

# Managed Cloud Services

IDC's *Managed Cloud Services* provides a comprehensive look at the shift of traditional outsourcing managed services to managed cloud services involving the full breadth of options including private, public, and hybrid clouds across the full array of required technologies to deliver any of these types of clouds: applications, infrastructure, and endpoint devices. This program examines the buyer adoption patterns of these services along with digital capabilities impacting these services (such as IoT, automation/artificial intelligence, mobility, and analytics), assesses the ecosystem of providers as well as partnership models with public platform providers, and provides benchmarking and road maps of the transformation of both buyers and providers as they evolve their capabilities for these services.

## MARKETS AND SUBJECTS ANALYZED

- Worldwide managed cloud services trends and opportunities
- Shifts in buyer needs for traditional outsourcing and managed cloud services
- Managed cloud services for multicloud management and operations
- Deal analyses by vendor, vertical industry, geography, and scope of services
- Managed (outsourced) digital endpoint and network services for the future workplace
- Thought leadership on the market, industry, and financial impact of managed cloud services
- Impact of automation (artificial intelligence)/AIOps, FinOps, sustainability, and sovereign clouds on managed cloud services
- Use of new technologies (e.g., edge, containers, and quantum)

## CORE RESEARCH

- Worldwide Managed Cloud and ITO Services Forecasts and Analyses
- Deal Analyses for the Top 100, Semiannual Trends, and Managed Cloud Services
- Top 10 Worldwide and U.S. ITO and Managed Cloud Service Providers
- Competitor Analysis of Managed Cloud Service Providers
- Buyer Studies on the Adoption of Managed Cloud Services, Managed Digital Services, and Managed Workplace Services
- Thought Leadership on the Evolution of and Business Models for Managed Cloud Services

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: [Managed Cloud Services](#).

## KEY QUESTIONS ANSWERED

1. What is the global revenue opportunity for ITO and managed cloud services by different engagement types (public, private, and hybrid)?
2. Which providers have leveraged their competitive advantage to increase market share for managed cloud services?
3. How are outsourcing and managed services contracts evolving?
4. How can managed service providers optimize their opportunities in partnering with public cloud providers?
5. How will managed cloud services be leveraged in this market?
6. How will endpoint management evolve with the increased use of digital capabilities, mobile devices, and new delivery models?
7. Where are opportunities for new technologies?

## COMPANIES ANALYZED

This service reviews the strategies, market positioning, and future direction of different providers and partners in the *Managed Cloud Services* market, including:

Accenture, Alibaba, Atos, AT&T, AWS, Bell Canada, BT, Capgemini, CGI, Coforge, Cognizant, Dell, Deloitte, DXC, Ensono, Fujitsu, Google Cloud, HCL, Hitachi Vantara, IBM, Infosys, Kyndryl, Leidos, LTIMindtree, Lumen, Microsoft Azure, NTT DATA, Ollion, OVH, Peraton, Protera Technologies, PwC, Rackspace, Ricoh, SADA Systems, TCS, Tech Mahindra, Telus, T-Systems, Unisys, Verizon, and Wipro