

Service Provider Adoption Trends and Strategies

IDC's *Service Provider Adoption Trends and Strategies* analyzes the IT infrastructure adoption trends and buy-side strategies of regional and global service providers (SPs), including managed service providers, systems integrators (SIs), telecoms network operators, and others. Key areas of focus include next-generation computing platforms, accelerated computing, edge computing, converged and hyperconverged infrastructure, and on-premises versus off-premises infrastructure deployments, including datacenter and cloud use. Core qualitative research is complemented by quantitative survey data, providing trend analysis as well as evidence-based insights. IDC's *Service Provider Adoption Trends and Strategies* CIS is a companion to the Service Provider View SIS, which is itself part of the BuyerView product catalog. The latter provides annual insights on service providers' IT infrastructure investment strategies using a worldwide survey of key executives and decision-makers at leading service providers globally.

MARKETS AND SUBJECTS ANALYZED

- Service provider compute infrastructure investment trends
- Service provider selection of IT vendor technologies and services
- Macroeconomic factors affecting service provider business models and strategies
- On-premises versus off-premises infrastructure deployments, including datacenter and cloud use
- The impact of sustainability commitment on service provider infrastructure investments

CORE RESEARCH

- Service Provider IT Infrastructure Spending Priorities
- The Impact of Macroeconomic Factors on Service Provider Strategies
- Service Provider Cloud Adoption Trends and Usage Models
- The Impact of Sustainability on Service Provider Investment Strategies
- Datacenter Usage Trends Among Service Providers
- The Evolving Role of AI in Service Delivery
- Service Provider Edge Infrastructure Strategies
- Service Provider Investments in Accelerated Computing
- Service Providers and Mainframe Use and Modernization
- Service Provider-Focused Case Studies
- Service Provider News and Event Analysis

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: [Service Provider Adoption Trends and Strategies](#).

KEY QUESTIONS ANSWERED

1. How are service providers' buy-side business models evolving and what are the expectations for growth?
2. To what extent are service providers engaging with new and disruptive technologies?
3. Which technologies are seeing greatest traction and where are cloud service providers channeling their investments?
4. How are service provider investments in their own on-premises technology growing relative to the use of third-party platforms or reselling?
5. What are the drivers and inhibitors of the cloud market from the perspective of the service providers?

COMPANIES ANALYZED

This service reviews the IT investment strategies, market positioning, and future direction of regional and global service providers, including:

Accenture PLC, Capgemini, CenturyLink, Cisco Systems Inc., Cognizant, Dell Technologies Inc., DXC Technology, Hewlett Packard Enterprise, Hitachi Ltd., IBM Corporation, Infosys Ltd., Iron Mountain, Kyndryl, Lenovo, NTT Communications, Oracle

Corporation, Rackspace Inc., Salesforce Inc., SAP SE, Tech Mahindra, Unisys Corporation, Verizon, VMware Inc., and Wipro Ltd.