



Research Summary December 2021

Welcome to our rolling monthly research round-up. Simply click the icon  to read more.

KEY

 Foundation Service

 TechSectorViews

 PublicSectorViews

 Available in all streams

 FinancialServicesViews

 Tech User Programme



Computacenter: Feeling fine at 40

In October 2021, Computacenter turned 40 years old, and in many ways the company has changed considerably since its inception. A British brand, Computacenter now operates around the world, generating more revenue outside of the UK than from it. It is unlike any other firm in TechMarketView's ranking of IT Services players, with large revenues streams in both resale and Services markets. In this report, we examine the firm's performance and consider its future.



Carbon spotlight swinging towards AI/ML technology

As we highlighted in our Top Ten Tech Predictions for 2022, the carbon footprint spotlight is swinging towards AI/ML technology as sustainability considerations reach deeper into all areas of business, economy, society - and technology. AI/ML is both angel and demon when it comes to carbon emissions – it has an expanding carbon footprint itself as a result of increased development, model training and usage, yet also plays a role in helping reduce carbon emissions. AI/ML's carbon footprint is an important topic and one that we'll no doubt address through 2022.



Augmented Intelligence: Developments and Directions

The latest in our 'Spotlight on Emerging Tech' series of research looks at the topic of Augmented Intelligence. This is an emerging approach to AI/ML technologies. It is not so much a market segment as an indication of the way AI/ML is evolving and how use cases are changing. TechMarketView believes suppliers should be mindful of this development when forward planning so as to avoid capability gaps that would undermine the ability to meet customers' ever evolving requirements.



Venture Capital can reap the rewards of greater diversity

A recent report by VC firm **Atomico** celebrates the growth in VC investment across the continent. However, the report also points out inequalities in access to that investment, highlighting concerns of entrepreneurs who do not believe that the system has made progress when it comes to providing opportunities to individuals so far under-represented. This lack of diversity in geography, gender and other measures matters because VC investment will never achieve its full impact if all founder and management groups are not appropriately represented.



Banking Sector SITS Suppliers, Suppliers, Trends and Forecasts

This report analyses the business and technology trends impacting the UK banking sector and includes TechMarketView's forecasts for expenditure in the associated software and IT services (SITS) market. The analysis examines major themes, the main market segments and the performance of the leading SITS suppliers active in the sector. The research contains a variety of data drawn from TechMarketView's proprietary market model.



Agilisys Academies for Workforce Resilience: Cloud, Data, and CXM

About four years ago, Agilisys developed the Agilisys Cloud Development Programme. In response to a clear shortage in cloud development skills, the company decided to stop relying on external talent and start growing its own. The programme will soon take on its third cohort of 15 trainees. And it has been rebadged as: Agilisys Cloud Academy. This first Academy has been such a resounding success that it is set to spawn a family of Agilisys Academies.



Holway Portfolio Performance in 2021

Each year, at this time, I give a report on the Holway Portfolio. The Holway Portfolio has risen 690% in the 12 years since 1st Jan 2010. Best performers held throughout were Amazon, Apple and Microsoft. Best shares held for part of that 12 years were ARM, Tesla and Kainos. Worst were Capita and Micro Focus. 2021 turned out to be relatively disappointing year, up just 10% in the year. So I did worse than all the major indices.



NHSBSA and Difrent partnership drives NHS Jobs transformation

TechMarketView spoke to Darren Curry, Chief Digital Officer at the NHS Business Services Authority (NHSBSA), and Rachel Murphy, CEO at Difrent, about their work to deliver the next phase of the NHS Jobs recruitment platform. The NHSBSA provides central services to NHS bodies, patients, and the public, including the NHS Jobs service. It is an Arm's Length Body of the Department of Health and Social Care, and manages over £35bn of NHS spend annually.



IndustryViews Venture Capital Q3 2021

Q3 2021 marked another strong quarter for VC investment into tech companies in the UK and Ireland, according to data from Corporate Finance firm Ascendant. Despite volume and aggregate value of investment dipping below the record highs set in Q2, the 326 deals in Q3 2021 represented a significant 35% uptick on the Q3 2020 figure of 241, whilst the aggregate value of £6.1bn in Q3 2021 is a 230% increase on the £1.85bn invested a year previously.



A very human perspective from Unit4

Unit4 has long talked about the 'people experience' and invested heavily in its ERPx platform to deliver it. The reality of what that means was shared at the recent X4U event where it was clear there is a very human perspective, a viewpoint that is coming to the forefront of individual and corporate consciences. As you can see from our TechMarketView Top Ten Tech Predictions, the humanisation of tech is one of the trends we expect to see more of during 2022.



Government updates National Cyber Security strategy

Our latest analysis of the UK government's updated National Cyber Strategy details the measures being taken to encourage the expansion and improvement of the country's cyber security provision in the face of escalating attacks. The three year framework aims to help the UK build world class cyber security defences and establish a pool of professional talent and ambitious start-ups that will contribute to the country's economic expansion.



PAC on Government's digital change challenges

Recently, The House of Commons Public Accounts Committee (PAC) published its report, "Challenges in implementing digital change". Across UK Government it paints a picture of Government departments lacking ambition in their digital transformation agendas. But, at the same time, often failing when attempts are made to tackle large scale programmes...



UK Health SITS: Market & Suppliers 2021-2024

This report provides TechMarketView's view of the UK Health Software & IT Services (SITS) market from a market and supplier perspective. It includes TechMarketView's Top 10 Health SITS rankings for 2020, as well as our view of those suppliers that are 'on the rise' and threatening to unseat the leading players, plus a selection of suppliers that are worth keeping a close eye on, due to their renewed interest in the sector, recent successes, or differentiated approach.



FlyForm delivers on profits and purpose

There are two very striking aspects to Cardiff-headquartered Elite ServiceNow partner, FlyForm. Firstly, the company is growing incredibly strongly. Secondly, at its heart is the belief that a company can operate in a highly socially responsible way and still achieve financial success. Next year, revenue is set to almost double from this year's £11m.



Financial Services Predictions 2022 and Beyond

Business model innovation and technology-driven change are now familiar themes across UK financial services. Coupled with these ubiquitous features, a variety of other forces will increasingly start to influence the sector. Our latest annual predictions for the UK financial services sector discusses some of the key trends likely to impact the UK financial services sector during 2022 and beyond.



Dale Peters | Report | 9-December-2021

Public Sector Predictions 2022 and Beyond

As we have highlighted with the launch of our 2022 Research Theme – Building Resilience – the UK's national resilience has been tested throughout the COVID-19 pandemic. As we head into 2022, TechMarketView's PublicSectorViews team believes that many of the trends we are likely to witness will be related to the UK Government strengthening our national resilience.



Martin Courtney | Report | 9-December-2021

Opportunities in 5G for UK Telcos and SITS Suppliers

This report analyses the opportunities for telecommunications companies (telcos), mobile network operators (MNOs), other communications service providers and new market entrants to build or expand new or additional revenue streams through the implementation and/or operation of private fifth generation (5G) cellular networks and edge compute infrastructure and services for enterprise customers in the UK.



TSV Analyst Team | Report | 7-December-2021

Top Ten Tech Predictions 2022

This document outlines TechMarketView's Top Ten Tech Predictions for 2022. The Predictions span our research coverage areas, reference some of the most important tech trends for next year, and explain how technology will help drive greater resiliency in organisations.



Anthony Miller | Report | 6-December-2021

OffshoreViews Q3 2021 Review

Attrition among every single one of the top-tier Indian Heritage Providers (IHPs) rocketed last quarter as a combination of a ramp in client demand coupled with a work-from-home induced slump in employee loyalty saw staff walking out the virtual door at record levels. In the latest edition of OffshoreViews, we look at attrition and hiring trends among the offshore services 'majors'. The report also includes our regular summary of the top-tier and mid-tier IHP reporting season.



Jon C Davis | UKHotViewsExtra | 6-December-2021

CAST proves the "devil is in the detail" when it comes to cloud migration

I caught up recently with Mark James, the UK General Manager of CAST Software, following the publication of the vendor's latest quarterly results. CAST is a specialist provider of "software intelligence" supporting decision making around the modernisation of key software assets. The article explores the software intelligence trend in more detail and discusses CAST's capabilities.



Richard Holway | UKHotViewsExtra | 1-December-2021

Share performance in November 21

The problem with doing a monthly share performance roundup is that it can disguise turbulence within the month. On the surface, a mere 0.6% rise in NASDAQ and a 1.9% rise in the FTSE Software and Computing Services Index looks pretty benign. But the existence of the omicron C-19 variant was only publicly acknowledged a week ago. Since then it has sent shock waves through both the markets – and the lives of every citizen.



Tania Wilson | Report | 30-November-2021

IndustryViews Corporate Activity Q3 2021

Merger and acquisition activity in the UK software and IT services (SITS) sector rose sharply during Q3 2021, surpassing the previous peak in Q1 of this year, according to data from technology investment bank Silverpeak. Read more in this edition of IndustryViews Corporate Activity, our quarterly review of the UK SITS M&A scene.



Dale Peters | Report | 26-November-2021

UK Local & Regional Government SITS: Market & Suppliers 2021-2024

This report provides TechMarketView's view of the UK Local & Regional Government (LRG) Software & IT Services (SITS) market from a market and supplier perspective. It includes TechMarketView's Top 10 LRG SITS rankings for 2020, as well as our view of those suppliers that are 'on the rise' and threatening to unseat the leading players, plus a selection of suppliers that are worth keeping a close eye on.



Tania Wilson | UKHotViewsExtra | 26-November-2021

Technology skills are key to improving UK productivity

Last week the Resolution Foundation and the Centre for Economic Performance at the London School of Economics (LSE) published a report on productivity in UK firms, the first in a series examining the readiness of the UK private sector for the challenges of the next decade. Ultimately the success or otherwise of UK efforts to increase productivity will depend on the extent to which innovation and adoption of new technologies can be encouraged.



Mastek: Significant healthcare win to support NHS transformation

Mastek has won a significant healthcare contract, which positions it at the heart of a critical programme focused on the wellbeing of citizens. The deal is valued at £45m over the four-year period from October 2021 to October 2025. The programme in question is the Cumberlege Programme, which addresses the Secretary of State for Health and Social Care's strategic requirements to ensure patient safety for the use of medical devices and implants.



IEG4 secures LDC investment to scale the business

There's exciting news for previous TechMarketView Little British Battler, IEG4, which will enable it to accelerate investment and continue its strong growth story. The UK headquartered company, has secured a minority (30%) investment from mid-market private equity firm, LDC. TechMarketView subscribers can read more about IEG4's current position, its strategy, and its plans to use the investment for both acquisitive and organic growth in this UKHotViewsExtra article.



Digital transformation at the heart of NHS reforms

The Department of Health and Social Care (DHSC) has announced that digital transformation will be at the heart of the NHS in England. The reforms announced by Secretary of State for Health and Social Care Sajid Javid today include merging NHSX and NHS Digital into NHS England and NHS Improvement (NHSE/I). In this HotViewsExtra article we take a look at the NHS reform announcements in more detail.



The Hot 10 UK Application Services Suppliers

For many years, the list of leading Application Services (AS) suppliers in the UK market has remained relatively static. The accelerating rotation to the New, however, has created and is sustaining market conditions conducive to expansion of digital native and digitally re-invented AS providers. This report profiles ten UK AS players which both sustained double-digit growth over recent years.



Cisco pushes ahead despite supply chain issues

Cisco's management report sees the company's strongest demand in over a decade in terms of orders as supply chain issues continue to hamper product delivery and drive up prices. Even so a strong first quarter follows an equally robust Q4 as a backlog of pent-up demand for hybrid cloud and high speed networking solutions amongst service providers and enterprises continues to play out, just as the company's growth in cyber security solutions decelerates.



Rimini Street – at an inflection point

Rimini Street's announcement of its expansion into support for open sources databases illustrates how the company is evolving, with an increasingly diversified proposition that has moved a long way from break-fix third party support for established products from Oracle and SAP portfolios. The underlying change is that the Rimini Street of today is geared towards IT optimisation rather than just addressing maintenance and the cost saving agenda.



Autumn webinar series: Hackers and Defenders

This slide pack forms the basis of the TechMarketView webinar delivered as part of our Autumn series, 2021. This webinar delivered by Martin Courtney and Kate Hanaghan focuses on how greater use of public cloud is changing the cyber security landscape. Clients can request sessions with analysts to deep dive into the topic or understand the implications for their own organisation.



Autumn webinar series: Making Green from Green

This slide pack forms the basis of the TechMarketView webinar delivered as part of our Autumn series, 2021. This webinar delivered by Angela Eager and Duncan Aitchison asks 'Is there revenue from the sustainability agenda?' Clients can request sessions with analysts to deep dive into the topic or understand the implications for their own organisation.



Autumn webinar series: Delivering Social Value

This slide pack forms the basis of the TechMarketView webinar delivered as part of our Autumn series, 2021. This webinar delivered by Dale Peters and Georgina O'Toole focuses on the implications for public sector technology suppliers. Clients can request sessions with analysts to deep dive into the topic or understand the implications for their own organisation.



Autumn webinar series: Clarity of purpose

This slide pack forms the basis of the TechMarketView webinar delivered as part of our Autumn series, 2021, delivered by Jon C Davies and Marc Hardwick focuses on how the pandemic helped financial services to focus on what really matters. Clients can request sessions with analysts to deep dive into the topic or understand the implications for their own organisation.



Does it really suck to list in London?

THG Chief Executive Matt Moulding was quoted in the Times on Saturday saying that he regretted floating the group in London and wished he had floated in New York instead. The comments were made in an interview given by Moulding to GQ. The THG share price has been in freefall recently, not helped by a mid-October investor presentation led by Moulding, which raised concerns about business direction and the THG Ingenuity platform.



Share Performance in October 21

Despite the cacophony of bad news, the stock markets had yet another pretty good month. Indeed NASDAQ was up 6.2% as Big Tech (largely) said boohoo to the warnings. NASDAQ is now up 19.6% YTD. Even the FTSE100 was up 2.1% (+12% YTD). You can read all the detail in our Review of Share Performance in Oct 21. Must admit it is a particularly 'bumper' issue this month and well worth a read.



Insurance Sector SITS - Suppliers, Trends and Forecasts

This report analyses the business and technology trends impacting the UK insurance sector and includes TechMarketView's forecasts for expenditure in the associated software and IT services (SITS) market. The analysis examines trends impacting the main insurance sub-sectors and also explores the performance of leading insurance SITS suppliers active in the UK.



IndustryViews Quoted Sector Q3 2021

Q3 2021 was a tale of two halves for the tech indices we track. The opening two months of the quarter were robust for the Nasdaq and the FTSE SCS (Software and Computer Services), with the FTSE 100 remaining steady. September marked a turning point however, with the markets rattled by a growing list of concerns as world economies emerge from Covid and the UK economy also seeks to adjust post-Brexit.



Autumn Budget & Spending Review 2021: Tech implications

In the Autumn Budget and Spending Review 2021 (SR21), Chancellor Rishi Sunak presented the Government's spending plans for the next three years to 2024-25. He started his speech by saying that the Budget was about investing in a more innovative, high skilled economy as this is the only sustainable path to individual prosperity and world class public services. It was a broadly optimistic budget that places innovation and technological progress at the heart of the government's strategy for long-term growth.



BT puts Eagle-i on Cyber Security

This research note analyses BT's Eagle-i cyber security platform, a key component of a broader reboot designed to help reverse the consistent revenue decline of the telco's Global division and promote its managed security service (MSS) capabilities. The cyber security market is one of the strongest areas of potential growth for BT. The sector that has already led to considerable gains in recent years as the telco expanded both its product and service portfolio and associated revenue.



UK Defence SITS: Market & Suppliers 2020-2024

Report providing TechMarketView's view of the UK defence software and IT Services (SITS) market from a market and supplier perspective. Including TechMarketView's Top 10 defence SITS rankings for 2020, as well as our view of those suppliers that are 'on the rise' and, therefore, 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.



Infrastructure Operations Market Trends and Forecasts

This report contains TechMarketView's latest market size and forecast data along with an analysis of market dynamics and the trends shaping the UK Infrastructure Operations market. The report also explains the key challenges facing suppliers and makes recommendations. It is part of a series of reports assessing market and supplier performance that includes the Infrastructure Operations Supplier Rankings and Infrastructure Operations Supplier Prospects reports.



EventTech Evendo – post-‘therapy’ update!

Was it something I said? Evendo isn't showing Urban Axe Throwing as a featured activity on its home page anymore! I refer to my recent post about the Canary Wharf-headquartered social events marketplace, whose valuation I couldn't quite come to grips with. My musings prompted a call from Evendo founder and CEO, Kasper Larsen, for some remedial therapy and I am now (somewhat) enlightened.



Digital Marketplace Review H1 2021-22

This data-driven report reviews the six months (April-September) of Digital Marketplace sales figures covering H1 of the UK Government year 2021-22. It includes data from three Crown Commercial Service (CCS) frameworks: G-Cloud, Digital Outcomes & Specialists (DOS) and, most recently, Digital Capability for Health (DCFH).



UK Business Process Operations Market Trends and Forecasts 2021

This report contains TechMarketView's latest market size and forecast data along with an analysis of market dynamics and the trends shaping the UK Business Process Operations market. The report also assesses the key challenges facing suppliers and recommendations. It is part of a series of reports assessing market and supplier performance that includes the Business Process Operations Supplier Rankings and Prospects reports.



UK Applications Operations Market Trends and Forecasts 2021

This report contains TechMarketView's latest market size and forecast data along with an analysis of market dynamics and the trends shaping the UK Applications Operations market. The report also assesses the key challenges facing suppliers and recommendations. It is part of a series of reports assessing market and supplier performance that includes the Applications Operations Supplier Rankings and Supplier Prospects reports.



The Access Group: scale up continues, directions crystallising

We caught up with The Access Group team when they released full year fiscal 2021 results recently for a deeper dive into what is shaping this UK HQ'd business software company that specialises in mid-market enterprises. It has an impressive growth story having doubled in size every two years for the past few years, something CEO Chris Bayne doesn't see changing for the foreseeable.



Share Performance in Sept 21

I guess I've got used to starting my monthly reviews with words to the effect 'Share prices surge...again'. This month was an exception with every one of the indices we track in negative territory. If you are a regular reader of my end of month reviews, you will be aware of my ever-growing list of 'concerns'. Concerns which are not new but which the markets have chosen to ignore so far. We've talked about the growing dangers of inflation for some time. Everybody must have seen this already in every shop and service they buy.