









# Research Summary March 2021

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**KEY**

-  Foundation Service
-  PublicSectorViews
-  FinancialServicesViews
-  TechSectorViews
-  Available in all streams
-  Tech User Programme



**Rialtas na hÉireann**  
Government of Ireland

Angela Eager | UKHotViewsExtra | 30-March-2021

## Irish government supports pub hub remote rural work model

There's an interesting workplace related snippet from the Irish government. Under its "Our Rural Future" strategy it is proposing a national network of 400 remote working hubs to support home or remote working. The suggestion is part of its five year rural development policy but also plays to the desire for new working patterns based around a remote and hybrid model once the pandemic has subsided sufficiently.



TMV Analyst Team | Report | 30-March-2021

## TechMarketView Market Readiness Index 2021: Top 10 UK IT & Business Process Services Providers

TechMarketView's Market Readiness Index (MRI) is designed to help end user organisations determine the readiness of their ICT suppliers to support them as they seek to digitally transform their organisations. Now in its third year, the Market Readiness Index provides unique insight into the largest providers of IT and Business Process Services to the UK market. In this report, we examine the Top Ten largest players.



Tola Sargeant | UKHotViewsExtra | 29-March-2021

## Healthy growth for confident Allocate Software

Healthcare-focused workforce planning and optimisation software specialist Allocate Software continues to grow strongly, reporting double-digit revenue growth in FY20 (to end May) and increases in bookings, revenue and EBITDA so far in FY21 that are ahead of last year and significantly ahead of plan. Indeed, nine months into FY21 key performance indicators are encouraging.



Global Britain in a competitive age  
The Integrated Review of Security, Defence, Development and Foreign Policy

Georgina O'Toole | UKHotViewsExtra | 22-March-2021

## National Security & Resilience: The role of science & technology

The UK Government recently published its Integrated Review of Security, Defence, Development & Foreign Policy, subtitled "Global Britain in a Competitive Age". Across 114 pages, it lays out the Government's vision for the UK's role over the next decade and sets out an action plan through to 2025. With Science & Technology "elevated to the highest importance", TechMarketView's PublicSectorViews' team has scoured the pages for the key takeaways for technology suppliers.



Marc Hardwick | UKHotViewsExtra | 18-March-2021

## Capita full year results – beyond the headlines

This UKHotView Extra article takes a look at the story beyond the Capita full year results and considers its proposed new structure and the impact that will going forwards.



Tola Sargeant | UKHotViewsExtra | 18-March-2021

## Driving digital in the NHS: Hancock's five priorities

It's been a busy month for Secretary of State for Health & Social Care, Matt Hancock, as he addressed both the House of Commons and the Digital Health Rewired conference in quick succession, making a series of announcements that will be of significant interest to tech suppliers active in the UK health and care market. Indeed, combine the high-profile funding news with Hancock's speech on 'Driving Digital in the NHS', and it becomes clear why many tech suppliers are particularly interested in the UK health and care sector.

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Duncan Aitchison | Report | 15-March-2021

### Applications Operations Supplier Prospects 2021 and beyond

In this report, we look at the Top Ten leading players (by revenue) in the UK SITS Applications Operations market and assess what they will need to do to be successful now and beyond. We also provide our analysis of the potential hurdles that will prevent suppliers reaching their potential in the short and mid-term.



Dale Peters | Report | 12 March-2021

### Public Sector Supplier Prospects 2021 and Beyond

In TechMarketView's Public Sector Supplier Prospects 2021 report we look at the Top 20 suppliers in the UK public sector software and IT services (SITS) market, reviewing recent progress, looking at the key market challenges and assessing what suppliers need to do to maximise their potential in 2021 and beyond. The COVID-19 pandemic has, over the course of the year, brought into stark relief that digital transformation within the public sector should be treated as a 'must have' rather than a 'nice to have'.



Angela Eager | UKHotViewsExtra | 12-March-2021

### Zoho flies under the radar – but should it?

Privately-held, 25 years in business, bootstrapped from the start and with estimated annual revenue of \$500m+, business software supplier Zoho flies under the radar. Yet 60m+ users access its SaaS business software, it has 9000 employees and a level of sustained growth that wouldn't embarrass the leading high growth SaaS pure plays. It is a global tech company with the necessary attributes but not a tech company from the traditional mould.



Marc Hardwick | UKHotViewsExtra | 12-March-2021

### Winners and losers from the rush to automate

Since the start of the pandemic, we have been consistently saying that automation is likely to be one of the "winners" from a COVID-led acceleration to digital. Indeed, anecdotally we have heard of lots of use cases across different sectors where COVID has led to the adoption of tech to undertake previously manual tasks. The shift to online, the need to socially distance, the cost of PPE, staff in isolation etc., all make the economic case for machines more compelling.



Anthony Miller | Report | 7-March-2021

### OffshoreViews Q4 2020 Review

"We're still happy and we're still mindful," were the opening words from Rajiv Shah, President & CEO at Happiest Minds Technologies, along with Isaac George, Senior Vice President & Head of European Operations, on a recent call with TechMarketView Managing Partner Anthony Miller. In this edition of OffshoreViews, Miller explains why! OffshoreViews includes our regular summary of the top-tier and mid-tier Indian Heritage Provider (IHP) reporting season, along with insightful charts showing multiyear trends.



Tania Wilson | Report | 4-March-2021

### IndustryViews Venture Capital Q4 2020 Review

Data from corporate finance firm Ascendant reveals a record level of venture funding into early-stage UK and Irish technology companies in 2020, despite the ongoing impact of the Covid pandemic. There were 1,016 funding deals of more than £0.5m announced - a drop of 5% on the equivalent figure for 2019. This latest edition of IndustryViews Venture Capital has more detail, along with commentary on selected UK tech venture funding deals.



Dale Peters | UKHotViewsExtra | 4-March-2021

### Budget 2021: the long road to recovery

After a year of unprecedented challenges, the March Budget sets out the first steps the Government is taking to support the UK's recovery from the COVID-19 pandemic. Digital technologies only had a cameo role, but there was much that will interest software and IT services providers, particularly SMEs.



Angela Eager | Report | 4 March-2021

### Making a Difference with SustainabilityTech

SustainabilityTech is about the use of technology to enable individuals, organisations and governments to meet sustainability objectives. There is a growing role for IT suppliers to provide the tools and solutions to facilitate the protection, conservation and replenishment of natural resources and the environment. This report provides a snapshot of this fast moving sector, gauging current activity among UK sustainability - focused startups and the innovative solutions.



Georgina O'Toole | Report | 2-March-2021

### Agilisys: Adaptation to an evolving market

Agilisys has been a prominent supplier in the UK local government IT and business process services market for twenty years. In this latest research note we look at how Agilisys has adapted to changing market demands, allowing it to continue to grow the business profitably, and consider what it will need to do to maintain its position as a leading provider of digital transformation services to the UK local government market and expand into adjacent markets.



### Consulting Supplier Prospects 2021 and beyond

In this report, we look at the Top Ten leading players (by revenue) in the UK SITS Consulting market and assess what they will need to do to be successful now and beyond. We also provide our analysis of the potential hurdles that will prevent suppliers reaching their potential in the short and mid-term. This report should be read alongside Consulting Market Trends and Forecasts 2020 - 2023 and Consulting Supplier Rankings 2020.



### Kalifa Review outlines support for UK fintechs

A major independent report, examining the future of the UK fintech sector, "The Kalifa Review" has now been published, revealing a forward-looking strategy to support technology innovators in financial services. Commissioned by the Chancellor of the Exchequer, Rishi Sunak, the review was conducted by Bank of England non-executive director, Ron Kalifa OBE.



### Pandemic pressures stifle Civica's streak

Civica's revenue for the year ended 30 September 2020 fell by 0.1% to £424.9m (2019: £425.6m)—the first time it hasn't achieved year-on-year revenue growth since the Civica brand was launched in 2002. The first half of the financial year saw strong growth, but this slowed in the second half as the pandemic hit. Overall, however, business held up well without recourse to any government schemes and it retained its unbroken record of profit growth.



### Share Performance in February 2021

A glance at the Share Indices for Feb 21 might leave you thinking that not much happened. But there was real 'excitement' in the last few days as NASDAQ slumped 4.8% in the last week of Feb. However, NASDAQ is still up 3.1% YTD and up an astonishing 85% since its low in Mar 20. Every part of the economy has seen digital transformation at a pace never witnessed before. Peak growth has probably passed and expectations for the coming year might just be over exuberant!



### Granicus facilitating channel shift during the pandemic

Granicus has seen a significant increase in the adoption of its citizen service solutions during the pandemic. TechMarketView spoke to Ian Roberts, Managing Director at Granicus UK, about how the company has performed during the crisis. The company, which is now headquartered in Denver, specialises in cloud-based communication, transparency, legislative management and digital self-service solutions for the public sector.



### IndustryViews Quoted Sector Q4 2020

Our quarterly review of the UK software and IT services quoted sector scene with comparative share price performance against leading international software and IT services stocks. The strong performance of UK listed software and IT services shares seen in recent quarters slowed slightly in the final quarter of 2020.



### Buoyant BJSS set fair for growth

Leeds-based IT and business consultancy BJSS is one of a handful of newer wave SI's to be cutting a dash in the UK SITS market. Being privately-owned, the firm attracts fewer headlines than its publicly quoted peers Endava and Kainos. Its recent progress is, however, no less impressive. We caught up with the BJSS Managing Director, Stuart Bullock and its Chairman, Glynn Robinson to find out how both the company has been faring during the pandemic and the prospects for the business are shaping up.



### Digital Marketplace Review 2020

This data-driven report reviews the Digital Marketplace sales figures covering the period from 01 January 2020 to the 31 December 2020. It includes data from two Crown Commercial Service (CCS) frameworks: G-Cloud and Digital Outcomes & Specialists (DOS).



### Solutions Supplier Prospects 2021

In this report, we look at the Top Ten leading players (by revenue) in the UK SITS Solutions market, and assess what they will need to do to be successful now and beyond. We also provide our analysis of the potential hurdles that will prevent suppliers reaching their potential in the short and mid-term.



## Making Tax Digital - HMRC puts the bean counters in the shade

My recent article (*Flux brings digital receipts to Barclays customers*), touched on "Making Tax Digital" (MTD) and the efforts by HMRC to modernise the UK tax system. The MTD initiative is fast approaching another important milestone - just like high street banks, HMRC is being dragged into the 21st Century. As a result of this and the wider impact of digital technology and API dataflows, the accountancy and tax market is beginning to look very different.



## Enterprise Software Supplier Prospects 2021

This forward looking report analyses the Top Ten leading suppliers (by revenue) in the UK Enterprise Software market, assessing what they need to do to be successful in 2021 and beyond in individual profiles. It also provides analysis of the likely hurdles that will prevent suppliers reaching their potential in the short and mid-term, along with an overview of the Enterprise Software market size and forecast.



## Cyber Security Market Trends and Forecasts to 2023

This report contains TechMarketView's latest market size and forecast data alongside an analysis of the trends shaping the UK enterprise security hardware, software and services market. The ongoing requirement for effective cyber security protection did not dissipate with the onset of the coronavirus pandemic at the start of 2020, but it did lead to a fall in spending within certain categories.



## Atos & DXC: UK public sector perspective

Last month, we commented on the friendly takeover approach of DXC by Atos. A few days later, TechMarketView Research Director, Jon Davies, ran a slide rule over the proposed merger in 'Running the rule over Atos & DXC'. Here, we take a closer look at the impact from a UK public sector perspective. Should the proposed merger go ahead, it would push Atos to the very top of our UK public sector SITS rankings.



## Share Performance in January 21

Nothing much happened in the various indices we follow in Jan 21. A 2.4% rise in NASDAQ and a 0.8% fall in the FTSE100 is hardly exceptional. The FTSE SCS Index rose by a respectable 2.3% in Jan 21. We reported share fluctuations at Triad and the gains at Aptitude, Access, Aveva, Sofcat etc. Also falls at ATOS, Capita. As the Oct-Dec 20 quarterly reporting season is in full swing, we report on Big Tech and look forward to a bumper period of London IPOs.



## Customer Onboarding in Retail Banking "Pandemic exposes enduring challenges"

Problems relating to customer onboarding have still not been resolved satisfactorily by the established high street banks in the UK. These failings have been badly exposed by the impact of the coronavirus pandemic and lockdown. Learn how and why these challenges prevail and explore some of the possible alternative approaches.



## Pivoting to "Digital BPO" – Capita's new Grant Management platform Grants

Recently, we have seen the Business Process Service (BPS) market migrate away from heritage "lift and shift" style operations. When Capita CEO Jon Lewis took over the reins at the UK SITS market leader three years ago, he committed the firm to developing "Digital BPO" offerings. A new strategy soon followed, specifically moving away from developing bespoke solutions towards a more reusable platform-based approach.



## Reset and Reimagine: Predictions Compendium 2021

This report consolidates our predictions (including those for Public Sector and Financial Services) for the UK Software and IT services market in 2021 and beyond. The Predictions Compendium is available to all TechMarketView subscribers.



## Edge AI: Pushing Workload Boundaries

The larger and more complex the data set involved, the harder applications have to work to ingest, process and analyse the information, putting strain on the underlying network, storage and server architecture. This report discusses how and where edge compute architectures can help to solve those performance issues by processing data in distributed locations, particularly when it comes to the use of artificial intelligence (AI) technology.

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Kate Hanaghan | Report | 15-Jan-2021

### ECS acquisition by GlobalLogic oozes logic

In November, it was announced that ECS had been acquired by GlobalLogic. ECS has numerous FTSE 100 customers, in financial services and other highly regulated sectors. It is also one of a small number of UK-headquartered businesses to be awarded the DevOps competency partner status by AWS. This research note looks at some of the implications of the acquisition for the companies and their customers.



Jon C Davies | UKHotViewsExtra | 13-Jan-2021

### Running the rule over Atos and DXC

The motivating factors behind the estimated \$10bn bid for DXC Technology by Atos are intriguing. As is the likely impact on the SITS market. In the UK, the estimated revenue of Atos, combined with the larger DXC, is likely to exceed £3.5bn per annum, making the merged company the largest SITS vendor in the UK. Learn more about the various considerations surrounding the merger and read our perspective on the proposed deal here.



Georgina O'Toole | UKHotViewsExtra | 13-Jan-2021

### New UK Government Central Digital & Data Office

Digital-related announcements in Government often leave me unconvinced that anything will change, however, the recent announcement by Alex Chisholm, COO for the Civil Service and Permanent Secretary for the Cabinet Office, feels different. The big news is the Central Digital and Data Office (CDDO) for Government, which will be launched in early February, with significant appointments supporting its creation.



Richard Holway | UKHotViewsExtra | 2-Jan-2021

### Review of Share Price Performance in Dec 20 and 2020 as a whole

NASDAQ continued its Bull run rising another 6.2% in December making it a massive 43.6% gain in 2020. Set this against the FTSE100 which, although rising 3.1% in December, still registered a 14.3% fall in 2020 as a whole. The FTSE SCS Index, which most closely tracks the Software & IT Services companies on the LSE that we follow, also rose 3.3% in December. But is also down 11.8% in 2020. So the place to be in 2020 was in US Big Tech!

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Contact **Client Services** for details: [info@techmarketview.com](mailto:info@techmarketview.com)