

## Quarterly Research Summary

2014 has seen the team of analysts, here at TechMarketView, get off to a flying start beginning with the release of our hotly anticipated Predictions 2014 – Race for Change (*Subscribers' Edition*).

Our managing partner, Anthony Miller, released a series of annual reviews; OffshoreViews 2013, IndustryViews QuotedSector and IndustryViews Corporate Activity, all of which look at the industry fortunes of the SITS market in 2013. This research is part of our Foundation Service.

**PublicSectorViews'** research directors, Georgina O'Toole and Tola Sargeant, have been equally busy with the release of a key report **UK Public Sector SITS Supplier Landscape 2013-14**. Georgina gave her views on **CSC: Targeting central government**, as well as in-depth analysis on **Agilisys bags LB Westminster customer services deal**, **Steria UK: SSCL significant contributor to FY14 growth**, **Agilisys automates with LBB Celaton**, **Egress Software secures rapid growth** and **BAE Systems applies intelligence to drop Detica brand**. Tola explores the fortunes of Little British Battler (LBB): **CentraStage in CentraStage keeps punching above its weight**. She also takes a look at Civica in **Civica: Ambitious plans for growth through 2017**.

New stream **FinancialServicesViews** has seen research director, Peter Roe, release his key report on **Cloud Services in the UK Financial Services Sector**. While in **BusinessProcessViews** research director, John O'Brien gives us his overview of Xerox in **Xerox Services goes into reverse (update)** as well as his analyst views on **Capita FY13: Inconsistency under the covers** and **Serco rebuilding trust with UK Government - lessons for all Government suppliers**.

In **ESASViews** research director, Angela Eager, proffers her views on **Capturing the digital front office opportunity** and on **What will Microsoft look like under Satya Nadella?** While **InfrastructureViews** research director, Kate Hanaghan, has released her key report on **How the leading Infrastructure Services players are fighting for their place in the cloud market**. Kate also gives us her company views on Wipro in **Wipro speeds-up infrastructure services growth rate** and on Telecity in **Telecity's "gradual" UK improvement**.

**Q2** is shaping up to be equally busy: look out for our report on the fourth generation of Little British Battlers following our spring LBB Day in April (follow the LBB event on Twitter #TMVLBBDay). Of course no-one will want to miss our flagship reports: **Market Trends & Forecasts** and **Supplier Landscape** – make sure you tune in regularly for our 'must read', cutting-edge analysis of what's really happening in the UK SITS market.

*For more information on any of the reports highlighted below just click the title.*

### OffshoreViews - 2013 Review

**Anthony Miller**

Report

28.03.2014

In OffshoreViews 2013 Review we take a look at the financial performance of the leading India-centric IT services suppliers in the UK market during 2013 and ponder on their prospects. Eligible TechMarketView subscription service clients can download OffshoreViews by clicking on the heading above.

### How the leading Infrastructure Services players are fighting for their place in the cloud market

**Kate Hanaghan**

Report

04.03.2014

In this report InfrastructureViews research director, Kate Hanaghan, examines the margin challenges for suppliers and assesses the cloud offerings and relative positions of the Top 10 infrastructure services suppliers in the UK.

### Cloud Services in the UK Financial Services Sector

**Peter Roe**

Report

26.02.2014

FinancialServicesViews research director, Peter Roe, believes the move to the wider use of Cloud Services will have a significant impact on the Financial Services sector over the coming year. Peter's report is the first specifically directed at this phenomenon and examines the reasons why we expect the sector to accelerate its move to Cloud now.

**UK Public Sector SITS Supplier Landscape 2013-14**

Georgina O'Toole/Tola Sargeant

Report

04.02.2014

The PublicSectorViews team review the recent fortunes of key suppliers to the UK public sector software and IT services market. This report provides our views on the performance of Top 20 suppliers (and other 'ones to watch') in 2013 and, more importantly, looks forward to what might happen in 2014 and beyond.

**IndustryViews Quoted Sector 2013 Review**

Anthony Miller

Report

27.01.2014

Eligible TechMarketView subscription service clients can download the latest edition of IndustryViews Quoted Sector to see our concise analysis and review of the stock performance of UK-listed software and IT services companies in 2013.

**IndustryViews Corporate Activity - 2013 Review**

Anthony Miller

Report

23.01.2014

There was a strong increase in UK software and IT services (SITS) merger and acquisition activity in 2013 to the highest level for seven years. Eligible TechMarketView subscription service clients can read our concise analysis of UK software and IT services M&A activity in 2013 by downloading the latest edition.

**Predictions 2014 - Race for Change**

TechMarketView

Report

15.01.2014

As a special New Year bonus to all TechMarketView subscription service clients, we are making available a consolidated and expanded compendium of all of the Predictions 2014 articles that the TechMarketView research team published on UKHotViews in December. No matter which of our research streams you subscribe to, you will see all of our Predictions for each sector and segment that we cover. It will make fascinating – and for some, disturbing – reading.

**Capita FY13: inconsistency under the covers**

John O'Brien

AnalystViews

06.03.2014

Having been through the detail of Capita's FY13 results, looking at the headlines, you'd be forgiven for thinking all is going swimmingly, with 15% topline growth, 8% organic growth, and double-digit margins (see **Capita hits 8% organic growth**). However, looking under the covers points to inconsistency across Capita's various divisions.

**Capturing the digital front office opportunity**

Angela Eager

AnalystViews

03.03.2013

ESASViews research director, Angela Eager, proffers two critical messages for established ESAS suppliers. Her report provides insight into how some of today's leading ESAS providers are adapting to the digital challenge and the developments and directions all suppliers should be keeping tabs on.

**Serco rebuilding trust with UK Government - lessons for all Government suppliers**

John O'Brien

AnalystViews

19.02.2014

In BusinessProcessViews research director, John O'Brien, provides insight into how 2014 is destined to be a pivotal year for BPO and support services giant Serco as it attempts to rebuild trust with UK Central Government.

**What will Microsoft look like under Satya Nadella?**

Angela Eager

AnalystViews

14.02.2014

In this review Angela comments on the appointment of Satya Nadella at Microsoft. Her report provides a view on what we can expect from Nadella and thoughts on how Microsoft could develop.

## CSC: Targeting central government

Georgina O'Toole

AnalystViews

04.02.2014

Georgina met with CSC's VP UK Public Sector, Chris Doutney, to learn more about CSC's performance and prospects in the sector. Read more about how CSC is extending its reach into the rest of the public sector market.

## Agilisys bags LB Westminster customer services deal

Georgina O'Toole

UKHotViewsExtra

26.03.2014

Following on from the news that Serco had beaten Agilisys to the Lincolnshire County Council contract (see **Serco beats Agilisys at Lincolnshire**); Agilisys is able to announce its own piece of good news - they will be replacing Serco at Westminster City Council. The deal is set to save the Council £12m over three years.

## Wipro speeds-up infrastructure services growth rate

Kate Hanaghan

UKHotViewsExtra

18.03.2014

Kate caught up with Manish Garg, who heads Wipro's infrastructure services business in Europe. Alongside HCL, Wipro is the only India-centric firm that ranks in our infrastructure services Top 20. Find out about Wipro's key IS offerings in system integration, data centre services, end user computing, networking and cloud services and how Wipro has developed specific strengths in financial services and utilities.

## Steria UK: SSCL significant contributor to FY14 growth

Georgina O'Toole

UKHotViewsExtra

03.03.2014

Steria's UK business really stole the show in the company's FY13 results (see **A promising year ahead for Steria**). During the results presentation, the executive team described "a solid position in the UK driving Group performance". This report outlines in detail the percentages behind Steria's major geographies.

## Telecity's "gradual" UK improvement

Kate Hanaghan

UKHotViewsExtra

17.02.2014

Recently, Telecity, a provider of carrier-neutral data centres in Europe, reported topline revenue growth of 15.1% (to £325.6m) for FY13 (year ending December 2013). In this review Kate drills down into the figures and projects the fortunes of Telecity for FY14.

## BAE Systems applies intelligence to drop Detica brand

Georgina O'Toole

UKHotViewsExtra

14.02.2014

BAE Systems Detica, which was formed following the acquisition of Detica by BAE Systems in September 2008, became BAE Systems Applied Intelligence from 1st February 2014. The dropping of the 'Detica' name is, therefore, interesting. Find out what it means in Georgina's report.

## CentraStage keeps punching above its weight

Tola Sargeant

UKHotViewsExtra

05.02.2014

In this report PublicSectorViews research director, Tola Sargeant, reviews the progress of Little British Battler CentraStage, a company who are going from strength to strength.

## Agilisys automates with LBB Celaton

Georgina O'Toole

UKHotViewsExtra

05.02.2014

In this UKHotViewsExtra piece Georgina comments on the exciting news that one of our Little British Battlers has formed a strategic partnership with Top 5 ranked supplier to the UK local government market, Agilisys.

## Xerox Services goes into reverse (update)

John O'Brien

UKHotViewsExtra

28.01.2014

Xerox's Q4 was yet another disappointment for the copier and IT/BP giant. Services revenue went into decline for

the first time since its acquisition of ACS in 2009 after quarter on quarter of slowing growth (see **Xerox Services goes into reverse**). Find out in John's report whether Xerox can turnaround their fortunes.

### **Civica: Ambitious plans for growth through 2017**

UKHotViewsExtra

Tola Sargeant

20.01.2014

Civica delivered market-beating growth across the board in FY13, strengthening its position in all its core UK markets – local government, education & healthcare – despite the distraction of a change of financial backer (see **Civica acquired by OMERS private equity**) and two acquisitions during the year. Following on from her meeting with CEO Simon Downing, Tola outlines in more depth the percentages behind Civica's FY13 growth.

### **Egress Software secures rapid growth**

UKHotViewsExtra

Georgina O'Toole

07.01.2014

Just before Christmas, we had an in-depth chat with CEO of Egress Software Technologies. Though not officially one of our Little British Battlers, the company has all the ingredients to be classed as one. Find out more about this strong growing company and their success in the UK public sector, where Egress derives the majority of its revenues.