



Atos FY23: Uncertainty on multiple fronts

GEORGINA O'TOOLE | UKHOTVIEWSEXTRA | 26 MARCH 2024

Atos' financial position is precarious. You'd have to have been living under a rock not to have picked up on that already. Today's financial results (for the year ending 31st December 2023) serve to put a bit more meat on the bone (see here in the UKHotViews archive and work back). In TechMarketView's latest research note, Chief Analyst, Georgina O'Toole, gives her view on the current situation, given recent developments, and what the future might hold for the French IT services company.



Motor Fuel Group: Modernising the forecourt experience

KATE HANAGHAN | REPORT | 21 MARCH 2023

This report provides an insight into Motor Fuel Group (MFG), the UK's largest independent forecourt operator. Its roots can be traced back to 2011 and it offers six major oil brands along with its own EV Power (electric vehicle) brand. Indeed, last year MFG announced that over 600 ultra-rapid electric vehicle chargers had been installed across its network, meaning it now has 5.4% of the Ultra-Rapid UK public charging network. IT Director, Paresh Patel, spoke to Chief Research Officer, Kate Hanaghan, about MFG's modernisation with partner, Graphite-backed MSP, Digital Space.



Oracle promises AI with everything, plus help to make the most of it

CRAIG WENTWORTH | UKHOTVIEWSEXTRA | 21 MARCH 2024

Craig recently attended the Oracle CloudWorld Tour in London at the end of last week, and whilst last year much of the focus was on Oracle's multi-cloud, partner-friendly credentials... this year was all about how AI is finding its way into a broad spectrum of Fusion SaaS applications. And how the company is making much more of its industry expertise to help its customers sweat more out of their Oracle assets. In our UKHotViewsExtra article Oracle promises AI with everything, plus help to make the most of it, subscribers to TechMarketView research services can learn about how Oracle's efforts to drive industry-specific AI and automation-fuelled transformations in its customers.



Velo's ESG journey with Sage Earth – a carbon accounting case study

CRAIG WENTWORTH | REPORT | 20 MARCH 2024

This case study report looks at how B2B marketing specialists Velo—in an industry still largely in the early stages of establishing its own sustainability best practices—has used the Sage Earth spend-based decarbonisation tool, not only to accelerate its own net zero ambitions, but also influence the behaviour of its clients and peers through greater transparency.



Re-use and re-imagination—Netcompany's Public Sector growth

CRAIG WENTWORTH | UKHOTVIEWSEXTRA | 18 MARCH 2024

TechMarketView recently sat down with Netcompany's Richard Davies (UK Country Managing Partner) and Matthew Rowe (Principal) to talk about the company's momentum in the public sector, and particularly how the Danish-founded company's focus on outcomes and principles of re-use are seeing it build on successes across Europe with new wins in the UK. Netcompany talks of the need for an "Agile 2.0" mindset, where concepts of re-use aren't restricted to code dev. In this UKHotViewsExtra article you will learn more about Netcompany's vision for modernisation of the public sector's "Cinderella Systems", and how its PULSE and AMPLIO platforms are being applied—both across continental Europe, and in UK regional government.

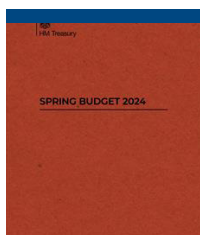


Quantum acceleration is on the horizon

SIMON BAXTER | REPORT | 7 MARCH 2024

Quantum computing and Artificial Intelligence (AI) are going to be two of the most disruptive fields of technological innovation over the next decade. In this report we will explore the latest developments in the field of quantum computing, the growing supplier landscape, challenges surrounding scale and skills, practical examples of getting value from quantum solutions, and the potential impact of the convergence of quantum computing with AI, a prospect that may be closer than you think. TechMarketView has also partnered with the Surrey Institute for People-Centred Artificial Intelligence to bring a unique perspective from academia, with Dr Andrew Rogoyski sharing his views on the skills we will need in the future and how to cultivate the right talent.





Spring Budget 2024: Challenging productivity goals

DALE PETERS | UKHOTVIEWSEXTRA | 7 MARCH 2024



The TechMarketView analyst team has been all over the Spring Budget 2024 announcement to bring our subscribers a range of insightful analysis, all available within UKHotViewsExtra. In a pre-General Election Budget, the Chancellor Jeremy Hunt, was keen to highlight that the plan for the UK's finances is on track and to set out a path to accelerated progress. But what does it all mean for the tech sector and its suppliers?



Further AI investments in Spring budget

SIMON BAXTER | UKHOTVIEWSEXTRA | 7 MARCH 2024



AI will be central to the Government's push for higher productivity, including as part of the investments to modernise the NHS and drive further efficiencies in Policing. But in addition to the headline announcements in the Spring budget we also saw £100m of investment over the next five years for the Alan Turing Institute. The institute is the UK's national institute for AI and data science and often the UK face for AI development. Amidst high global demand for software engineers and programmers the UK needs to develop and attract AI talent if it wants to be competitive on the global stage, with the Chancellor keen to make the UK the next 'Silicon Valley'.



Spring Budget: Takeaways for the tech sector

TOLA SARGEANT | UKHOTVIEWSEXTRA | 6 MARCH 2024



Chancellor Jeremy Hunt described today's Budget, delivered to a lively House of Commons, as a 'Budget for Long Term Growth'. In a speech that lasted over an hour, Hunt focused on plans to grow the economy and improve productivity with the longer-term goal a smaller state, driven by technology, and lower taxes. With the economic outlook giving him limited room for manoeuvre, and the key changes – including a 2p cut in National Insurance – widely pre-announced, there were few big surprises. Look beneath the covers though and there are some noteworthy developments which will be welcomed by the tech sector, but could Hunt have done more?



The UK Customer Experience Market 2023-2026

DUNCAN AITCHISON | REPORT | 5 MARCH 2024



The UK Customer Experience (CX) Software and IT Services arena is now the focus for over a fifth of all SITS expenditure in this country and has become one of the most intensely competitive parts of the market. Success in the CX segment demands keeping pace with the rapidly evolving changes in buyer expectations, investment priorities and technology strategies. This report contains our estimates of the sizes and growth rates of the SITS CX market and its primary segments. We identify the key market shaping trends and lay-out the opportunities and challenges that lie ahead for suppliers seeking to prosper in this rapidly evolving space.



Inflation hiccup barely registers as tech stocks top their 2021 peak

TANIA WILSON | UKHOTVIEWSEXTRA | 4 MARCH 2024



2024 has started in the same vein as 2023 concluded for tech stocks. February ended with the tech-focused NASDAQ up 6.1% month-on-month (MoM) and recording its highest close, as investors keep the faith with the AI investment boom. This is despite US inflation data, released mid-month, which was higher than expected and caused a wobble – before markets surged again. And it is belief in the future benefits of artificial intelligence which is the foundation of this market resilience, as investors continue to back the so-called Magnificent Seven (Microsoft, Apple, Nvidia, Amazon, Alphabet/Google, Meta/Facebook and Tesla) in their investment in AI.



IndustryViews Corporate Activity Q4 2023

TANIA WILSON | REPORT | 26 FEBRUARY 2024



Merger and acquisition (M&A) activity in the UK software and IT services (SITS) sector reversed several quarters of decline in Q4, with an uptick in both acquisitions by and sales of UK SITS companies. This is according to data from Silverpeak, the mid-market technology specialists that represent European growth businesses in M&A and financing transactions. There were 77 acquisitions by and 75 sales of UK SITS companies in Q3 2023, compared to 62 and 68 respectively in Q3. Analysis of the data shows that most of the upturn is accounted for in intra-UK deals. See more in this edition of IndustryViews Corporate Activity, our quarterly review of UK SITS M&A.



Temenos delivers strong growth and a robust rebuttal

JON C DAVIES | UKHOTVIEWSEXTRA | 22 FEBRUARY 2024



Leading banking software provider, Temenos, hosted its annual Capital Markets Day in London in February, with the event following the release of the company's latest full-year results. The financials for the twelve months ended 31 December 2023 comfortably exceeded Temenos' previous guidance with Annual Recurring Revenue (ARR) up 16% to \$730m and total revenue up 5% to \$1bn. Software licensing was up 10% at \$443m, SaaS was up 25% at \$205.1m and subscription revenue was up 52% at \$160.4m. Meanwhile, Temenos delivered EBIT of \$199.4m (representing growth of 22%) and Free Cash Flow of \$243m (up 26%).



SMB productivity: Driving value through modernisation

KATE HANAGHAN | REPORT | 20 FEBRUARY 2024

This research profiles SMB (Small and Medium sized Businesses) buyers to understand whether their tech investments have led to improved productivity. We explain that productivity growth is a challenge for firms of all sizes – and has been for some time. Implementing the right technologies in the right way can help, but SMBs face their own set of very specific challenges. They don't always have dedicated IT expertise, meaning they can be late to adopt technological advancements.



UK Public Sector Predictions 2024

DALE PETERS | REPORT | 9 FEBRUARY 2024

This report provides predictions for the use of technology in the public sector in 2024 and beyond. It provides six predictions for each of the six subsectors TechMarketView tracks (Central Government, Local & Regional Government, Defence, Health, Education and Police).



TechMarketView launches SustainabilityViews – analysis and insight for SITS in sustainability

CRAIG WENTWORTH | NEW RESEARCH STREAM | 1 FEBRUARY 2024

We were excited to announce the launch of new research stream, SustainabilityViews, designed to help our clients better understand how software and IT services are being deployed in pursuit of environmental sustainability goals. SustainabilityViews takes a global view of sustainability technology, tracking emerging tech and use case developments for SITS in sustainability-related fields – reflecting how the fight against climate change is a worldwide concern. Watch our launch video to find out more.



Local Government Services Market – A Liberata perspective

MARC HARDWICK | UKHOTVIEWSEXTRA | 31 JANUARY 2024

Whilst Local Government will remain under huge financial pressure for the foreseeable future, the sector will continue to look towards SITS suppliers as a source of innovation and as a catalyst for transformation. Business Process Services (BPS) supplier Liberata has been one of the best performing SITS suppliers in the Local Government market of late and to help understand how the market is developing we caught up recently with Charlie Bruin, long term CEO of OSUK Professional Services (the parent company of Liberata) to understand his perspective on the sector, and how his firm is adapting its service offer to best address what are increasingly complex client needs.



Financial Services Predictions 2024

JON C DAVIES | REPORT | 24 JANUARY 2024

This report contains our predictions for Financial Services SITS in 2024. In light of the current fervour around AI, several of the predictions specifically focus on AI adoption in the context of UK Financial Services. In addition, our predictions are designed to highlight some of the potential areas of growth and opportunity in the marketplace over the next twelve months.



Orange Cyberdefense: Accelerating international scale and synergies

SIMON BAXTER | REPORT | 22 JANUARY 2024 | TSV

Orange is still a well-known brand across the European continent, with Orange Business providing cloud, networking, workplace and infrastructure solutions for a range of organisations such as Carrefour, Maersk and Siemens. Over the past 8 years Orange Cyberdefense has built itself through a mixture of acquisitions and organic growth, with siloed geographic units integrated into the broader business. In its next phase of growth it is focusing on international scalability and achieving profitable growth to fuel reinvestment. In this report you can read more about Orange Cyberdefense's plans for growth and further analysis of its portfolio and product roadmap.



Technology firms pursue African opportunities

JON C DAVIES | UKHOTVIEWSEXTRA | 22 JANUARY 2024

According to forecasts from the International Monetary Fund (IMF), in 2024, six of the top 10 performing economies in the world are forecast to come from Sub-Saharan Africa. Whilst South Africa and Nigeria are two of the largest established economies in the region, other developing nations appear to have immense potential. Kenya in particular is the focus of growing attention. Kenya boasts one of Africa's highest GDPs and the country is already considered to be one of Africa's main technology hubs. In 2021, Kenyan start-ups secured \$370m in funding (excluding grants, prizes, and non-equity raises) around 7% of Africa's total funding for that year.





Impact of Post Office Inquiry on Fujitsu and wider IT industry

GEORGINA O'TOOLE AND KATE HANAGHAN | UKHOTVIEWSEXTRA | 17 JANUARY 2024



The response to the ITV drama, Mr Bates vs The Post Office, has been immense. Widespread public outrage forced both Paula Vennells to hand back her CBE and Prime Minister Rishi Sunak to announce new legislation to exonerate the people whose lives have been so deeply impacted. Meanwhile, the Post Office Horizon Inquiry is ongoing, meaning much work is yet to be done to ascertain precisely where accountability lies. On Tuesday (16th January), there was a “non-inquiry” parliamentary committee session where Paul Patterson (Director, Fujitsu Services Ltd and CEO Europe) answered questions pertaining to Fujitsu’s involvement.



Local & Regional Government Suppliers, Trends, and Forecasts 2023-2026

CRAIG WENTWORTH | REPORT | 12 JANUARY 2024



This report provides TechMarketView’s view of the UK Local & Regional Government Software and IT Services (SITS) market from a market and supplier perspective. The report includes TechMarketView’s Top 10 Local & Regional Government SITS rankings for 2022, 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.



US tech surges in 2023 - whilst UK stocks stutter

TANIA WILSON | UKHOTVIEWSEXTRA | 11 JANUARY 2024



If 2022 was the year when tech stocks fell to earth, then 2023 was the year in which they took flight once more, with the US tech-focused Nasdaq finishing the year up 43% and not far off its 2021 peak. Interest rate increases during 2021 and 2022 took their toll on tech shares more than those of other sectors because a greater proportion of the value in technology business is predicated on future cashflows. These future cashflows are discounted back to arrive at today’s valuation. The higher the prevailing interest rate, the heavier that discount.



CGI to continue working on UK’s National Security Vetting System

GEORGINA O'TOOLE | UKHOTVIEWSEXTRA | 10 JANUARY 2024



CGI has won a £47.5m, four-year, contract with the Cabinet Office for the provision of services to host, manage, maintain, and run the UK Security Vetting (UKSV) Agency’s National Security Vetting System (NSVS). The contract will run from 1st March 2024 to 29th February 2028. Security Vetting provides assurance on individuals working with government assets and classified information; the three most common types are Counter-Terrorist Checks (CTCs), Security Checks (SCs) and Developed Vetting (DVs). The Ministry of Defence (MOD) accounts for 56% of all security clearance requests.



Financial Markets SITS, Trends and Forecasts

JON C DAVIES | REPORT | 3 JANUARY 2024



This report analyses the business and technology trends impacting the Financial Markets sector in the UK and includes TechMarketView’s detailed forecasts for expenditure within the associated software and IT services (SITS) market.

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