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 Brazilian market

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

Infrastructure, Data Center and Private Cloud (Part B) 2018		
Managed Services and Transformation	Managed Hosting	Colocation
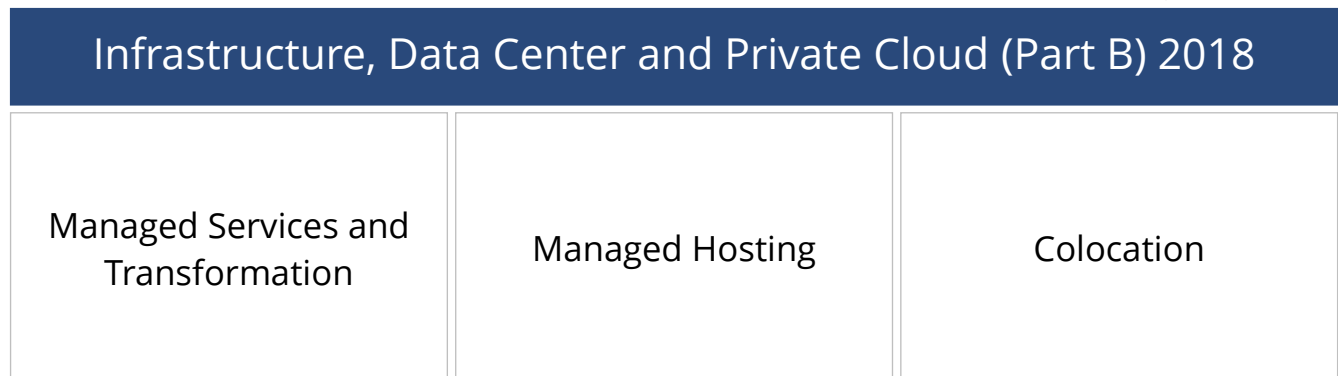
Source: ISG 2018

Schedule

The research phase is between **March - 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
Launch	March, 2018
Survey (questionnaire)	March 6, 2018 - April 6, 2018
Sneak previews	June 4, 2018
Content provisioning	July 12, 2018
Press release	July 19, 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

Note: Questionnaires are provided in both English and Portuguese for your convenience. In Brazil you may be contacted by TGT Consult on behalf of ISG to support your staff and to schedule briefings when you will be able to provide additional information for this study.

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.