



Summer / Autumn 2024

## Tech Confidence Index



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KEY **FS** FOUNDATION SERVICE **PSV** PUBLICSECTOR/IEWS **FSV** FINANCIALSERVICES/IEWS **TSV** TECHSECTOR/IEWS **SV** SUSTAINABILITY/IEWS **TUP** TECH USER PROGRAMME **HVX** UKHOTV/IEWSXTRA



## Tech Confidence Index 2024

**TECHMARKETVIEW ANALYST TEAM | REPORT | 25 SEPTEMBER 2024**

Tech Confidence Index (TCI) is a new initiative launched in 2024, with a goal to create a bellwether for the state and prospects of the UK tech sector. This six-monthly survey of UK technology sector leaders is tracking the confidence of the UK technology scene to help both Software & IT Services (SITS) suppliers and end users understand market sentiment, whilst planning and preparing for the period ahead. This first edition of the TCI includes the results of a major survey of c.250 business leaders, including CEOs, VPs, MDs and Sales and Finance heads, serving all major SITS sectors and end user industries.

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## G-Cloud - Framework Spending Review 2023-24

**DALE PETERS | REPORT | 23 SEPTEMBER 2024**

This data-driven report reviews G-Cloud sales figures covering the financial year 2023-24. It includes analysis of lots, supplier size, leading suppliers and buyers, and subsector (central government, defence, health etc.) variability.

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## Sustainability Technology Activity Index Q1 2024

**CRAIG WENTWORTH | REPORT | 20 SEPTEMBER 2024**

The Sustainability Technology Activity Index is TechMarketView's unique take on the sustainability technology landscape. The Index analyses how emerging and enabling technologies (such as AI, IoT, cloud, blockchain, 5G, etc.) are being used worldwide in a variety of environmental sustainability use case areas; capturing data about project milestones, partner involvement, and product launches, spanning activities in ESG reporting, nature monitoring, supply chain innovations, the circular economy, smart buildings, micromobility, energy grids, and carbon removal (to name a few).

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## Digital Specialists - Framework Spending Review 2023-24

**DALE PETERS | REPORT | 19 SEPTEMBER 2024**

This data-driven report reviews Digital Specialists (Digital Outcomes & Specialists, Digital Outcomes 6 and Digital Specialists & Programmes) sales figures covering the financial year 2023-24. It includes analysis of lots, supplier size, leading suppliers and buyers, and subsector (central government, defence, health etc.) variability.

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## UK Central Government Suppliers, Trends & Forecasts 2024

**GEORGINA O'TOOLE | REPORT | 19 SEPTEMBER 2024**

This report provides TechMarketView's view of the UK Central Government Software and IT Services (SITS) market from a market and supplier perspective. The report includes TechMarketView's Top 20 Central Government SITS rankings for 2023, 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.

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## techUK Building the Smarter State – reflections and future directions

**CRAIG WENTWORTH | UKHOTVIEWSEXTRA | 16 SEPTEMBER 2024**

techUK recently held its annual Building the Smarter State conference. The event – now celebrating its tenth anniversary – is an opportunity for public sector digital leaders and tech industry insiders to showcase how technology is shaping today's (and tomorrow's) public services. Being a milestone anniversary gathering, it was inevitable that a number of sessions reflected on the past ten years of digital government as much as they provided a look-ahead to the challenges to come, with speakers and panelists considering how government departments and agencies might best work together to deliver "mission-led government" digital services.

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## UK BPS Operations Market: Suppliers, Trends, and Forecasts 2024

**MARC HARDWICK | REPORT | 13 SEPTEMBER 2024**

This report details TechMarketView's latest market size and growth data for the UK SITS Business Process Services (BPS) Operations market. It provides expert analysis of the key trends that are shaping the market, providing insights for BPS suppliers. There are also recommendations and advice for vendors, making this research both informative and practical. In addition, the report contains a Top 20 Supplier Ranking by UK BPS Operations revenue, together with commentary on the up- and-coming players making noteworthy progress in this space.



## Civil Service Data Challenge: Winner revealed

**GEORGINA O'TOOLE | UKHOTVIEWSEXTRA | 13 SEPTEMBER 2024**

This article covers the Civil Service Data Challenge 2024, a competition for UK civil servants to propose data-driven solutions to government issues. The winner, Project Constellation, addresses prison overcrowding through optimised cell allocation. The piece highlights the competition's role in fostering innovation and discusses the need for better sharing of solutions across government departments.



## UK Banking SITS Suppliers Trends and Forecasts 2024

**JON C DAVIES | REPORT | 12 SEPTEMBER 2024**

This report provides details of TechMarketView's latest analysis of software and IT services (SITS) expenditure in the UK Banking sector. The document contains our forecasts for how the market is expected to perform over the period 2024-2027. The report also contains an update to our UK Banking SITS supplier rankings, based on the latest available financial information and incorporates data up to the end of June 2024, where available.



## A Major Tilt Towards Technology in the NHS

**DALE PETERS | UKHOTVIEWSEXTRA | 12 SEPTEMBER 2024**

This article examines Prime Minister Starmer's ambitious plan to reform the NHS, informed by Lord Darzi's recent investigation. It explores the proposed 10-year strategy, which emphasises digitalisation, community-based care, and preventative health. The analysis highlights the critical role of technology in the NHS's future, including the potential of data utilisation and AI. While noting these priorities aren't novel, the article discusses why previous reform attempts have fallen short and considers the challenges ahead in implementing such sweeping changes across the health service.



## Trustmarque: The Optimisation Partner

**GEORGINA O'TOOLE | UKHOTVIEWSEXTRA | 5 SEPTEMBER 2024**

This article examines Trustmarque's evolution into an 'Optimisation Partner' for its clients. It highlights the company's 21% revenue growth to £609m in 2023, strategic leadership changes, and investments in areas like cybersecurity and AI-powered platforms. The piece outlines Trustmarque's five strategic objectives for FY24 and discusses the challenges of balancing rapid growth with maintaining service quality and client satisfaction.



## UK SITS Solutions Market: Suppliers, Trends, and Forecasts 2023–2027

**MARC HARDWICK | REPORT | 3 SEPTEMBER 2024**

This report details TechMarketView's latest market size and growth data for the UK SITS Solutions market. It provides expert analysis of the key trends that are shaping the market, providing insights for Solutions suppliers. There are also recommendations and advice for vendors, making this research both informative and practical. In addition, the report contains a Top 20 Supplier Ranking by UK Solutions revenue, together with commentary on the up-and-coming players making noteworthy progress in this space.



## UK Applications Operations Market: Suppliers, Trends and Forecasts 2024

**DUNCAN AITCHISON | REPORT | 29 AUGUST 2024**

This report details TechMarketView's latest market size and growth data for UK SITS Applications Operations services. It provides expert analysis of the key trends that are shaping the market, providing insights for suppliers operating in this segment. The report also contains the Top 20 Supplier Ranking (by revenue) for the UK Applications Operations market, together with commentary on the up-and-coming players making noteworthy progress in this most competitive of arenas.





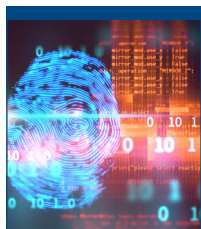
## Public Sector Software & IT Services Suppliers, Trends & Forecasts 2024–27

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**DALE PETERS, CRAIG WENTWORTH, GEORGINA O'TOOLE | REPORT | 28 AUGUST 2024**

This report consolidates TechMarketView's analysis of the UK public sector software and IT services (SITS) market in 2023 and forecasts how the market will perform over the period 2024-27. It also contains an update to our UK public sector SITS Top 20 supplier rankings based on the latest available financial information (as at end of June 2024). Top 20 rankings for central government and Top 10 rankings for each of the remaining subsectors (local government, health, education, police and defence) are also provided.



## OneID: Regulatory Reform to Boost Adoption of Digital Identity Services

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**SIMON BAXTER | UKHOTVIEWSEXTRA | 26 AUGUST 2024**

UK startup OneID is seeking to establish itself as one of the primary providers of digital identity services. Its unique approach involves using banks as a means to verify a person's identity, sparing consumers (and businesses) from the laborious task of submitting and reviewing passports and other identity documents. Simon recently caught up with OneID CEO Paula Sussex, along with Keith Mabbitt (CCO), Stuart Kempster (CPO) and Adrian Field (Director of Market Development), to understand how the adoption of digital identity services has progressed over the past year, why changes in regulation are driving growth, and what this means for the future of OneID.



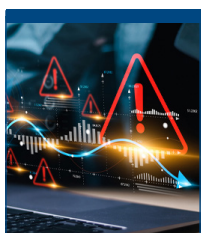
## UK Cybersecurity: Suppliers, Trends and Forecasts 2024

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**SIMON BAXTER | REPORT | 22 AUGUST 2024**

The 2024 version of the UK Cybersecurity: Suppliers, Trends, and Forecasts report includes our latest market size and forecast data, alongside analysis of the market dynamics over the past 12 months, and the key trends that will shape the market to 2027. The report also contains rankings for the Top 20 Cybersecurity suppliers & Top 15 UK Cybersecurity services providers (by revenue) for the UK market, together with commentary on the performance of SME suppliers and innovative startups that you need to have on your radar.



## View from the Chief Analyst: The tech market story so far in 2024

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**GEORGINA O'TOOLE | UKHOTVIEWSEXTRA | 21 AUGUST 2024**

As we make our way through the summer months, UKHotViews has been filled with financial results from the tech companies covering the first half of this calendar year. Those results provide a good opportunity to assess how the GenAI story is playing out. We have spent some time analysing results from the 40+ companies that have landed so far. The list includes a mix of large multinational corporations (like Amazon, Microsoft, Atos, and Capgemini), mid-sized companies (like Mastek, Coforge, and Sage), and smaller specialised firms across various sectors of the tech industry (the likes of TPXimpact, Made Tech, and K3 Business Technologies).



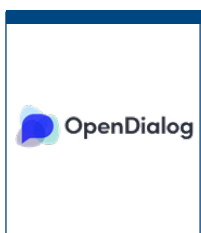
## AI in Financial Services - "Where the rubber hits the road"

FSV

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**JON C DAVIES | REPORT | 14 AUGUST 2024**

For those seeking a better understanding of AI's current, real-world potential within the Financial Services sector, this report explores some of the established applications of this technology alongside a selection of the many emerging use cases. The document also highlights a number of the innovative technology providers that have brought new solutions to market in these areas.



## OpenDialog: Conversational AI for Regulated Industries

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**SIMON BAXTER | UKHOTVIEWSEXTRA | 12 AUGUST 2024**

UK startup OpenDialog has developed a conversational AI platform enabling organisations in regulated industries to incorporate the latest GenAI LLM models into their processes safely and with full transparency. Simon recently caught up with Chief Customer Officer, Danny Major, and CEO Terry Walby, to understand more about the growth of the business so far, and how it is seeking to stand out in a crowded market for conversational AI suppliers. In this UKHotViewsExtra article, we explore how conversational AI can be delivered in regulated environments, how OpenDialog is differentiating through explainability and interoperability and what (if anything) is holding back AI.



## Operational Technology (OT) Cybersecurity: Market Trends & Suppliers 2024

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**SIMON BAXTER | REPORT | 8 AUGUST 2024**

This report forms part of TechMarketView's coverage of the UK Cybersecurity market and takes a deeper dive into the current trends and suppliers focused on the provision of security for Operational Technology (OT). For a long time, the domains of IT and Operational Technology (OT) systems have remained separate, but these two distinct areas are beginning to blur together, and in doing so are bringing a new security threat to organisations that few are prepared for.





## UK SITS Consulting Market: Suppliers, Trends and Forecasts 2024

**DUNCAN AITCHISON | REPORT | 7 AUGUST 2024**



This report details TechMarketView's latest market size and growth data for UK SITS Consulting services. It provides expert analysis of the key trends that are shaping the market, providing insights for suppliers operating in this segment. The report also contains the Top 20 Supplier Ranking (by revenue) for the UK SITS Consulting market, together with commentary on the up-and-coming players making noteworthy progress in this most competitive of arenas.



## Accessibility - yesterday's assistive tech is today's emerging trend

**MARC HARDWICK | UKHOTVIEWSEXTRA | 6 AUGUST 2024**



TCS's accessibility research, led by Dr Charudatta Jadhav, is driving innovation beyond traditional assistive technology. Their "Inclusive Thinking" approach designs for limitations rather than specific disabilities, benefiting a broader user base. This taps into the UK's £274bn accessibility market potential. TCS views accessibility tech as emerging trends, with applications for ageing populations and Gen Z's multimodal expectations. By linking accessibility to inclusion and innovation, TCS aims to shift perceptions from compliance to opportunity, potentially transforming sectors like financial services.



## Atos H1: Work remains to get back on track

**GEORGINA O'TOOLE | UKHOTVIEWSEXTRA | 1 AUGUST 2024**



Following the news in mid-July of the successful funding of Atos' financial restructuring plan, and the announcement of a new Group CEO, today Atos announces its results for H1 2024 (to end June). The results are a good reminder of the work that remains to get Atos back on track. While some of Atos' difficulties can be attributed to the impact of the ongoing corporate distractions and uncertainty, that is clearly not entirely to blame.



## Agilisys Product becomes Agilisys Transform

**GEORGINA O'TOOLE | UKHOTVIEWSEXTRA | 30 JULY 2024**



Most people will associate Agilisys with IT and business process services. Unsurprising considering that is where most of its revenues come from. Focused on the public sector the company has delivered a range of multi-year deals supporting public sector organisations as their IT services and digital transformation partner. Today, those long-term relationships are complementary to its nascent Product business. This month, Agilisys has rebranded Agilisys Product as Agilisys Transform, a move that seeks to underline the transformative impact that Agilisys' products are already having on its clients.



## Mastek Q1: Solid revenue growth and squeezed profits

**GEORGINA O'TOOLE | UKHOTVIEWSEXTRA | 26 JULY 2024**



Mastek recently reported its financial results for the quarter ending 30th June 2024 (its Q1 FY25). The quarter was defined by solid revenue growth combined with a squeeze on profits. Revenue growth for the quarter was 12.1% to Rs812.9 Crore, with quarter-on-quarter growth of 4.3%. This represented an improvement on Q4 performance. Mastek points to four key growth drivers: Healthcare in the US, Central Government in the UK, Account Mining, and Data/AI Solutions globally. Meanwhile, the EBITDA operating margin shrank to 15.2%, down from 16.0% in the previous quarter, and 17.0% in FY24.



## Insight closes NWT acquisition to boost Services journey

**KATE HANAGHAN | UKHOTVIEWSEXTRA | 24 JULY 2024**



Solutions Integrator, Insight, has acquired Brighton, UK-based New World Tech (NWT) in an important step to expand its Services capability in the UK/Europe. Terms of the deal were not disclosed. NWT is a 50-person consultancy working across all industries (with a notable presence in Public Sector). It helps customers deliver complex, strategic technology projects and programmes. Staff are typically highly experienced advisors/practitioners such as CTOs, programme/project managers, and solutions architects. The firm also has a growing concentration of expertise around ServiceNow and cloud technologies.



## Digital centre of government starts to take shape

**DALE PETERS | UKHOTVIEWSEXTRA | 23 JULY 2024**



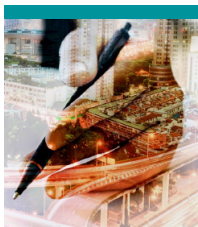
The new government's plans to create a modern digital government are starting to take shape. Earlier this month, it was revealed that digital government expertise from Government Digital Service (GDS), the Central Digital and Data Office (CDDO) and the Incubator for AI (i.AI) will move to Department for Science, Innovation and Technology (DSIT). These organisations are expected to transfer in their entirety from the Cabinet Office (and Prime Minister's Office in the case of i.AI) to DSIT, although the timescales for this move have not been confirmed.



## TPXimpact: Onwards and upwards

**GEORGINA O'TOOLE | UKHOTVIEWSEXTRA | 19 JULY 2024**

On 9th July, we published TPXimpact's foundation for growth, highlighting a strong performance for TPXimpact in its FY24 (to end March). The self-styled "technology-enabled services company focused on people-powered digital transformation" revealed strong double-digit revenue growth, an improved EBITDA margin, and its lowest level of net debt in over three years. Following the results announcement, this week, TechMarketView Chief Analyst, Georgina O'Toole, caught up with CEO, Bjorn Conway, and CFO, Steve Winters, to delve deeper into the numbers and further explore the management team's positive outlook.



## UK Financial Services SITS - Suppliers, Trends and Forecasts 2024

**JON C DAVIES | REPORT | 18 JULY 2024**

Growth within the UK Financial Services SITS market slowed significantly during 2023, driven largely by the challenging global economic climate and its impact on end-user organisations. However, despite the inhibiting factors dampening spend, the technology-led transformation of the UK Financial Services sector continued, albeit at a reduced rate. Recognition of the limitations of outdated technologies and analogue business processes, coupled with the volume of in-flight projects, prevented the sector from turning its back on the transformation imperative.



## IBM Consulting Defence increases coverage with SiXworks acquisition

**GEORGINA O'TOOLE | UKHOTVIEWSEXTRA | 9 JULY 2024**

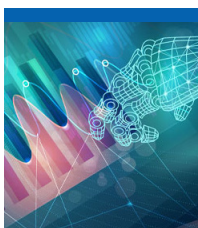
IBM Consulting has added significantly to its UK Defence business with the acquisition of SiXworks. The 175-person strong tech consultancy will sit within the IBM Consulting business and be known as SiXworks, an IBM Company, in the medium term. All SiXworks people will have transitioned into IBM by April 2025. Established seven years ago by Founder & CEO, Steve Rawsthorn, SiXworks has always focused purely on the Defence and Security & Intelligence market, where its biggest clients are the Royal Air Force (RAF) and Stratcom. Its forte is in early concept demonstrators – with "fail-safe-fast development" – in high security environments.



## UK SITS Supplier Rankings 2024

**TECHMARKETVIEW ANALYST TEAM | REPORT | 4 JULY 2024**

TechMarketView's authoritative annual keynote report ranking the leading suppliers of Software, IT Services and Business Process Services to the UK market.



## Market Trends and Forecasts 2024

**TECHMARKETVIEW ANALYST TEAM | REPORT | 4 JULY 2024**

TechMarketView's annual report on the trends and forecasts in the UK Software and IT Services market.

