Everest Group®
RESEARCH

Market Report | Cloud and Infrastructure Services

Upcoming Contract Renewals – Infrastructure Services 2021

March 2021: Complimentary Abstract / Table of Contents

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- Pinnacle Model® reports
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- Workshops

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- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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Background of the research

Sourced services are a large, multi-billion dollar market, characterized by deals lasting for an average of two to three years. Most of these deals are originally signed via a competitive process involving Request for Proposals (RFPs), capability assessment, and shortlisting of service providers

Renewals provide an opportunity to non-incumbent players to expand their wallet shares amid disruptive factors such as saturation, slowing growth rate, and new and more agile competitors. They also allow buyers a chance to make course corrections based on lessons learned during the lifetime of the just-concluded engagement and adjust their sourcing strategies to suit the current business environment

This research analyzes renewals coming up in the next two years, with a focus on Infrastructure Services (IS) contracts

This report includes :

- Analysis of the ITS and BPS markets, with focus on deals to be renewed in the future
- Key vertical, geographical, and scope-based analysis, with a focus on IS and bundled contracts
- Analysis of IS and bundled contracts by scope (datacenter, network, helpdesk, and desktop) across geographies

Scope of this report:

Geography
Global

Industry
All industries are covered in this report

Services
Infrastructure services

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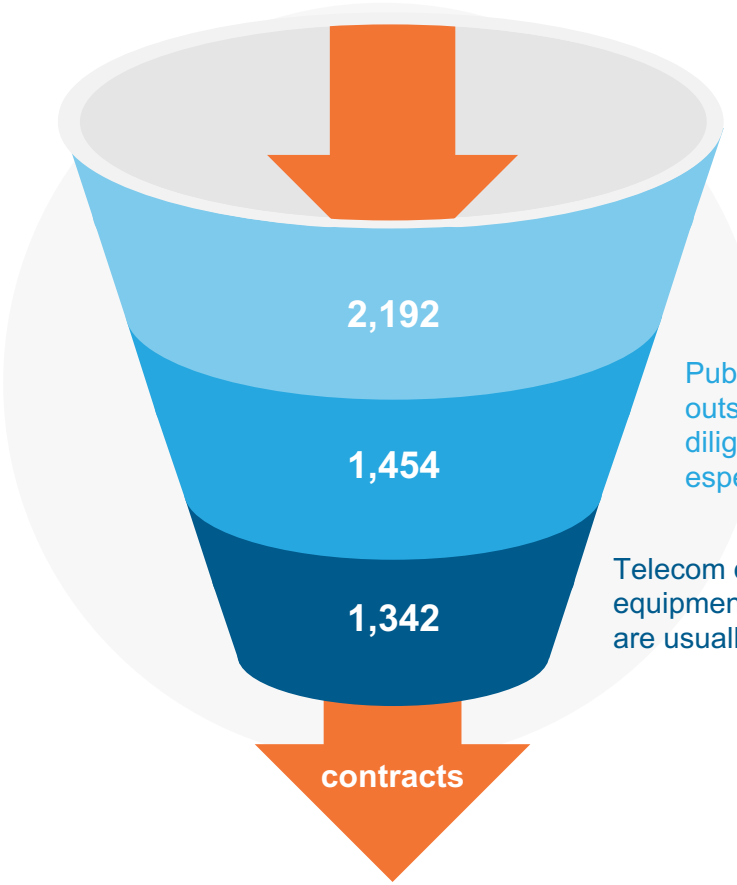
Our analysis is based on Everest Group's Transaction Intelligence Database, the most comprehensive record of publicly announced outsourcing deals

TI database
Accounts for more than 30% of the entire sourcing market

Across 10 industry buckets

Five geographical regions

Four IS towers (datacenter, network, desktop, and helpdesk)



This research only focuses on deals that will renew after January 1, 2021

Public sector deals are different from regular commercial outsourcing contracts, with markedly different sales diligence, contract scope, and set of providers that especially target this buyer segment

Telecom deals are typically voice network and equipment maintenance deals. Consulting deals are usually one-time contracts

We analyzed 1,342 outsourcing deals that expire on or after January 1, 2021

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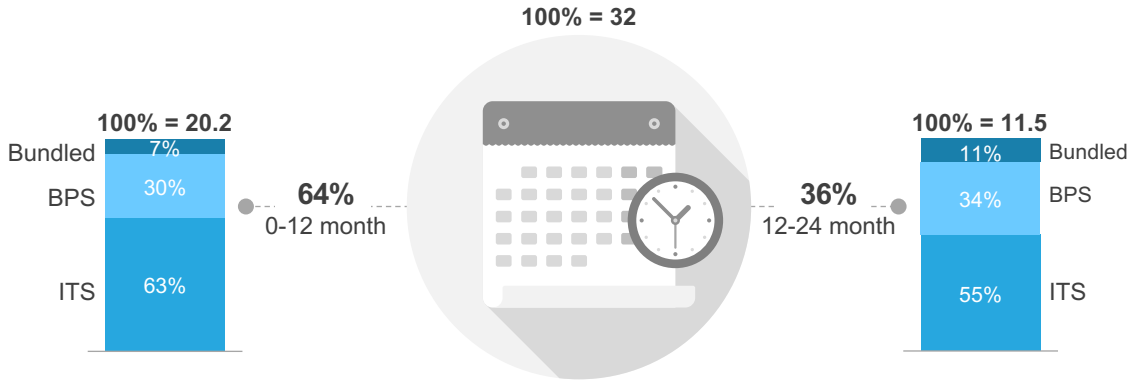
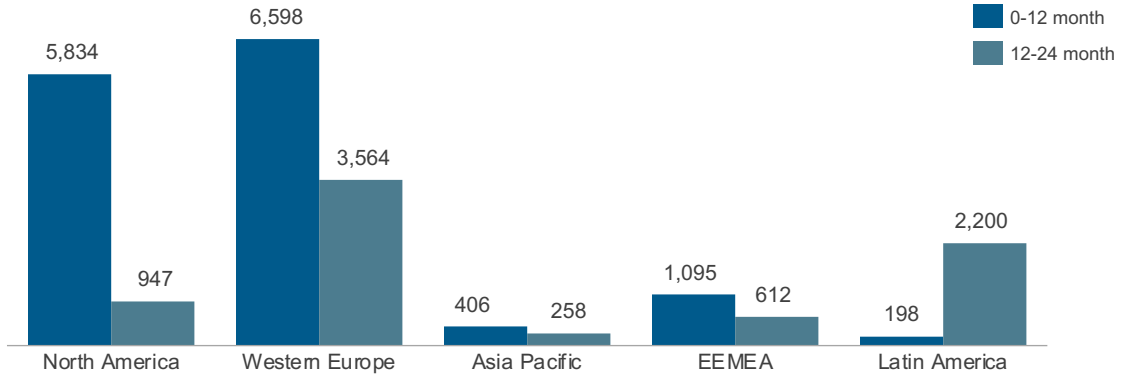
This study offers three distinct sections providing a deep dive into key aspects of upcoming contract renewals in infrastructure services market; below are four charts to illustrate the depth of the report

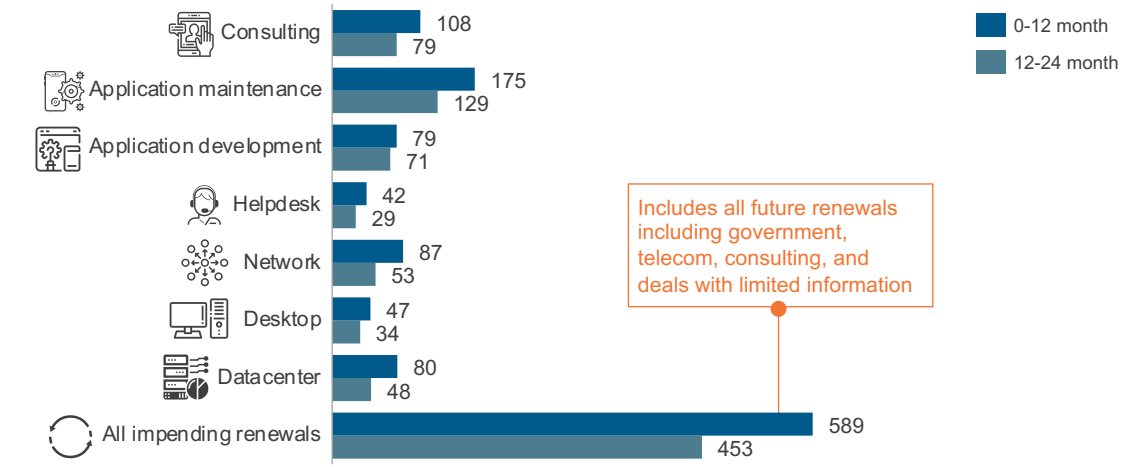
Sum of TCV of deals for renewal; US$ billion



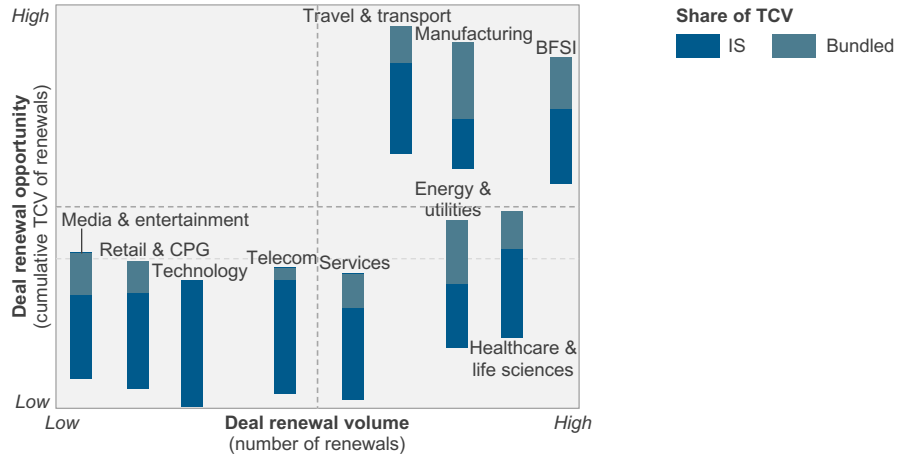
Sum of TCV of deals by signing geography – ITS; US$ million



Deals currently running with specific IT functions in scope; number of deals



IS renewal opportunities by vertical and scope



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Research calendar

Cloud and Infrastructure Services (CIS)

Published | Planned | Current release

Flagship CIS reports	Release date
System Integrator (SI) Capabilities on Google Cloud Platform (GCP) Services PEAK Matrix® Assessment 2021	December 2020
Service Integrator (SI) Capabilities on Microsoft Azure Compendium 2021	December 2020
System Integrator (SI) Capabilities on Google Cloud Platform (GCP) Services Compendium 2021	December 2020
State of the Market: IT Infrastructure Automation Services	Q2 2021
State of the Market: Cloud Services	Q2 2021
Network Transformation and Managed Services PEAK Matrix® Assessment 2021	Q2 2021
SD-WAN Services PEAK Matrix® Assessment 2021	Q2 2021
Managed Security Services (MSS) PEAK Matrix® Assessment 2021	Q2 2021
State of the Market: IT Infrastructure Services (Private & Hybrid Clouds)	Q2 2021

Thematic CIS reports	Release date
Future-proofing Enterprise Transformation with Cloud-agnostic Managed Services	February 2021
Upcoming Contract Renewals – Infrastructure Services 2021	**March 2021**
Enterprise Pulse Report: The Dissatisfaction Conundrum	Q2 2021
Future of SecOps: Security Operations for the Digital World	Q2 2021
Contracting for the cloud	Q2 2021

Note: For a list of all of our published CIS reports, please refer to our website page

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