



ISG Provider Lens™

Infrastructure, Data Center and Private Cloud 2018

Definition

At a broad level, "Infrastructure, Data Center and Private Cloud" refers to 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 client or by the service provider or a third-party colocation provider. Monitoring and management services are usually provided from service provider locations and referred to as remote infrastructure management services, while some staff may also be present in the data center facility for specific support services. Typical outsourcing activities include Level 1,2,3 technical Support, server monitoring, application performance monitoring, storage and database administration, hosting, colocation, disaster recovery testing and execution, defining or setting up architecture, standards, and policies, transformation projects such as virtualization, consolidation, and cloud enablement services. For standalone services such as Colocation and Managed Hosting, the level of services/support vary from those in a fully managed datacenter outsourcing contract. As an example, a colocation provider will provide facilities and infrastructure to host equipment and some basic support services. However, all other aspects of infrastructure management are the client's responsibility and they may handle it themselves or outsource to a managed service provider.

The ISG Provider Lens™ study offers IT-decision makers:

- Transparency of strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments
- Focus towards different markets including global, Pan America, Germany, UK, Pan Europe, ANZ and Brazil

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 in evaluating their current vendor relationships and potential new engagements.

Quadrant Research

As part of the ISG Provider Lens™ Quadrant Study, we are introducing the following 3 quadrants on Infrastructure, Data Center and Private Cloud.

Simplified illustration



Source: ISG 2018

Managed Services and Transformation

This quadrant assesses a provider's ability to provide ongoing management services for Data Center infrastructure such as servers, storage, databases and networking. Infrastructure may be located in a client Data Center, a service provider Data Center or may be co-located within a third-party facility. Transformation services are projects that include consolidation, virtualization and cloud enablement that are now increasingly based on software defined infrastructure.

Managed Hosting

This quadrant assesses service providers who provide standalone* enterprise grade hosting solutions using their own facilities and infrastructure. In addition, these providers own the responsibility for day to day management and maintenance of the data center equipment such as servers and storage as well as the operating systems at a minimum.

Colocation

This quadrant assesses a provider's ability in providing data center space and bandwidth for housing client's data center equipment such as servers and storage as a standalone* service. The Colocation provider is responsible for providing a ready environment including power, cooling, telecom/internet carrier points and server hosting equipment such as racks, cabinets and cages. In addition, the provider owns responsibility for physical security of the data center. The provider may also provide support services such as remote management and troubleshooting.

**Standalone services only – not applicable to outsourcing providers who provide managed hosting/Colocation through third-party owned Data Centers, as part of a larger Data Center Outsourcing deal.*

Schedule

The research phase is between **January - May 2018** during which survey, evaluation, analysis and validation will take place. Selected results will be presented to the media in **July 2018**.

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

Milestones	Beginning	End
Launch	January, 2018	
Survey (questionnaire)	January 17, 2018	February 21, 2018
Sneak previews	May 14, 2018	
Content provisioning	June 28, 2018	
Press release	July 5, 2018	

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Do you need any further information?

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

About ISG

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, Conn., 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.