ISG Provider Lens™

Private/Hybrid Cloud - Data Center Services 2023

A research report comparing provider strengths, challenges and competitive differentiators

BROCHURE | JANUARY 2023 | U.S. PUBLIC SECTOR

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Introduction

This ISG Public Sector Provider Lens™ research study examines service providers that develop, enable and deliver the scope of private cloud, hybrid cloud and data center outsourcing IT capabilities needed by public sector entities and agencies in the U.S. as they work to reduce IT and operational costs.

For the purposes of this study, ISG includes state and municipal government organizations, public utility, healthcare, education entities and similar organizations in the definition of the U.S. public sector.

Services assessed in this study are typically extensions of clients' computing environments. Private clouds may be hosted at a client facility, but usually include third-party IT services with scalable virtual computing, networking and storage resources, either in providers' data centers or over shared infrastructure. Clients seeking strict security and governance, large data volumes, and tight integration with enterprise applications and workflows often prefer private cloud environments.

Hybrid cloud environments combine on-premises infrastructure with private and/or public cloud services. They allow organizations to leverage public cloud capabilities without offloading entire systems to a third party. This offers adaptability and flexibility while keeping vital IT within the client's firewall.

Data center outsourcing transfers the responsibility of orchestration, provisioning, monitoring and management of core IT assets and infrastructure to a third party. The data center may be owned by the client or by a services provider. Integrated monitoring and management services are usually delivered from the provider's offshore, onshore or nearshore shared or dedicated delivery center.

This study focuses on what ISG perceives as most critical in 2023 for private/ hybrid cloud and data center outsourcing in U.S. public sector

Managed Services

Managed Hosting

Simplified Illustration Source: ISG 2023

This ISG Provider Lens™ Private/ Hybrid Cloud – Data Center Services study 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 on their competitive strengths and portfolio attractiveness

- Focus on U.S. public sector

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.

Managed Services

Definition

This quadrant assesses a providers' ability to offer ongoing management services for private and hybrid clouds and traditional data center infrastructure and platforms that consist of physical and virtual servers, middleware, storage, databases and networking components. The infrastructure may reside at a client's data center, in the service provider's facilities or be co-located in a third-party facility.

Managed services are characterized by the transfer of cloud IT service responsibilities to the service provider and are governed by service level agreements (SLAs) with penalties for deviation from agreed performance goals. At a broad level, these services include provisioning; real-time and predictive analysis; and monitoring and managing operations of a customer's on-premises, private and hybrid cloud environments. These are

aimed at maximizing the performance of workloads in the cloud, reducing costs, and ensuring compliance and security.

Providers included should have capabilities to manage traditional and cloud-native application releases, which also involve continuous integration and delivery processes.

One of the primary differences between managed service providers and managed hosting providers is that managed service providers have stronger integration practices that break up monolithic and traditional applications into individual services or microservices.

Eligibility Criteria

1. Demonstrate existing and significant business contracting with U.S. public sector organizations [especially state, local and education (SLED) organizations] and the ability to offer services to them

2. Ability to **offer services for private and hybrid clouds and data center infrastructure** (servers, middleware, storage and databases) by themselves and through partners

3. Ability to provide services within a client's premises or remotely and preferably through **shared service centers**

4. Established or emerging, **basic and standard relationships** with one or more **major public cloud hyperscalers** such as AWS, Microsoft, Google or IBM

5. Experience in large transition projects that include automation, consolidation, virtualization and containerization of data centers and cloud enablement

6. 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

7. Ability to provide centralized orchestration/management of hybrid IT infrastructure

8. Experience in transforming business continuity planning while managing a client's hybrid infrastructure remotely during unforeseen events

9. **Appropriate certifications** to ensure compliance at local levels

Managed Hosting

Definition

This quadrant assesses service providers that offer standalone enterprise-grade hosting solutions using their own or third-party facilities and infrastructure. Providers are responsible for the regular management and maintenance of data center equipment such as servers, storage, operating systems and connectivity to the external network. Ideally, clients provide their applications and operating requirements to the provider, and the provider is responsible for provisioning the infrastructure to keep applications running with the desired performance and security.

A provider may monitor various IT assets such as legacy systems and private and public clouds via a hybrid cloud management platform. However, the ones offering hybrid cloud management are not assessed in this quadrant . The primary service levels typically considered to evaluate managed hosting service providers are various tiers of data centers, multilayered security, service availability and network (LAN) I/O at peak time.

Eligibility Criteria

1. Demonstrate existing and significant business contracting with U.S. public sector organizations [especially state, local and education (SLED) organizations] and the ability to offer services to them

2. Ability to offer **enterprise-grade/agency-grade hosting** solutions using the provider's infrastructure

3. Capability to offer active-active and active-passive **disaster recovery and backup services**

4. Technical and financial capacity to upgrade the infrastructure and maintain capacity plans to ensure hosting performance in advance if the demand increases in the future

5. **Capability to scale and maintain** dedicated servers and storage and shared cloud resources on the same network and management platform

6. Ability to provide **compliant physical and virtual security** in the data center based on clients' requirements

As part of this ISG Provider Lens™ quadrant study, we are introducing the following two quadrants on Private/Hybrid Cloud – Data Center Services 2023:

Quadrants	U.S. Public Sector
Managed Services	✔
Managed Hosting	✔

Schedule

The research phase falls in the period between **January** and **March 2023**, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in **June 2023**.

Milestones	Beginning	End
Survey Launch	Jan 13, 2023	
Survey Phase	Jan 13, 2023	Feb 10, 2023
Sneak Previews	May 2023	
Press Release & Publication	June 2023	

Please refer to the link to view/download the ISG Provider Lens™ 2023 research agenda

Access to Online Portal

You can view/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 crea ting 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 the work identified by 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 produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of the information rec eived 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.

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." The Star of Excellence is a program, designed by ISG, to collect 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. It is self-evident that 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. This email will be checked daily, please allow up to 24 hours for a reply. Here is the email address: ISG.star@isg-one.com

ISG Star of Excellence

Contents For This Study

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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

Alex
Perry

Director

**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.**

Accenture	HCLTech	Sungard Availability Services
Atos	Hexaware	TCS
Capgemini	Hitachi Vantara	Tech Mahindra
CGI	HPE	Tierpoint
Claranet	IBM	Unisys
Cloudian	Infosys	UST
Coforge	Kyndryl	Wipro
Cognizant	LTIMindtree	Zensar
Connectria	Lumen	
Dell Technologies	Microland	
Deloitte	Mphasis	
DXC Technology	NTT DATA	
Ensono	NTT Global	
Equinix	Oracle	
Fujitsu	Rackspace Technology	

About Our Company & Research

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™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties, cities) as well as higher education institutions. Visit: Public Sector.

For more information about ISG Research subscriptions, please email contact@isg-one.com, call +1.203.454.3900, or visit research.isg-one.com.

ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 800 clients, including more than 75 of the world's top 100 enterprises, 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; 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 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.

ISG Provider Lens™

JANUARY, 2023

BROCHURE: PRIVATE/HYBRID CLOUD – DATA CENTER SERVICES