In this report, we identify and classify the typical buyers of data center outsourcing services (managed and transformation services) which nowadays look for transformational capabilities. We have identified five major segments of buyers:

- **Traditional Outsourcers** – buyers that focus primarily on cost reduction and seek outsourcing/staff augmentation assistance for basic monitoring activities;

- **Managed Services** – buyers looking for a broader suite of managed services with some elements of transformation;

- **Transformational** – buyers that have already achieved a high level of virtualization/standardization and are looking to transform their infrastructure further;

- **Pioneering** – buyers that aspire to achieve high levels of automation, orchestration and implementation of a software-defined infrastructure for boosting developer productivity;

- **Highly Regulated** – buyers that have significant compliance and security requirements.

Schedule

The research phase falls in the period between **January and May 2019**, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in **July 2019**.

Milestones	Beginning	End
Survey phase	January 22, 2019	February 14, 2019
Sneak previews	May 30, 2019	
Content provisioning	June 27, 2019	
Press release	July 04, 2019	

Please refer to the link below to view/download the ISG Provider Lens™ 2019 research agenda :
https://isg-one.com/docs/default-source/default-document-library/isg-provider-lens-annual-plan-2019.pdf?sfvrsn=c323cc31_0

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 the lead analysts.

Authors

Shashank Rajmane
Lead Analyst and Regional Analyst for Global and US

Pedro L Bicudo Maschio
Regional Analyst Brazil and LATAM

Heiko Henkes
Regional Analyst Germany

Manoj Chandra Jha
Regional Analyst UK and ANZ

Wolfgang Heinhaus
Regional Analyst Switzerland

Project Manager

Vanessa Scheffer
Global Project Manager

Do you need any further information?

If you have any questions, please do not hesitate to contact us at isglens@isg-one.com.

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.

365 Data Centers	Bluefjords AS	CloudHealth Technologies
Abiquo	Bluelock	Cloudyn
Accenture	BMC	Codero
AIS Data Center	BMC Software	Cogeco Peer 1
Akamai	Boras Elnat AB	Cogent Communications, Inc
Alcatel Lucent	Bredband2	Cognizant
Alibaba Cloud	Broadnet AS	Cohesity
Amazon ECS	BT (British Telecom)	Cologix
AppFormix	CA solutions	Colt Technology Services
Apprenda	CA Technologies	Commvault
Aqua	CAI	CompuCom
Argon Systems'	Capgemini	Connectria Hosting
ASG Group	Cegecom	Coresite
AT & T	CenturyLink	CoreSite Realty Corporation
Atantis Computing	CGI Group	Cormant
Atlantech Online, Inc.	Checkpoint Software	CtrlS
Atlantic Metro	CIBER	CtrlS Datacenter
Atos	Cisco	CYGRIDS
AWS	Cisco - CliQr	CyrusOne
AWS Fargate	Cisco Hyperflex	Cyxtera Technologies
Azure Web App for containers	Citrix Systems	DATA4
Barracuda Networks	Cloud 66	Databank
Basefarm AS	Cloudability	Datacenter.eu
Bell Techlogix	CloudBolt	Datacom
Blue Data	CloudFX	DataCore

Datafoundry	Fujitsu	Hydro66
Datapipe, Inc	Gompute AB	HyperGrid
Datrium	Google	IBM
DecisionOne	GPX	IBM
Dell Cloud Manager	GPX Global Systems Inc	Infinite Computer Solutions
Dell EMC	Green House Data	InfoQB
Diamanti	Green Mountain Data Center	Infosys
Digiplex	Gridstore	INTELLIT
Digital realty	HashiCorp	Internap
Dimension Data	Hatteland	Interoute
Docker	HCL	Interxion
DXC	Herman IT Ltd.	Interxion
ecodatacenter	Hetzner Online GmbH	IP Soft
Embotics	Hexaware Technologies	IP-Only Telecommunication AB
Empired Ltd	Hitachi	ITC Infotech
Ensono	Hitachi Vantara	ITsjefen AS
Equinix	Hivelocity Hosting	Jelastic
Ericsson	Host.net	Joyent
etixeverywhere	HostDime.com	Juniper Networks
Expedient	Hosting	Kinetic IT
Fiberdata AB	Hostway Services, Inc	Kontena
Ficolo Ltd.	HPE	KPIT Technologies
FireHost (Armor)	HPE Simplivity	Kubernetes
Forcepoint	HTbase	Kublr
Forsythe Technology	HTC Global Services, Inc	LeaseWeb
Fortinet	Huawei	Lefdal Mine Datacenter
Fortlax IT AB	HVE	Lenovo

Level 3 Communications	NTT Inc	Reliance
Liquid Web	Nutanix	RightScale (Acquired by Flexera)
Logicalis	Nxt Gen	Riverbed
LTI	Openshift Container as a platform	Robin Systems
Luxoft	Oracle Wrecker	Sangfor HCI
Maxta	Orange Business	Savvis
McAfee/ Intel Security	Palo Alto	Scale Computing
Mesos	Peak 10 + ViaWest	Scalr
Mesosphere	PhoenixNAP	Schneider Electric
MFX systems	Pivot3	Secureworks
Micro Focus	Pivotal	Sentinel Technologies
Microland	Pomeroy	ServerCentral
Microsoft	Port worx	ServiceNow
Mindtree	Portainer	SevOne
Mphasis	Portlane Networks	Siemens AG
Navisite	Promise VSkyCube	Sify
NEC	Psychz Networks	Sify Technologies Limited
Net4 Datacenter Mumbai	Puppet Enterprises	SimpliVity
NetApp	QCT	SingleHop
NetMagic	QTS Datacenters	Softtek
Netrality Properties	QTS Realty Trust, Inc	Solnet Solutions
NIIT Technologies	Quest	Splunk
Nimble	Quorum	Springpath
NimBoxx	Rackspace	Starwind
Nokia	Rancher	Stefanini IT Solutions
NTT Communications	Red Hat	Stockholm Internet eXchange
NTT Data	Rejlers Embriq	Stonefly

StoreSpeed AS	Telstra	Verizon
StorMagic	Telus International	Verizon Communications Inc.
Stratoscale	Teracom	VirtusaPolaris
Sungard	TerraHost AS	Virtustream
Supermicro	The ServInt Corporation	VMware
SUSE	Tierpoint	vXchnge
Symantec	Tieto	Weaveworks
Synoptek	Trend Micro	Webspesialisten AS
Sysdig	Trustwave	Windstream Communications
T5 Data Centers	T-System	Wipro
TATA Communications	Tulip Data City	WOW RACK
TCS	Turbonomic	Yash Technologies
Tech Mahindra	Twistlock	Zayo
TEKsystems	Unisys	Zensar
Telehouse	UST Global	