ISG Provider Lens™

AWS Ecosystem Partners

AWS Managed Services

A research report comparing provider strengths, challenges and competitive differentiators

Customized report courtesy of:

DXC TECHNOLOGY

QUADRANT REPORT | OCTOBER 2024 | U.K.

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Report Author: Mark Purdy

GenAI drives enterprise IT and business transformation on the AWS Cloud

Generative AI (GenAI)-powered solutions, growing demand for data modernisation, the rise of green FinOps and a pivot to hybrid and multicloud architectures are some of the key trends shaping the AWS ecosystem of providers in the UK at the midpoint of 2024.

GenAI dominates the strategic plans and road maps for most of the leading providers in the UK AWS ecosystem. As one of the largest hyperscalers, AWS provides an array of AI-powered services and tools to help enterprises and technology service providers advance their GenAI business goals. For building GenAI applications, enterprises can turn to AWS Bedrock, a fully managed service that enables ML developers to toggle across various foundation models — Anthropic, Cohere and Meta — with various built-in security and governance features. Amazon Q provides a set of AI-powered digital assistants that can help human workers with increasingly complex tasks such as software code writing and testing (Amazon Developer), data summarisation and trend extraction, business intelligence (BI) dashboard creation, data visualisation and customer contact interaction support (Amazon Connect).

AWS ecosystem providers have begun to integrate GenAI into many aspects of their portfolio offerings, from professional services to data analytics. GenAI is increasingly being infused across the cloud migration and implementation lifecycle, with uses in application discovery and deployment, cloud architecture design and intelligent automation of IAC templates. AWS GenAI tools are also being deployed to quicken and improve GenAI application processes such as prototyping GenAI use cases and checking models against governance criteria. GenAI tools are also used to enhance managed services. For example, GenAI-powered virtual agents are used to scan cloud infrastructure and applications for security vulnerabilities.

AWS ecosystem providers are pioneering a plethora of **GenAI-driven business** use cases.

Beyond the IT modernisation and implementation sphere, GenAI now seems to have an unstoppable force, with AWS ecosystem providers pioneering many GenAI-driven business use cases. Many of these aim to supercharge employees, processes or organisational productivity levels. Examples include better decision-making in manufacturing, profiling and screening of candidates in recruitment processes and virtual assistants for pharmaceutical processes. Others address consumer experience and top-line growth such as intelligent automation of insurance claims processing, AI-led contact centre transformation and conversational analytics for CX engagement.

The rise of generative AI is given added momentum by a second trend: the push towards data modernisation using the AWS cloud and related AWS tools. AWS provides several data modernisation services, including Amazon Redshift, an AI-powered managed service that analyses and corrals structured and semi-structured data from different sources such as databases and data lakes. AWS Glue uses ML to integrate data from disparate sources to be categorised and deployed in ML applications. Most leading AWS providers offer data modernisation services to help enterprises bring structure and order to their data, both for data analytics and BI applications and for enhancing GenAI and ML pipelines. Providers help enterprises gain fine-grained access to their organisational data, whether structured, semi-structured or unstructured. Others highlight how data modernisation and AWS tools can help drive better business insights and decision-making. Some providers are extending their data modernisation capabilities beyond databases into storage and edge computing. AWS ecosystem providers must also pay close attention to data sovereignty requirements, ensuring that data is processed and stored within the geographic parameters set by local, national and regional authorities such as the EU.

The third trend is the rise of green FinOps, which optimises cloud spending in tandem with carbon and broader sustainability impacts. Hyperscaler cloud costs have been of mounting concern to UK enterprises for some time. Most leading providers now offer well-developed FinOps services and solutions with granular organisational views of cloud consumption, spending and capacity for chargebacks. However, providers and enterprises recognise that simply optimising cloud costs ignores the important carbon impacts of their cloud operations. Several providers now provide green or sustainable FinOps as a service, which integrates carbon impacts into the FinOps framework and provides best-practice recommendations (for example, around cloud provisioning) to help promote sustainable cloud use.

The fourth trend is the growing reality of hybrid and multicloud enterprise architectures, with enterprises looking to configure their workloads and functions according to the relative strengths of different cloud platforms. While lift and shift cloud migrations continue to occur, they are often viewed as costly due to reduced flexibility and potentially higher costs in the long run. AWS ecosystem providers, therefore, play a crucial role in helping enterprises map their current IT infrastructure and architect the right hybrid or multicloud approach. Some providers observe a growing demand for cloud repatriation services, whereby enterprises seek to move part of their workloads onto private clouds for control, cost or regulatory reasons. For this purpose, providers often turn to AWS Outposts, a managed service for hybrid cloud that extends the AWS environment to data centres or on-premise facilities.

A fifth and important trend is the growing enterprise demand for moving from VMware to the AWS Cloud. This trend particularly stems from concerns about future licensing costs following Broadcom's acquisition of VMware and partly from AWS' incentives to encourage VMware users to migrate. Many providers reported that they are actively offering services to support these migrations, whether through AWS-cloud native migrations or containerisation.

ISG discussions with providers indicate that the UK market for AWS services is reasonably resilient. Several providers have a strong strategic focus on AWS in the UK, with associated investments in talent, innovation centres and key UK clients. Some are forging AWS-related connections with UK universities and several are deeply involved in AWS-related events and activities. While demand seems relatively broad across industries — including energy, pharmaceuticals and manufacturing — public sector demand is a notable hotspot, with extensive work being done across different UK departments and agencies. The recent election of a new UK government — with plans for extensive reforms in areas such as energy, planning, justice and infrastructure — may, in time, give a further fillip to the demand for enterprise cloud and AI services.

GenAI is increasingly being infused across the cloud migration and implementation lifecycle, with uses in application discovery and deployment, cloud architecture design and intelligent automation of IAC templates.

Provider Positioning

	AWS Professional Services	AWS Managed Services	AWS Data Analytics, AI and ML	AWS SAP Workloads
Accenture	Leader	Leader	Leader	Leader
Birlasoft	Contender	Product Challenger	Not In	Not In
BJSS	Product Challenger	Product Challenger	Product Challenger	Not In
Capgemini	Leader	Leader	Leader	Leader
Coforge	Product Challenger	Not In	Not In	Not In
Cognizant	Leader	Leader	Leader	Leader
Deloitte	Product Challenger	Product Challenger	Market Challenger	Product Challenger
DXC Technology	Leader	Leader	Leader	Leader
Endava	Not In	Not In	Contender	Not In
Eviden (Atos Group)	Leader	Leader	Leader	Product Challenger

Provider Positioning

	AWS Professional Services	AWS Managed Services	AWS Data Analytics, AI and ML	AWS SAP Workloads
Fujitsu	Market Challenger	Market Challenger	Not In	Not In
GFT	Leader	Not In	Product Challenger	Not In
HCLTech	Leader	Leader	Leader	Product Challenger
Hexaware	Leader	Not In	Not In	Not In
Hitachi Digital Services	Not In	Not In	Product Challenger	Not In
Infosys	Market Challenger	Market Challenger	Market Challenger	Market Challenger
Kainos	Product Challenger	Product Challenger	Contender	Not In
Kyndryl	Product Challenger	Product Challenger	Product Challenger	Product Challenger
LTIMindtree	Rising Star ★	Product Challenger	Product Challenger	Product Challenger
Mphasis	Product Challenger	Contender	Contender	Not In

Provider Positioning

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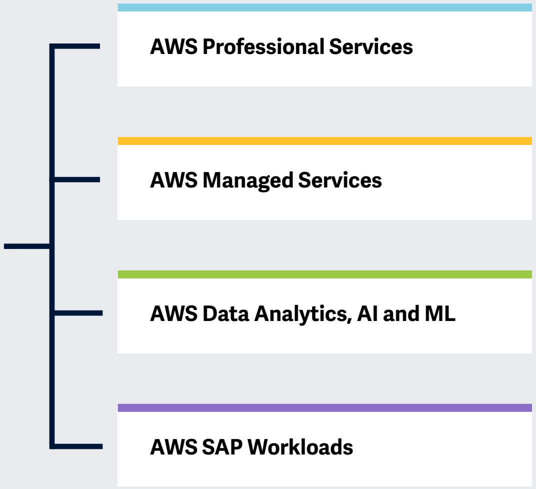
	AWS Professional Services	AWS Managed Services	AWS Data Analytics, AI and ML	AWS SAP Workloads
N-iX	Product Challenger	Not In	Product Challenger	Not In
Noventiq	Product Challenger	Product Challenger	Product Challenger	Contender
NTT DATA	Market Challenger	Market Challenger	Market Challenger	Not In
Persistent Systems	Product Challenger	Product Challenger	Product Challenger	Not In
PwC	Product Challenger	Product Challenger	Product Challenger	Product Challenger
Quantiphi	Not In	Not In	Leader	Not In
Rackspace Technology	Product Challenger	Product Challenger	Product Challenger	Contender
Rebura	Contender	Contender	Not In	Not In
Runibex Technology UK	Not In	Not In	Not In	Contender
Softcat	Contender	Contender	Not In	Not In

Provider Positioning

	AWS Professional Services	AWS Managed Services	AWS Data Analytics, AI and ML	AWS SAP Workloads
TCS	Leader	Leader	Leader	Leader
Tech Mahindra	Leader	Leader	Leader	Leader
Transact Technology Solutions	Contender	Not In	Not In	Not In
Version 1	Leader	Leader	Leader	Not In
Wipro	Leader	Leader	Leader	Product Challenger
Zensar Technologies	Not In	Not In	Rising Star ★	Not In

Key focus areas for the AWS Ecosystem Partners 2024.

Simplified Illustration Source: ISG 2024



Definition

In 2024, AWS introduced major innovations in services related to the cloud, data analytics and ML alongside a general mission that supports clients in their transformation toward sustainability, focusing on digital sovereignty and enhanced innovation power. Public cloud usage tends to outpace traditional infrastructures and known operational techniques. The success of AWS' mission depends on sophisticated CloudOps that cover cloud security and governance, resource and cost optimization, provisioning resources intelligently and service availability across delivery models (including the Edge). This strategy implies the need for maximum interoperability among services.

AWS has several engagement models to enable its strategic service provider partners to train and upskill their cloud workforces and leverage the latest platform innovations through the AWS Partner Network (APN). The partnerships have matured in terms of AWS cloud opportunities, including migration, consulting, data and AI, SAP services and managed services.

AWS continues solidifying its leadership and commitment to technological innovation, which is emphasized by various strategic alliances and pioneering developments. Partnerships are pivotal for cutting-edge innovation, future-proofing the technology service providers' roadmap and defining their strategies. The industry focus continues to strengthen the collaboration between global system integrators and AWS in developing solutions. These developments, coupled with AWS' ongoing commitment to product innovation and strategic foresight, signal a future where digital transformation is not just about technological advancement but also sustainable and responsible growth. AWS is paving the way for next-generation cloud services through its latest partnerships and product initiatives, reinforcing its role as a catalyst for industry-wide innovation and ethical technological practices.

Scope of the Report

This ISG Provider Lens™ quadrant report covers the following four quadrants for services/ solutions: AWS Professional Services, AWS Managed Services, AWS Data Analytics, AI and ML, AWS SAP Workloads.

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

- Transparency on the strengths and weaknesses of relevant providers/software vendors
- A differentiated positioning of providers by segments (quadrants)
- Focus on the regional market

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

Provider Classifications

The provider position reflects the suitability of providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the service requirements from enterprise customers differ and the spectrum of providers operating in the local market is sufficiently wide, a further differentiation of the providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between $20 million and $999 million with central headquarters in the respective country, usually privately owned.
- **Large Accounts:** Multinational companies with more than 5,000 employees or revenue above $1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens™ quadrants are created using an evaluation matrix containing four segments (Leader, Product & Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens™ quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star.

- **Number of providers in each quadrant:** ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).

Provider Classifications: Quadrant Key

Product Challengers offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

Leaders have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/ services and a follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

Market Challengers have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

Not in means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.

AWS Managed Services

Who Should Read This Section

This report is relevant to enterprises across industries in the UK for evaluating providers of AWS managed services. In this quadrant, ISG highlights the current market positioning of these providers in the UK and how they address the critical challenges associated with offering managed services in the AWS ecosystem. ISG's assessment is based on the expanse of providers' service offerings and market presence.

The AWS managed services market is anticipated to grow substantially due to the increasing adoption of cloud technologies. As enterprises strive to achieve cost savings and maintain compliance, the demand for advisory services is rising. Operations automation is becoming a key objective in realising these cost benefits. Cost optimisation is a critical point in AWS provisioning. It involves learning the behaviour of an application landscape, for example, in terms of CPU and memory usage, and automatically adapting to reduce costs (FinOps). There is also a trend towards more robust integration of operations responsibilities within DevOps project teams, alongside the utilisation of centralised, standardised cloud infrastructure services.

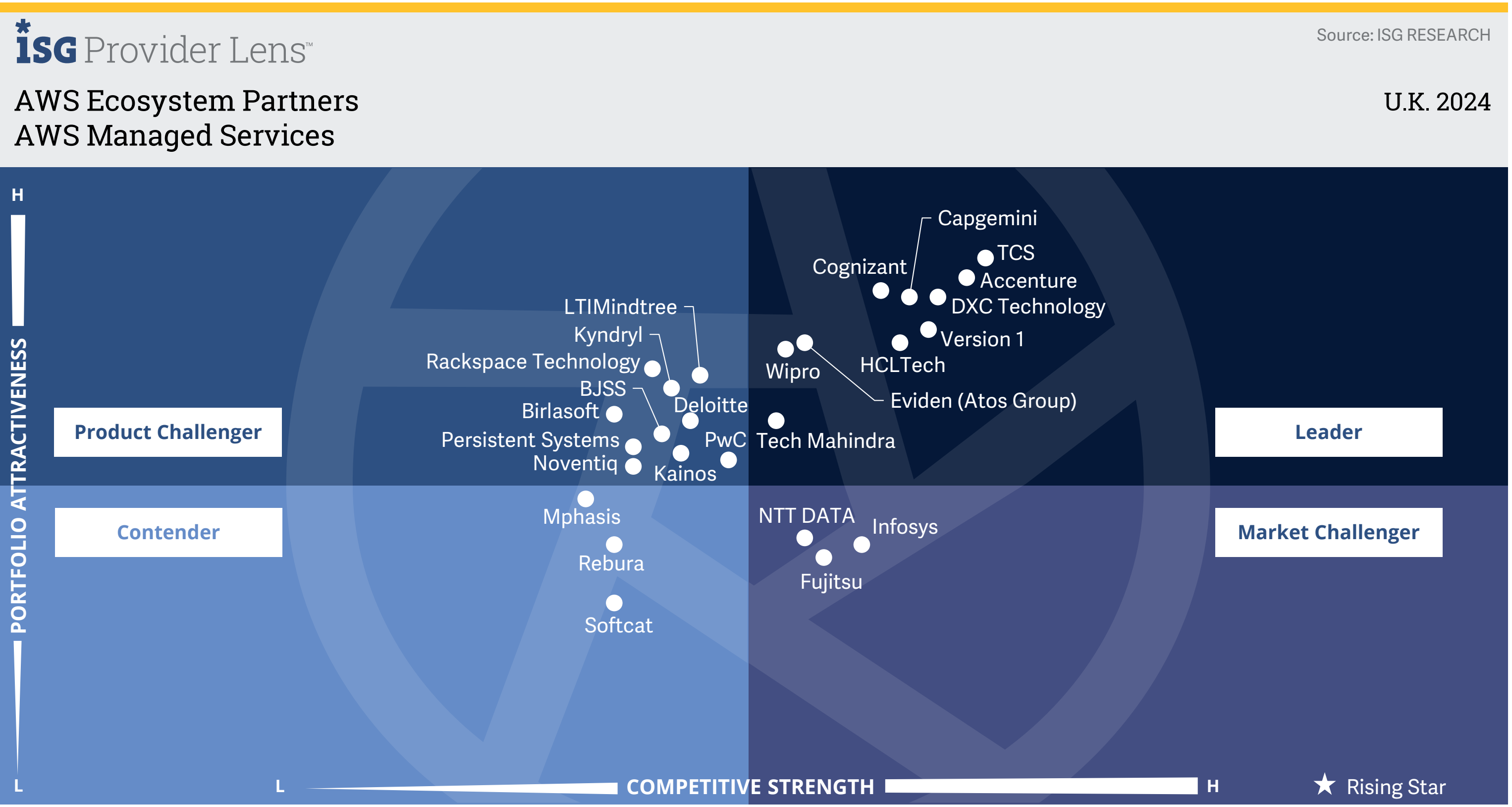
An additional pressing concern is the future of industry clouds. Technology leaders are considering whether to stay with AWS or shift to competitors, focusing on building flexible architectures to ease future migration.

Service providers should have strong AWS capabilities to address enterprises' dynamic and growing needs across various sizes and industry verticals. Providers should invest in developing robust capabilities, a strong talent ecosystem and domain expertise to become the go-to partners for their clients.

IT professionals should read this report to understand AWS managed service providers' relative strengths and weaknesses, which can help them drive digital transformation in their enterprises.

Technology professionals should read this report to understand AWS managed service providers' positions, their impact on enterprise transformations and the benefits of cloud migration.

Procurement professionals should read this report to better understand the current landscape of AWS managed service providers in the UK.



This quadrant assesses providers that offer AWS Cloud **managed services**. Providers seek to differentiate themselves in areas such as **cloud security, hybrid and multicloud platform management** and **FinOps** services and tools.

Mark Purdy

Definition

This quadrant covers MSPs offering professional services that encompass orchestrating, provisioning, monitoring and managing operations of a customer's public cloud and multicloud environment. The services are in addition to IaaS and PaaS hyperscale platforms for public clouds from third-party service providers. The aim is to maximize performance in the cloud, reduce costs and ensure compliance and security. The providers typically use developed or licensed cloud management platforms (CMPs) and tools to deliver customers with the highest level of automation and the necessary transparency over the managed cloud resource pool in terms of capacity utilization, costs and independent management.

Eligibility Criteria

1. Have AWS Managed Service Program **certification**
2. Expertise in autonomous **ML-driven** orchestration, configuration and management of platforms and systems
3. Experience in designing, building and managing **public and multicloud** environments
4. Ability to **support** big data and multiple database solutions and analytics
5. Experience in **DevOps** engineering
6. Scope and availability of **security** resources and services
7. Experience in **solutions architecture and cost optimization (FinOps)**
8. Experience in **server migration** and handling resource availability

Observations

The managed services onon the AWS market is omewhat crowded in the UK, with a significant focus on cost competition, and service and product differentiation relatively hard to achieve. ISG discerns several trends in the market. First, there is an ever-growing emphasis on cloud security, with many providers offering managed security services, specialised security solutions or integrations with third-party security tools. Second, providers are increasingly using intelligent automation to reduce manual operations and enhance operational efficiency and speed. Third, with enterprises in the UK closely monitoring cloud expenditures, many providers highlight their FinOPs capabilities to optimise cloud usage and deliver significant savings for clients. Fourth, there is a greater emphasis on meeting enterprise data sovereignty requirements for AWS often through dedicated cloud centres in Europe. Finally, providers recognise the reality of hybrid and multicloud architectures, including AWS, and have developed centralised managed platforms to better handle these complex setups.

From the 55 companies assessed for this study, 26 qualified for this quadrant, with 10 being Leaders.

accenture

Accenture is a seasoned provider of AWS managed services, with a strong focus on managed AWS security services. The acquisition of UK-based technology consultancy, 6Point6, in October 2023, has bolstered Accenture's cybersecurity cloud credentials in the UK.

Capgemini

Capgemini offers an extensive range of services for AWS managed services, with notable capabilities in areas such as edge-to-cloud and sustainable FinOps. It has recently added significant GenAI features to its Clear Sight ITDM platform.

cognizant

Cognizant offers extensive managed services capabilities on AWS Cloud. It has invested in the NeuroIT platform for AIOps and developed the Flowsource platform to accelerate the software development lifecycle.

DXC TECHNOLOGY

DXC Technology has a significant base of clients for its managed services on AWS in the UK. It has invested significantly in AWS-native innovations in DevSecOps and security.

EVIDEN

Eviden has recently collaborated with observability company, Dynatrace, to provide full-stack observability services on the AWS Cloud. It has also established a CloudSecOps centre in Romania to address clients' data sovereignty requirements.

HCLTech

HCLTech has extensive experience in delivering AWS managed services to UK clients, with a strong multicloud FinOps focus. Its AWS managed services are supported by delivery centres and locations across the UK.

tcs TATA CONSULTANCY SERVICES

TCS offers a wide array of managed service capabilities for AWS, mainly through its multicloud management framework called Cloud Exponence. It strongly focuses on tools and features to benchmark cloud performance and optimise costs on AWS.

TECH mahindra

Tech Mahindra offers an integrated approach to services on AWS, comprising TechOps, DevOps, FinOps and SecOps. Its Smart Monitoring and Resolution Tool (SMART) tool delivers a unified approach by integrating AWS' observability and telemetry tools with AI.

Version 1 offers an extensive set of managed service capabilities for AWS through an onshore/nearshore/global delivery model. In April 2024, it acquired Farsight Consulting, a digital consulting company with notable expertise in the UK public sector.

Wipro strongly focuses on its cybersecurity credentials as part of its AWS managed services. It has achieved the new AWS Level 1 Managed Security Service Provider Competency and codeveloped its Wipro Cloud Compliance Shield with AWS.

DXC Technology

Leader

"DXC Technology is a leader in managed services on AWS. It provides a full-stack approach to AWS managed services, complemented by strong FinOps capabilities and significant innovations in security and DevOps."

Mark Purdy

Overview

DXC Technology is headquartered in Virginia, U.S. It has more than 129,900 employees across over 130 offices in 70 countries. In FY23 the company generated $14.4 billion in revenue, with Global Infrastructure Services as its largest segment. DXC Technology has ten AWS Competencies: Level 1 MSSP Consulting, DevOps Consulting and Security Consulting. As an AWS Managed Service Provider and an AWS Public Sector Partner, it is also a part of the AWS Public Sector Solution Provider Program. DXC Technology has a large client base for its managed services on AWS in the UK.

Strengths

Full-stack approach: DXC Technology covers nearly every aspect of managed services for the AWS Cloud, including infrastructure, applications, data and security, supported by its skills and frameworks in SRE, PRE, DevSecOps and platform engineering.

Cost optimisation: To help enterprises contain cloud costs, DXC emphasises cloud optimisation strategies and FinOps. It reports that for a sample of six clients, it was able to deliver $600,000 in savings through analysis and optimisation of cloud consumption. To support enterprise sustainability goals, DXC Technology plans to expand its FinOPs offering to include GreenOps.

DevOps innovation: To accelerate software lifecycles and improve the developer experience, DXC Technology has developed AWS-native CI/CD pipelines for EKS and ECS, with built-in security features and automated testing capabilities. It has also developed an AWS-validated Kubernetes Solution, which it estimates can reduce container deployment time by 50 to 70 percent.

Enhanced security: DXC Technology has made many investments to enhance security, such as integrating AWS-native services with third-party SIEM tools, automating risk and compliance solutions and further incorporating ML and AI tools into security services.

Caution

DXC Technology should consider introducing a greater element of risk-sharing and gain-share into its overall pricing mix for managed services. It should also showcase more client credentials for the UK.

Star of Excellence

A program, designed by ISG, to collect client feedback about providers' success in demonstrating the highest standards of client service excellence and customer centricity.

Source: ISG Star of Excellence™ research program, Insights till October 2024

In the ISG Star of Excellence™ research on enterprise customer experience (CX), clients have given feedback about their experience with service providers for their **AWS Ecosystem Partners** services.

Based on the direct feedback of enterprise clients, below are the key highlights:

Client Business Role

▲ **Most satisfied**
Shared Services Operations

▼ **Least satisfied**
Finance

Region

▲ **Most satisfied**
Central/South America

▼ **Least satisfied**
North America

Industry

▲ **Most satisfied**
Chemicals

▼ **Least satisfied**
Public Sector

Industry Average CX Score

73.6

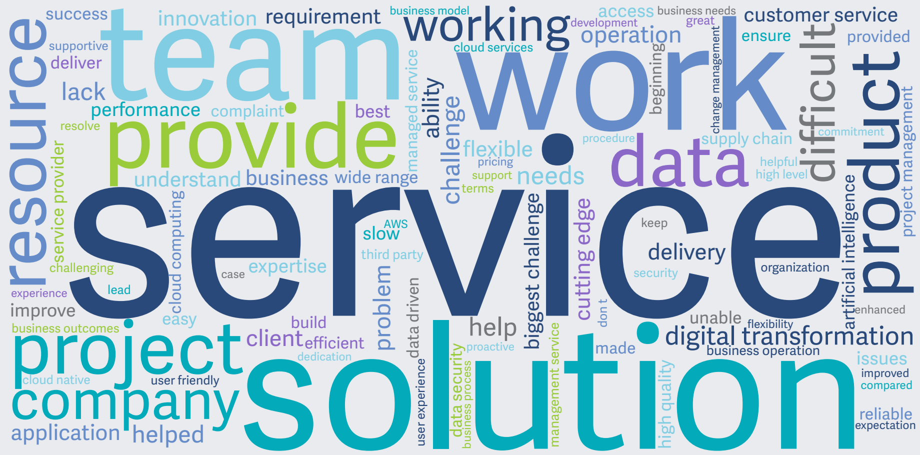
▲ Highest CX: 95
▼ Lowest CX: 50

CX Score: 100 most satisfied, 0 least satisfied
Total responses (N) = 1220

Most Important CX Pillar

Business Continuity and Flexibility

Service Delivery Models	Avg % of Work Done
Onsite	59.2%
Nearshore	18.3%
Offshore	22.5%



Appendix

The ISG Provider Lens 2024 – AWS Ecosystem Partner 2024 study analyzes the relevant software vendors/service providers in the U.K. market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

Study Sponsor:
Aman Munglani

Lead Author:
Mark Purdy

Research Analyst:
Srinivasan PN

Data Analyst:
Akshay Rathore

Project Manager:
Shailendra More

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The research and analysis presented in this study will include data from the ISG Provider Lens™ program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. ISG recognizes the time lapse and possible market developments between research and publishing, in terms of mergers and acquisitions, and acknowledges that those changes will not reflect in the reports for this study.

All revenue references are in U.S. dollars ($US) unless noted.

The study was divided into the following steps:

1. Definition of AWS Ecosystem Partners market
2. Use of questionnaire-based surveys of service providers/vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities & use cases
4. Leverage ISG's internal databases & advisor knowledge & experience (wherever applicable)
5. Use of Star of Excellence CX-Data
6. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & other sources.
7. Use of the following key evaluation criteria:
   * Strategy & vision
   * Tech Innovation
   * Brand awareness and presence in the market
   * Sales and partner landscape
   * Breadth and depth of portfolio of services offered
   * CX and Recommendation

Lead Author

Mark Purdy
Principal Analyst

Mark Purdy is a PrincipalAnalyst for Europe at ISG Provider LensTM and brings more than 29 years of experience working on economics and technology research in business and government. Mark has a particular focus on next-generation technologies, especially artificial intelligence and intelligent automation, digital twins, digital olfaction, machine learning, virtual reality and edge computing. Before joining ISG, Mark was chief economist at a major consulting firm for 20 years, leading work on the economic impact of AI and business futures, among other topics.

He has published widely in tier-1 media and business publications such as Harvard Business Review and Sloan Management Review on subjects such as the metaverse, digital twins, emotional AI, digital olfaction, the social impact of AI and techno-nationalism.

Research Analyst

Srinivasan P N
Lead Analyst

Srinivasan PN is a Research Analyst at ISG and is responsible for supporting and co-authoring ISG Provider Lens™ studies on AWS and Digital Engineering. His area of expertise lies in engineering services and digital transformation. Srinivasan has 10 years of experience in the technology research industry, and in his prior role, he carried out research delivery for both primary and secondary research capabilities.

Srinivasan also authors enterprise context reports and global summary reports for his expertise. He also supports the advisors with his research skills and writes papers about the latest market developments in the industry.

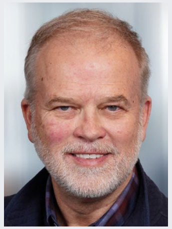
Study Sponsor

Aman Munglani

Director: Hyperscalers, Digital Innovator Series and Custom Research

Aman Munglani leads the ecosystems and custom research practice for ISG. He brings over twenty years of expertise in emerging technologies and industry trends. His career is marked by significant contributions in guiding top executives from Global 2000 companies, offering strategic advice on digital transformation, start-up partnerships, driving innovation, and shaping technology strategies.

In his tenure exceeding twelve years at Gartner, Aman focused on providing CIOs and IT executives across Asia Pacific and Europe with insights on the practical implementation and advancement of new technologies, the evolution of infrastructure, and detailed vendor assessments.



IPL Product Owner

Jan Erik Aase

Partner and Global Head – ISG Provider Lens™

Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry. Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor.

Now as a research director, principal analyst and global head of ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.

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.

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ISG

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Founded in 2006, and based in Stamford, Conn., ISG employs 1,600 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 isg-one.com.

ISG Provider Lens™

OCTOBER, 2024

REPORT: AWS ECOSYSTEM PARTNERS