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# Research Summary December 2020

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<b>KEY</b>	 Foundation Service	 PublicSectorViews	 FinancialServicesViews
	 TechSectorViews	 Available in all streams	 Tech User Programme



Dale Peters | Report | 21-Dec-2020

## UK Police Supplier & Market Analysis

This report provides TechMarketView's view of the UK police software and IT services (SITS) market from a market and supplier perspective. PublicSectorViews subscribers will find our Top 10 police SITS rankings for 2019, as well as our view of those suppliers that are 'On the Rise' and 'Ones to Watch'. Subscribers will also find our latest forecasts for the UK police SITS market. Our view of 2019, and our forecasts through to 2023, are based on our new proprietary Digital Evolution Model (DEM).



PublicSectorViews Team | Report | 18-Dec-2020

## Public Sector Market Forecast Update 2020-2023

This report updates TechMarketView's analysis of the UK public sector software and IT services (SITS) market for 2019 and for the forecast period to 2023. It revisits, and should be read in conjunction with, the analysis we published in July (Public Sector Software and IT Services: Suppliers, Trends and Forecasts 2020-2023), as well as our series of reports that deep dive into the six public sector subsectors. In those reports you will find additional detail on the trends impacting the market.



Kate Hanaghan | UKHotViewsExtra | 16-Dec-2020

## Timico straps on the profit rocket boosters

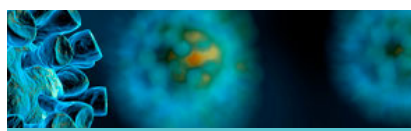
Following on from the news that Timico is to buy Arcus Cloud Services, we caught up with Neil Muller (CEO) and Paul Farrelly (Chief Digital Officer). The firm is just posting accounts for FY19, showing revenue up 25% to £55m and Adjusted EBITDA up by a whopping 162% to £7.6m. Of course, we're now largely through FY20, and forecasts are indicating a 9% increase in the top line to c£60m.



Georgina O'Toole | UKHotViewsExtra | 16-Dec-2020

## Transforming Public Procurement: Green Paper

The Cabinet Office has published a Green Paper outlining proposed changes to Government procurement. It's not the first time that UK Government has tried to improve the way it procures goods and services. However, the backdrop is now different. Firstly, the COVID-19 pandemic brought into stark light some of the issues with the current procurement regime. Secondly, having left the European Union, the Government has a wider range of options.



Jon C Davies | Report | 10-Dec-2020

## Reset & Reimagine: Financial Services Predictions for 2021

The unprecedented global impact of the coronavirus has made 2020 a year like no other and surely no company will end the year quite the same as it started it! As we look forward to the future and consider some of the key developments and trends that may come to the fore, it is clear that the effects of the pandemic will be felt well into 2021 and beyond. The pandemic has provided significant impetus to digital adoption and the transformation agenda.



Dale Peters | Report | 9-Dec-2020

## Reset & Reimagine: Public Sector Predictions for 2021

When we published our Public Sector Predictions report last year we were set to examine the disorder associated with the rush toward digital transformation of public services. Little did we know of the rush to come. During the pandemic, new technology has been introduced at a previously unthinkable pace. Speed of execution was key, but something much more fundamental happened: a new perspective on the possibilities came to the fore.



### Reset & Reimagine: Top Ten Predictions for 2021

2020 was a year like no other many of us have experienced. While TechMarketView had predicted that it would be defined by Digital Chaos, we had no idea that COVID-19 would bring such an intense and different sort of chaos. Out of that chaos and uncertainty came a desperate need for technology to keep day-to-day life afloat, but also to support the drive for coronavirus treatments and vaccines.



### OffshoreViews Q3 2020 Review

It was 134 days after assuming the role of CEO at Bangalore-based top-tier offshore services firm Wipro that ex-Capgemini CXO Thierry Delaporte presented his strategic priorities to the analyst community along with the operating model that will take Wipro through to 2025. The changes that Delaporte has signalled look eminently sensible – arguably long overdue. Read Managing Partner Anthony Miller's assessment of Delaporte's plan in OffshoreViews Q3 2020 Review.



### UK Health Supplier & Market Analysis

This report provides TechMarketView's view of the UK health software and IT services (SITS) market from a market and supplier perspective. PublicSectorViews subscribers will find TechMarketView's Top 10 health SITS rankings for 2019, as well as our view of those suppliers that are 'On the Rise' and 'Ones to Watch'. Subscribers will also find our latest forecasts for the UK education SITS market.



### 360Science: stepping up to the enterprise

Data specialist HelpIT has rebranded as 360Science, a move that reflects a step up from a departmental to an enterprise level focus based around a common (360 degree) view of customer data. The company is still committed to its foundation IT data matching software but has expanded its data quality footprint and ambitions, with a particular focus on data preparation. This is one of those burdens enterprises find hard to manage.



### Share Performance in Nov 20

I can't recall the last time the FTSE100 (up 12.4% in Nov) beat the NASDAQ (up 11.5% in Nov). Indeed, apparently the 'FTSE100 had its best month in more than 30 years'. Although the TechMark100 was also up a respectable 10%, the joy did not spread to the FTSE SCS Index which was only up 1.6%. Of course, the picture YTD is somewhat different! The two main reasons behind this bumper month are both well publicised and, indeed, trailed in my previous monthly share price updates.



### Market Outlook Update Trends and Forecasts 2020-2023

This year, with the unprecedented impact of COVID-19, TechMarketView provided two distinct sets of projections in our UK SITS Market Trends and Forecasts 2020-2023 report published in July. Four months down the line, we now have a much clearer picture of how the advent of the C-19 era has affected, and is affecting, the UK SITS provider community. TechMarketView has therefore revisited its forecasts to provide a better-informed view of the market outlook.



### UK Cyber Security Supplier Rankings 2020

This report contains the Top 20 UK supplier ranking (by revenue) for the UK Cyber Security market in the 12 months ending March 2020, alongside our forecasts for market size and growth for the period between 2019 and 2023.



### Transforming Britain's Building Societies "Keeping the Dream Alive"

This report explores the challenges facing the UK building society sector as changing market dynamics have put the long-term survival of the sector under threat. The analysis examines why the traditional building society business model has left the sector vulnerable to modernisation elsewhere and discusses the factors inhibiting the adoption of new technologies.



### Spending Review 2020: Driving forward the reform agenda

In his 2020 Spending Review announced yesterday, Chancellor Rishi Sunak presented some sobering figures on the economy. However, the technology sector has been more resilient than most and the UK public sector SITS market has been particularly protected from the shock. We take a closer look at Sunak's announcements and consider how the funding decisions are likely to impact those tech suppliers targeting Whitehall and the wider public sector.



Marc Hardwick | Report | 24-Nov-2020

### Top 3 emerging BPS buying trends: 2021-23

This report looks at how COVID-19 is changing end-user requirements in terms of what buyers need, and prioritise, from their business process service (BPS) providers. Having received a lot of comment and feedback from BPS end-users we have picked out three major emerging buying trends that we expect to play increasingly important roles in decision making in 2021 and beyond.



Angela Eager | UKHotViewsExtra | 24-Nov-2020

### The Building of The Access Group

Back in 2010 The Access Group was a £25m provider of ERP software to the UK mid-market with EBITDA of £4m that was trotting along nicely but struggling to stand out. Ten years, a PE-backed MBO plus three PE investment rounds, and over 40 acquisitions later, it has expanded and balances a dual horizontal and vertical focus. It has been successful to date, delivering profitable growth despite its rampant M&A programme. But can it continue?



Angela Eager | UKHotViewsExtra | 19-Nov-2020

### Kimble: reflecting on its (first) 10 years

10 years ago when Kimble sprang into life, it launched into a different world to the one we're experiencing today but the essence of its proposition has only become more relevant. Read the full analysis of the evolution of Kimble, rising market demand for services and resource management, and growth lessons from this successful UK tech startup in Kimble: reflecting on its (first) 10 years.



Kate Hanaghan | UKHotViewsExtra | 18-Nov-2020

### SCC's Oworx brand is clever cloud pivot

As a privately-owned firm, SCC has always been able to invest in IT Services as it sees fit. Earlier this year, SCC launched Oworx, which very much caught our eye. As a separate brand, Oworx is focused on helping organisations scale in the public cloud. And, while it is early days, we believe its proposition will be well received amongst its existing mid-market clients.



Jon C Davies | UKHotViewsExtra | 18-Nov-2020

### Salvino steers DXC into calmer waters

Since his appointment in September 2019, DXC Technology's CEO, Mike Salvino, has quickly stamped his mark on the company with a series of significant changes. After just over a year in the role, we take a look at the impact of some of the measures that Salvino has implemented and explore how these are helping to turn the company's fortunes around.



Georgina O'Toole | UKHotViewsExtra | 16-Nov-2020

### Atos launches Atos OneCloud

In a similar vein to Accenture's recently announced Cloud First initiative, Atos has launched Atos OneCloud. The announcement sees Atos combining a range of services, supported by previous investments in a range of assets, under one roof within the organisation. The aim is for clients to see a 'one stop shop', designed for maximum impact and efficiency, that will allow them to accelerate their journey to the cloud.



Anthony Miller | Report | 12-Nov-2020

### IndustryViews Venture Capital Q3 2020 Review

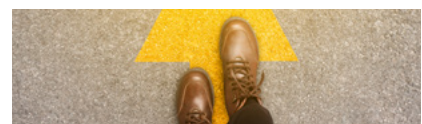
Following the COVID-induced fall in Q2, there was a modest 4% qoq increase in the number of venture capital investments in UK and Irish technology companies in Q3. In Q3, a total of £1.85b was invested in 241 companies in the sector by 327 investors. This latest edition of IndustryViews Venture Capital has more detail, along with some 50 pages of succinct commentary on UK tech venture funding deals.



Dale Peters | Report | 10-Nov-2020

### UK Education Supplier & Market Analysis

This report provides TechMarketView's view of the UK education software and IT services (SITS) market from a market and supplier perspective and includes TechMarketView's Top 10 education SITS rankings for 2019, as well as our view of those suppliers that are 'On the Rise' and 'Ones to Watch'. The report also contains our latest forecasts for the UK education SITS market.



Kate Hanaghan | Report | 10-Nov-2020

### IBM and NewCo: The hard work starts here

In October, IBM announced it would create a new company (NewCo) to be spun-off as an independent entity and listed on the stock exchange. It is a major move and part of a broader strategy to remodel the firm and position it away from low growth, heritage markets. This research note looks at some the challenges IBM and NewCo face and some of the issues they will need to address.





### Capita's new scaling Partner - Level and its financial wellbeing flatform

We've been following the progress of Capita's scale-up development unit Capita Scaling Partner (CSP) for the last couple of years. I recently caught up with team members Matt Bunn and Jess Bonner as well as Stephen Holliday the CEO and founder of new CSP partner - Level. I recently caught up with Matt Bunn, Jess Bonner and Level CEO and founder, Stephen Holliday to discuss CSP's latest venture.



### End User Insights: How COVID is Changing Manufacturing

The initial COVID-19 wave had a profound effect on UK manufacturing at a time when it was already dealing with Brexit uncertainty and the possibility of a 'no deal' scenario. It is far from being out of the woods but there are signs that the sector is reviving. This report provides insight into how technology helped manufacturers navigate the first COVID shock wave and where they are planning to go next.



### UK Local Government Supplier & Market Analysis

This report provides TechMarketView's view of the UK local government software and IT services (SITS) market from a market and supplier perspective. You will find our Top 10 local government SITS rankings for 2019, as well as our view of those suppliers that are 'On the Rise' and 'Ones to Watch'. Subscribers will also find our latest forecasts for the UK local government SITS market.



### Share Performance in Oct 20

I write this review of Share Performance in Oct 20 on a dismal weekend of rain and wind. I write it after one of the worst weeks on the markets this year. I write it as I listen to the PM announce another period of draconian lockdown restrictions. I write it not knowing the outcome of the US Presidential Election on Tuesday. I write it not knowing whether the UK can agree some kind of deal on BREXIT to avoid an exit with 'No Deal' in just two months. I could go on. But I am too depressed already.



### Defence SITS Supplier Trends & Forecasts 2020-2023

This report provides TechMarketView's view of the UK defence software and IT services (SITS) market from a market and supplier perspective. You will find our Top 20 defence SITS rankings for 2019, as well as our view of those suppliers that are 'on the rise' and threatening to unseat the leading players, and a handpicked selection of suppliers that are worth keeping a close eye on, due to their renewed interest in the sector, recent successes, or differentiated approach.



### NTT DATA UK: investment, collaboration and innovation

Over the summer, we reported on the H120 results of NTT DATA. The company had a solid six months, assisted by the increasing scale of contracts being won across a range of industries. However, the company warned on the impact that COVID-19 was set to have on the rest of the year. Since then, we have caught up with NTT DATA UK CEO, Simon Williams, who paints a far more positive picture of the performance of the UK business.



### IndustryViews Corporate Activity Q3 2020

Merger and acquisition activity in the UK software and IT services (SITS) sector appeared to bounce back strongly in Q3 according to the latest data from technology investment bank, Silverpeak. See more in this edition of IndustryViews Corporate Activity, our quarterly review of the UK software & IT services M&A scene.



### Financial Markets Transformation 2020

This report discusses the ongoing transformation of the UK's financial markets sector. The analysis explores the internal and external factors driving change and examines the disruptive impact of digital technologies on established processes as well as the increasing influence of technology-driven business models. The report also takes a look at a varied cross-section of the specialist SITS vendors active in the financial markets sector.



### Pulsant resets with clients during pandemic

Pulsant recently released its accounts for FY19, covering the twelve months to end December 2019. The top line was flat at £82m, with recurring revenue at more than 90%. Overall, Pulsant now has a more scalable cost base. When CEO, Rob Coupland, took over from Niclas Sanfridsson, significant work had been done to get the firm into better shape from an operational perspective.



### IndustryViews Quoted Sector Q3 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.



### UK Operations Market Trends and Forecasts 2020

The UK Operations Market Trends and Forecasts 2020 report brings together TechMarketView's research across Infrastructure, Applications and Business Process. It includes market data, analysis of the important trends impacting the market and recommendations for suppliers.



### Mortgage Collections Post-Covid

The customer profile of those requesting payment holidays is very different post-Covid than it would be in more "normal" circumstances. Many mortgage holders who are unable to make their payments, would have had no prior history of arrears or financial hardship. Here we discuss how lenders can best prepare themselves for a spike in demand as payment holidays come to an end.



Marc Hardwick | UKHotViewsExtra | 7-Oct-2020

### The quiet evolution of Liberata

There are many positive developments happening "under the bonnet" at business process operations specialist Liberata, that have yet to grab much attention outside of the firm itself or their partners and clients. Liberata has been making structural investments into its core business in both 2019 and 2020 and plans to do more of the same next year. Investment has included process standardisation across client contracts as well as the deployment of automation technologies.



### Willo's pivot

TechMarketView Managing Partner Anthony Miller recently chatted with Evan Cameron, cofounder and CEO of Glasgow-based video interview platform Willo, which has just raised seed funding. Read here how Cameron went from car retailing to tech entrepreneur, and how the COVID-19 lockdown opened up a much larger market opportunity for Willo.



Anthony Miller | UKHotViewsExtra | 2-Oct-2020

### SThree and the 'perennial challenge'

It was not part of the plan that Mark Dorman would celebrate the first anniversary of his appointment as CEO of UK-headquartered, international 'STEM'-focused recruiter, SThree, the very week that the UK went into lockdown! I met up (virtually) with him again recently. Dorman has broadly got to grips with the dynamics of the recruitment marketplace, and has continued his predecessor's strategy of sharpening SThree's focus on STEM skills.



Dale Peters | UKHotViewsExtra | 2-Oct-2020

### The app that Zühlke built

Zühlke Engineering has been operating in the UK for 20 years, but its most high profile project to date commenced this year when NHSX enlisted the business to help develop their contact tracing technology. TechMarketView caught up with Wolfgang Emmerich, CEO of Zühlke UK, to discuss the business and its role in developing the NHS COVID-19 app.



Tola Sargeant | UKHotViewsExtra | 1-Oct-2020

### Accelerated Cloud adoption boosts Advanced

UK-headquartered Advanced is one supplier benefiting from the shift to the cloud as UK businesses and public sector organisations move into the 'business recovery' phase of the pandemic. The PE-backed software and services provider has had a strong Q2 despite Covid-19, with growing demand for its cloud software services. CEO Gordon Wilson told us he was pleasantly surprised by the strong Q2 performance.



### Share Performance in September 20

Something rare happened to me this month - I took a week off to go walking in The Lakes. Most holidays I have seem to coincide with a wild fall in tech shares and it happened again this time. However, this time I also detected a change of mood. Now we face many months of gathering gloom when so many more activities will be severely affected. So far, tech stocks have provided the one bright spot. But for how long?





### Technology is both the problem and the solution as TSB cuts highlight retail banking's challenges

It is no coincidence that the recent news of TSB closing 164 of its UK branches, came in the same week that the OBIE revealed a significant upturn in open banking activity. As our shopping habits and the economics of retail have changed, so has customer behaviour with increasing numbers of us banking online and utilising digital methods to complete transactions and access services.



### Application Operations Market Trends and Forecasts 2020

This report contains TechMarketView's latest market size and forecast data along with an analysis of the trends shaping the UK Applications Operations market. It is the companion to the UK Application Operations Supplier Ranking 2020 report which provides our analysis of the leading players in the Application Operations market and the Supplier Prospects 2020 report.



### Business Process Operations Market Trends and Forecasts 2020

This report contains TechMarketView's latest market size and forecast data along with an analysis of the trends shaping the UK Business Process Operations market. It is part of a series of reports assessing market and supplier performance that includes the Business Process Operations Supplier Rankings 2020 and Supplier Prospects reports.



### Enterprise Software Market Trends and Forecasts 2020

This report contains the latest market trends and forecast data for the UK Enterprise Software market for the 2020-2023 period. It reflects the impact of COVID-19 on buy-side activity and the flow through to software suppliers in the near and longer term. The sector is not immune to the negative impact but the situation is far from dire for suppliers.



### Hot 10 UK UCaaS Providers

This TechSectorViews research profiles ten UK providers of unified communications as a service (UCaaS) solutions which are seeing strong demand from public and private sector organisations looking for a more flexible cloud-based approach to telephony, conferencing, collaboration and messaging provision to fit the fundamental changes in working practices precipitated by Coronavirus lockdown restrictions.



### Infrastructure Operations Market Trends and Forecasts 2020

This report contains TechMarketView's latest market size and forecast data and analyses trends shaping the market. This year, in light of the impact of COVID-19, TechMarketView has provided two distinct sets of forecasts for the UK Software and IT Services markets. This report explains the Scenarios for the Infrastructure Operations market, and how progress to cloud might be impacted.



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