

Private/Hybrid Cloud – Data Center Services

Managed Services for Midmarket

A research report comparing provider strengths,
challenges and competitive differentiators

Customized report courtesy of:



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Report Author: Rohan Thomas

Nordics' robust network and data centers are underlying reasons for its competitive digital edge

As part of its ISG Provider Lens™ Private/Hybrid Cloud — Data Center Services study, ISG examined more than 100 providers of hybrid IT and colocation services in the Nordics and identified the most important service providers and trends affecting the managed services and colocation market in the region.

Market activity across the Nordics is driven by Denmark, Sweden, Finland and Norway, ranking 1, 3, 7 and 12 on IMD's Digital Competitiveness Ranking. A significant part of the success of these countries had to do with their business-friendly environment, strong public policy such as investment into R&D and a highly skilled workforce. The countries have a robust IT infrastructure, characterized by high-speed broadband internet penetration.

Cybersecurity and data sovereignty are placed high on the Nordic nation's list of priorities. Large enterprises across the region continue to advocate for a cloud environment that complies with local data privacy and secrecy regulations. Nordic companies and public institutions have suffered from cyber intrusions and attacks, particularly from Chinese entities since 2021. Incidents of ransomware attacks have increased since the Russia-Ukraine war. The ongoing Russia-Ukraine war has not only had an impact on security but also upon inflation, mostly brought about by a spike in energy costs.

According to Eurostat, electricity prices for non-household consumers rose by approximately 40 percent during the first half of 2022 compared with 2021. The electricity price rise has been uneven among the main Nordic countries, with Finland experiencing a significantly lower price rise of approximately 20 percent compared with Sweden, Norway and Denmark; which experienced price rises of approximately 60 percent, 75 percent and 100 percent, respectively. Yet, the electricity prices

Nordics' competitive energy strategy helps local enterprises keep their **energy costs** at bay.



per kWh in these countries continue to remain lower than the average across the European Union (EU), with enterprises in Finland having to pay the least at approximately €0.75 per kWh. Therefore, while the Nordic enterprises have been affected by the hike in energy price rise, it is still lesser than the average EU hike in prices.

The Russia-Ukraine war's effect on the data center outsourcing market will be felt in energy costs and wage increases because of inflation that employees will need to contend with. The spike in operating expenditure has made profit margins significantly slimmer, with many data center operators passing the rise in operating expenditure to their customers. This could prompt a realignment of contracts between the enterprises and their service providers.

The data center outsourcing industry across the Nordics continues to hold strong despite the fallout from the war, as many enterprises favor the strong data privacy laws and the collective stability of the countries in the Nordics and the operators' investments into sustainability initiatives. To mitigate the rise in costs, enterprises are adopting technologies from niche companies than incorporating

elaborate transformations. Well-established service providers operating across the Nordics are on the back foot. Given that enterprises across the Nordics operate cloud environments that are highly sophisticated and often operate across multicloud environments, they will still rely on those service providers that are established in this space and have the backing of competencies from key hyperscalers.

Service providers are adopting capabilities that will automate several IT operations, which will help blunt the high cost of labor. ISG believes that the surge in operational costs is therefore momentary and that the operational cost will continue to fall moving forward.

The following are key trends that will impact the private/hybrid cloud data center outsourcing market in the Nordics.

- **Acquisition of new capabilities:** The effort to build a holistic end-to-end platform service that holistically mitigates the migration to the cloud continues unabated among large service providers. Many large providers, like Accenture, continue to acquire smaller cloud transformation

specialists and implement their capabilities into their cloud transformation platforms. The challenge with a multitude of such acquisitions lies in ensuring that there will be no duplication in services and that overall customer experience would continue to be seamless and reliable. Another method would be working with a network of specialists and outsourcing tasks based upon the partner's specialty. TCS' COIN ecosystem is an example of such a partnership, where it provides the cloud transformation service to its customers while leveraging emerging technology such as blockchain from its startup community into the implementation process.

- **Automating an entire value chain of operations:** Technologies such AIOps and autonomous IT operations will continue to experience traction among service providers as they try to offset costs brought about by the rise in employee compensation and inflation. Along with infrastructure as code (IaC), service providers will help provision the end users' cloud infrastructure quicker while automatically remediating anomalies

and conducting root cause analysis. Service providers that are active in the region have either partnered with ISVs to leverage their automation capabilities or have built their own automation capabilities from scratch. The power of automation will continue to play a pivotal role across many markets, including this one, and can level the playing field between a large, established service provider and a smaller, more regional one.

- **Microservices, edge computing and the multicloud environment:** With the proliferation of industry-specific IoT technologies and 5G across Nordics, there will be more demand for edge computing infrastructure that is distributed and closer to the end user and applications, which are easy to deploy and work independently. Microservices and container management services will experience traction as enterprises look on developing edge compute infrastructure and applications that are quick and agile to deploy. There is significant heterogeneity across the cloud infrastructure from the edge to the data center code. Service providers with



software-defined anything (SDx) expertise will have an upper hand over those without since this expertise and the right automation capabilities would improve cloud orchestration and avoid vendor lock-ins, which might arise when operating in a hybrid, multicloud environment.


- **Environmental, social and governance (ESG) initiatives:** Sustainability is at the core of managed cloud services delivered to customers. Although the spike in energy costs and general inflation has impacted the service providers deploying further measures to stem emissions, they continue to have unwavering commitment in meeting environment compliance regulations set out by the local government and their customers. Many regional service providers tap into renewable energy to meet their scope 1 emission norms. In addition, many colocation companies supply waste hot water to local residential communities as well as to companies from diverse industrial backgrounds, actively participating in the circular economy.

- **Focus on FinOps to continue:** The demand for FinOps grew considerably during the pandemic as the enterprises operating in vast, hybrid and multicloud environments were looking to further optimize their cloud spend to weather the financial distress they found themselves in. The Russia-Ukraine war has again brought FinOps to the fore as service providers grapple with higher operating costs.

Although the impact of the COVID-19 pandemic and the international unrest caused by the war between Russia and Ukraine are causing economic difficulties, the IT market in the Nordics continues to show brisk growth.

Service providers leverage FinOps and implement automation across the value chain of cloud operations to alleviate operations cost brought by geopolitics.




 Provider Positioning

Page 1 of 5

| | Managed Services for Large Accounts | Managed Services for Midmarket | Managed Hosting | Colocation Services |
|---------------------|-------------------------------------|--------------------------------|--------------------|---------------------|
| 3stepIT | Not In | Market Challenger | Not In | Not In |
| Accenture | Leader | Not In | Not In | Not In |
| Advania | Product Challenger | Product Challenger | Product Challenger | Not In |
| Anexia | Not In | Not In | Contender | Not In |
| Asseco | Contender | Contender | Not In | Not In |
| ATEA | Leader | Leader | Leader | Not In |
| AtlasEdge | Not In | Not In | Not In | Contender |
| Atos | Product Challenger | Not In | Not In | Not In |
| Bulk infrastructure | Not In | Not In | Not In | Leader |
| Capgemini | Leader | Not In | Not In | Not In |
| CGI | Leader | Leader | Leader | Not In |




 Provider Positioning

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| | Managed Services for Large Accounts | Managed Services for Midmarket | Managed Hosting | Colocation Services |
|----------------|-------------------------------------|--------------------------------|--------------------|---------------------|
| Coforge | Not In | Contender | Not In | Not In |
| Cognizant | Product Challenger | Not In | Not In | Not In |
| Conapto | Not In | Not In | Not In | Product Challenger |
| Conscia | Not In | Product Challenger | Not In | Not In |
| Digital Realty | Not In | Not In | Not In | Leader |
| DXC Technology | Rising Star ★ | Not In | Rising Star ★ | Not In |
| EcoDataCenter | Not In | Not In | Not In | Leader |
| Embriq | Contender | Not In | Contender | Not In |
| Equinix | Not In | Not In | Not In | Leader |
| Fujitsu | Leader | Not In | Leader | Not In |
| GleSys | Not In | Not In | Product Challenger | Contender |



 Provider Positioning

| | Managed Services for Large Accounts | Managed Services for Midmarket | Managed Hosting | Colocation Services |
|----------------|-------------------------------------|--------------------------------|--------------------|---------------------|
| Green Mountain | Not In | Not In | Not In | Leader |
| HCLTech | Leader | Not In | Not In | Not In |
| ICME | Not In | Not In | Contender | Not In |
| Infosys | Product Challenger | Not In | Product Challenger | Not In |
| Iver | Not In | Product Challenger | Product Challenger | Not In |
| Kyndryl | Leader | Not In | Leader | Not In |
| Lefdal Mine | Not In | Not In | Not In | Product Challenger |
| LTIMindtree | Product Challenger | Leader | Not In | Not In |
| Lumen | Not In | Not In | Product Challenger | Product Challenger |
| Mediam | Not In | Not In | Not In | Contender |




 Provider Positioning

Page 4 of 5

| | Managed Services for Large Accounts | Managed Services for Midmarket | Managed Hosting | Colocation Services |
|----------------------|-------------------------------------|--------------------------------|--------------------|---------------------|
| Netcompany | Contender | Contender | Product Challenger | Not In |
| Netic | Not In | Contender | Not In | Not In |
| Nordlo | Not In | Contender | Contender | Not In |
| Northern | Not In | Not In | Not In | Product Challenger |
| Orange Business | Leader | Leader | Leader | Leader |
| Proact | Not In | Contender | Not In | Not In |
| Rg19 | Not In | Contender | Not In | Not In |
| Sopra Steria | Product Challenger | Product Challenger | Leader | Not In |
| Stack Infrastructure | Not In | Not In | Not In | Leader |
| Sweden Dedicated | Not In | Not In | Not In | Contender |



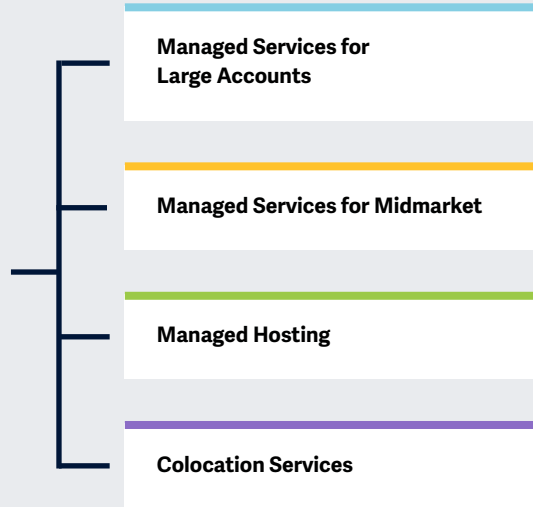
 Provider Positioning

| | Managed Services for Large Accounts | Managed Services for Midmarket | Managed Hosting | Colocation Services |
|-----------------------|-------------------------------------|--------------------------------|-------------------|---------------------|
| Systematic | Product Challenger | Product Challenger | Not In | Not In |
| TCS | Leader | Not In | Not In | Not In |
| Tech Mahindra | Product Challenger | Leader | Not In | Not In |
| Telia | Not In | Not In | Market Challenger | Contender |
| Tietoenvy | Leader | Leader | Leader | Not In |
| T-Systems | Product Challenger | Leader | Leader | Not In |
| Verne Global (Ficolo) | Not In | Not In | Not In | Leader |
| Vodafone | Not In | Not In | Contender | Not In |
| Wipro | Leader | Not In | Not In | Not In |
| Xfiber | Not In | Not In | Not In | Contender |



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

Simplified Illustration; Source: ISG 2023



Definition

This study assesses service providers of data center outsourcing, including the providers of managed hosting, colocation facilities and managed services. Typical participants use automation tools on highly secure data centers, providing security, operations management and client dashboards.

Data center outsourcing is the practice of transferring the responsibility of managing data center assets to a third-party provider. It includes orchestration; provisioning; integrated monitoring; and managing infrastructure components including computing, storage, database, middleware and others. The data center may be owned by the enterprise client, service provider or a third-party colocation provider. Integrated monitoring and operations can be delivered from a provider's shared service center located offshore, onshore, nearshore or via a dedicated delivery center such as a remote infrastructure management (RIM) model.

A private cloud is an extension of a client's computing environment that leverages the

investments made in virtual infrastructure and applications. Enterprises with stringent security and governance requirements, large data volumes and close integration of enterprise applications and workflows needs may prefer an on-premises or a private cloud environment, and may choose to host in their facility. As businesses are becoming software and data driven, they need an infrastructure base that can adapt to the changing market conditions, be managed based on a hybrid model, and be always accessible. Currently, most data center outsourcing engagements have elements of private/hybrid cloud and intuitive cloud management cognitive platform enablement.

A hybrid cloud connects the existing on-premises infrastructure services with a private cloud, a public cloud, or many multicloud arrangements. An enterprise can also leverage colocation and hosting providers, and not necessarily own a data center, to have a hybrid cloud setup. Globally, there is a massive surge in demand for a multicloud environment from the enterprise community as enterprises adopt hybrid and multicloud strategies to migrate and



manage their workloads with improved agility, reduced operating costs and high application performance and availability.

There has been a rapid increase in the use of proprietary platforms and tools by service providers and enterprises for automating cloud operations, thereby increasing the adoption of AI and machine learning (ML) technologies. One of the fundamental advantages of a hybrid cloud deployment is the high degree of control offered to the organization; hybrid clouds allow enterprises to leverage the capabilities of public cloud platforms without the need to offload their entire data to a third-party data center. Although still evolving, edge computing is another technology that enterprises of all sizes are adopting for various existing and new use cases, such as software-defined solutions, IoT processing, hybrid cloud connectivity, firewall and network security, branch and micro data centers, internet-enabled devices and asset tracking. Edge is also being used to address the latency challenges in the present, highly distributed environments by removing network barriers and bringing processing to the edge.

ISG reports consistent demand for infrastructure services as enterprises are becoming more vigilant toward spending on large and complex cloud implementations. The demand for managed services, especially infrastructure and workloads management services, also is growing slowly. According to the ISG 1Q 2023 ISG Index™ figures, the global market grew by one percent in combined market ACV to reach its current value of \$24.1 billion for the first three months. Managed services ACV increased by one percent year-over-year and reached \$9.8 billion, while the XaaS ACV decreased by 13 percent to reach \$14.3 billion. Also, IaaS spending witnessed a declining growth of 16 percent to reach \$10.4 billion, while the SaaS market declined by 4 percent to reach \$3.9 billion during the same period.



Scope of the Report

In this ISG Provider Lens™ quadrant report, ISG covers the following four quadrants for services/solutions: Managed Services for Large Accounts, Managed Services for Midmarket, Managed Hosting and Colocation Services.

This ISG Provider Lens™ study offers IT decision makers with the following:

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

Our study serves as the basis for important decision making in terms of 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 IT providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the IT service requirements from enterprise customers differ and the spectrum of IT providers operating in the local market is sufficiently wide, a further differentiation of the IT 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 IT 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 Challenger, Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens™ quadrant may include service providers that ISG believes have 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.

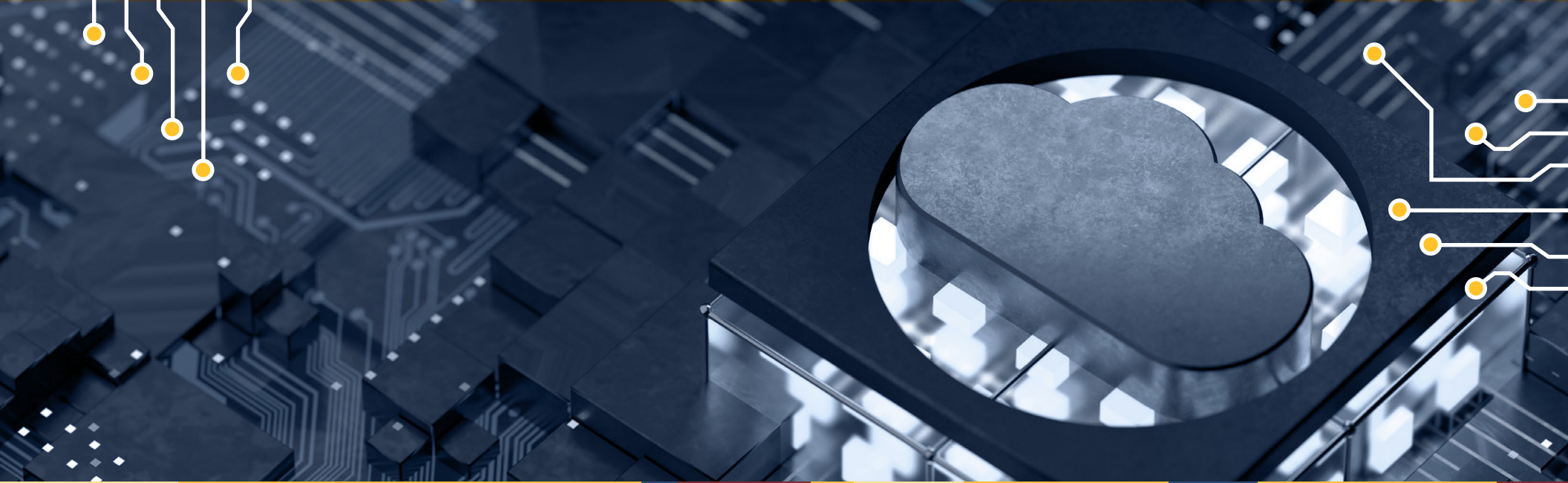
Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/ services and a follow sensible market approach with a goal of becoming a Product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





Managed Services for Midmarket

Managed Services for Midmarket

Who Should Read This Section

This report is relevant to midsize enterprises across all industries in the Nordics for evaluating private/hybrid cloud and data center MSPs.

In this quadrant, ISG defines the current market positioning of MSPs in the Nordics and how they address the key challenges midsize enterprises face with their hybrid cloud model. These providers are adept at managing data center infrastructure for enterprise clients, enabling them to focus on other tasks.

Midsize enterprises in the Nordic region have been actively embracing cloud services in recent years, and they are particularly interested in providers that offer end-to-end solutions to manage their operations. As an aftermath of the outbreak of COVID-19, there is now an increased need for companies to adopt multicloud strategies to achieve their business objectives. Hybrid cloud MSPs can help enterprises offload the responsibility of running their data centers by providing localized infrastructure and a comprehensive

understanding of the operating environment. Furthermore, they can safeguard sensitive data by offering sovereign cloud solutions to ensure compliance with regulations and protect privacy.

Businesses focus on incorporating automation, containerized infrastructure management and support, edge solutions, AIOps, autonomous IT systems and zero-touch support processes to streamline their data center operations. MSPs can offer automation and AI capabilities to help enterprises monitor infrastructure, anticipate failures and lower maintenance costs. Midsize businesses use hybrid IT infrastructure to access specialized skills and implement tailored solutions. MSPs in the Nordic region can use high-speed networks to reduce latency and ensure uninterrupted connectivity between data centers.



IT and infrastructure leaders should read this report to analyze MSPs' modernization and service capabilities and the market advancements impacting hybrid cloud strategies.



Software development and technology leaders should read this report to understand providers' positioning, offerings and impact on the ongoing infrastructure transformation initiatives.

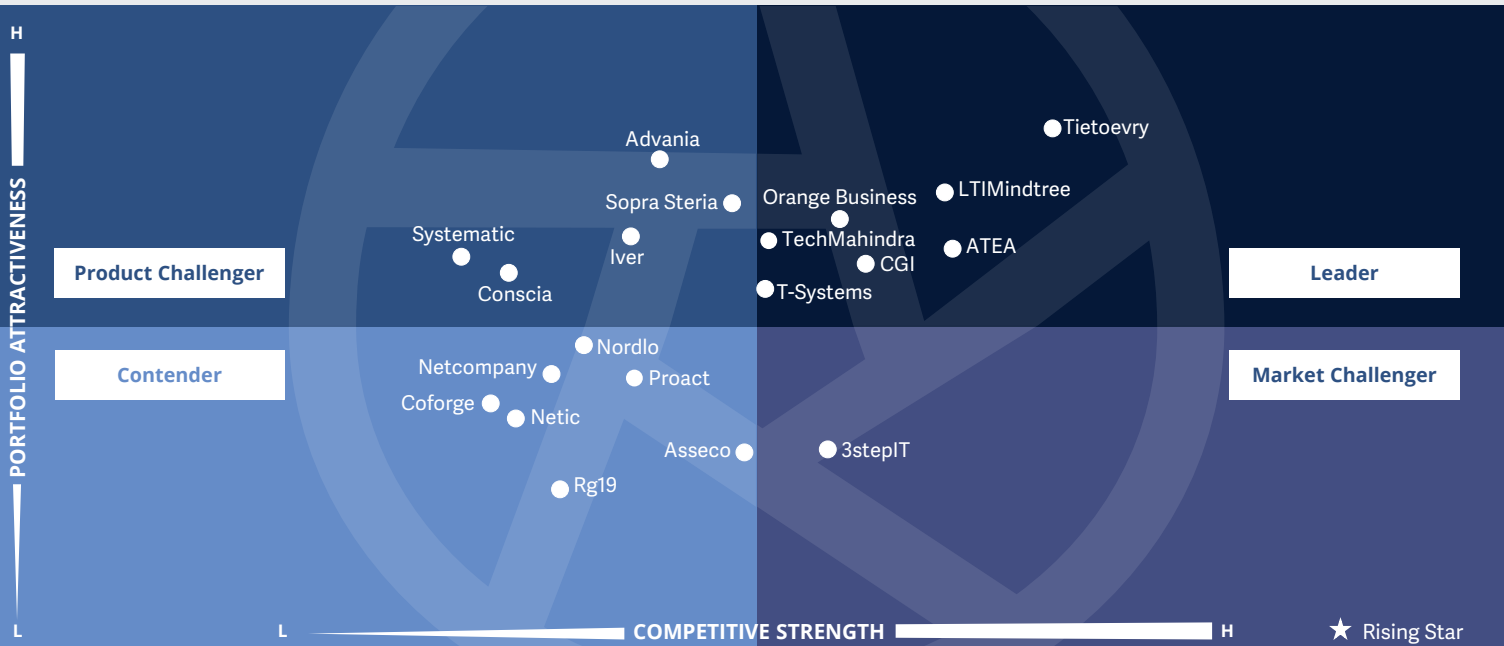


Sourcing, procurement and vendor management professionals should read this report to better understand the current landscape and partner ecosystem of MSPs in the Nordics.



**Private/Hybrid Cloud – Data Center Services
Managed Services for Midmarket**

Nordics 2023



Midmarket companies in the Nordics require services with **enhanced transformation capabilities**. The **consolidation among service providers** that operate in the midmarket will give access to those services that are **holistic and end to end**.

Rohan Thomas



Managed Services for Midmarket

Definition

This quadrant assesses a provider's ability to offer ongoing management services for private and hybrid clouds and traditional data center infrastructures and platforms to midmarket and large enterprise clients. The infrastructures and platforms comprise physical and virtual servers, middleware, storage, databases and networking components. The infrastructure may reside at a client's data center, in a multicloud environment, in the service provider's facilities or even be co-located in a third-party facility.

Such providers typically offer transition services, guiding clients to optimize their existing IT landscapes. Common projects include large-scale data center consolidation, virtualization, cloud enablement and configuration and implementation of a software-defined data center (SDDC). Transition services can also include expanding existing facilities, transferring new workloads or creating new private/hybrid clouds.

Managed services are characterized by the transfer of responsibilities to a service provider and are governed by SLAs with penalties for any deviation. At a broad level, these services include provisioning; enabling real-time and predictive analysis; and monitoring and managing operations of a customer's on-premises, private and hybrid cloud environments. These activities are aimed at maximizing workload performance in the cloud, reducing costs and ensuring compliance and security. Providers should have the capability to manage traditional and cloud-native application releases, including continuous integration and delivery processes.

Eligibility Criteria

1. Ability to offer **services for private and hybrid clouds and data center infrastructure** (servers, middleware, storage and databases) **on their own** without depending on partners
2. Ability to provide services within a client's premises or remotely and preferably through its **shared service centers** (RIM)
3. Demonstrate experience in **large transition** projects that include **automation, consolidation, virtualization and containerization** of data centers and cloud enablement
4. Ability to act as an **extension of clients' IT organization** and get involved in creating blueprints, architecture frameworks and management processes at the client's location
5. Ability to provide services for a **centralized orchestration/**management of hybrid IT infrastructure
6. Showcase **appropriate certifications** to ensure security and compliance at the local level



Managed Services for Midmarket

Observations

The maturity of the private/hybrid cloud among midmarket enterprises across the Nordics continues to evolve and is almost on par with requirements from large enterprises. Service providers with a strong presence and cultural connection with the region and have also derived significant cloud expertise from their engagements with large accounts are likely to succeed.

The global service provider community has experienced consolidation, evident across the Nordics. The integration of Mindtree into LTI is an instance of such consolidation and has had implications on the Nordic markets. Other important acquisitions which consolidated the Nordics market were that of Columbus' private cloud business and Visolit by Atea and Advania. Midmarket customers across the Nordics therefore have more access to best-of-breed private/hybrid cloud services, which are more holistic.

As midmarket companies' hybrid cloud and multicloud environments continue to grow in complexity, companies in this segment

will also require advanced tooling that can automate provisioning, self-heal and improve cloud orchestration. Like larger enterprises, midmarket companies are challenged with the high inflation that is increasing the operations cost of their cloud infrastructure. FinOps would also continue to enjoy high levels of traction among midmarket companies.

From the 90 companies assessed for this study, 20 have qualified for this quadrant with seven being Leaders and no Rising Star.

Atea

Atea's Cloud Engine deploys workloads across hybrid and multicloud environments while minimizing vendor lock-ins. The data centers run on renewable energy and guarantee an uptime of at least 99.95 percent. Atea's strategic partnerships enhance its digital cloud strategy.

CGI

CGI's portfolio consists of industry-specific intellectual property that helps end users integrate automation capabilities easily using accelerators and blueprints. Its digital transformation capabilities have been enhanced through strong partnerships with ISVs and hyperscalers.



LTI Mindtree provides role-based computing services that actively monitor the performance of devices at the edge. Its AIOps and FinOps have helped its clients cut energy consumption and thereby their carbon footprint.



Orange Business has a robust portfolio of SDx solutions. Together with its suite of automation tools, Orange Business customers can seamlessly orchestrate workloads across multicloud environments. It has more than 1,400 hyperscaler certifications.

TECH mahindra

Tech Mahindra's managed Platform for Adaptive Cloud (mPAC) reduces TCO and optimizes workloads in the cloud environment. It boasts a broad range of homegrown accelerators and frameworks that have helped its customers accelerate their private/hybrid cloud deployments.



TietoEVRY has a comprehensive lineup of AIOps and cognitive bots that improve cloud orchestration. It extends Azure Arc, an offering that enables efficient cloud management. A majority of TietoEVRY's 7,000-strong workforce is based within the Nordics.

T-Systems

T-Systems offers comprehensive support and strategy for customers facing challenges in migrating complex applications to a cloud environment. It collaborates with several ISVs to provide differentiated automation and AIOps capabilities for cloud transformation.





“Orange Business forged partnerships with key ISVs to build versatile managed services for the cloud. Its SDx capabilities complement its automation capabilities and significantly reduce interoperability issues in the hybrid cloud environment.”

Rohan Thomas

Orange Business

Overview

Orange Business is headquartered in Paris, France and operates in 65 countries. It has more than 29,100 employees across over 100 global offices. In FY22 the company generated €7.9 billion in revenue, with IT Services as its largest segment. In July 2018 Orange Business acquired Basefarm, improving Orange Business’ managed IT services portfolio and penetration into the Nordics. By September 2022, Basefarm was fully integrated into the Orange Business brand. The entity specializes in digitally transforming multinational large and mid-sized enterprises with cloud, smart mobility and cybersecurity.

Strengths

Cloud transformation capabilities: Orange Business has significantly scaled up its Go-to-Cloud practices through investments in talent and strategic alliances. In 2022, the company reached 1,400 hyperscaler certifications and hired more than 500 new individuals. Orange Business also has significant local talent in the Nordics via its Basefarm acquisition.

Strategic partner ecosystem: Orange Business has strong partnerships with key hyperscalers and ISVs that include OpenStack, HPE, VMware, Nutanix, BMC, CyberArk and others. These partnerships enhance the cloud migration and transformation experience.

Integrated monitoring capabilities: Orange Business’ solutions enhance the visibility of the end users’ hybrid cloud environment through a single pane of glass. In May 2022, Orange Business further enhanced its centralized monitoring capabilities with the introduction of Service Manage-Watch. The solution improves connectivity and security at the edge by interfacing with other monitoring solutions, feeding collated data into a data lake and generating actionable insights for proactive monitoring.

Caution

Orange Business does not provide mainframe modernization services. It must describe its strategy for managing the client’s data center shift from legacy ecosystems to the cloud. Orange Business should also improve sovereign cloud use cases specific to the Nordics market.





Appendix

The ISG Provider Lens™ 2023 – Private/Hybrid Cloud – Data Center Services report analyzes the relevant software vendors/service providers in the Nordics market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research™ methodology.

Lead Author:

Rohan Thomas

Editors:

Shaurya Vineet and John Burnell

Research Analyst:

Meenakshi Srivastava

Data Analysts:

Sachitha Kamath and Lakshmi Kavya Bandaru

Consultant Advisor:

Patrick Nielsen

Project Manager:

Manikanta Shankaran

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The research and analysis presented in this report includes research from the ISG Provider Lens™ program, ongoing ISG Research™ programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of April 2023, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

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

The study was divided into the following steps:

1. Definition of Private/Hybrid Cloud – Data Centre Services 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



Author & Editor Biographies



Author

Rohan Thomas
Senior Lead Analyst

Rohan Thomas has nearly a decade's worth of knowledge expertise in the realms of ICT, which include telecommunications, data centers, and networks and application performance management. At ISG, Rohan is the lead analyst for ISG Provider Lens™, leading research activities and benchmarking exercises pertaining to the regional adoption of digital infrastructure such as private/hybrid cloud.

He has a Bachelor's degree in Mechanical Engineering from Visveswaraya Technological University and a Master's degree in Computer Aided Design and Manufacturing from Vellore Institute of Technology.



Enterprise Context and Overview Analyst

Meenakshi Srivastava
Senior Research Analyst

Meenakshi Srivastava is a Senior Research Analyst at ISG and is responsible for supporting and co-authoring Provider Lens™ studies on the Private Hybrid Cloud Data Center. She creates content for Provider Lens™ studies and supports lead analysts in the research process for multiple regions. She has an experience of 3 years in IT industry and 2.5 years in market research industry. She is also responsible for authoring the enterprise context and global summary reports for her respective study.

Prior to her role in ISG, she has worked on various signature research projects which involved both qualitative and quantitative analysis as well as content creation and contextualization for other market research firm. She has an expertise of working on both primary and secondary research projects and is also associated with other custom and ad-hoc research projects.





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™

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REPORT: PRIVATE/HYBRID CLOUD – DATA CENTER SERVICES