



Research Summary September 2021

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Public Sector Software and IT Services: Suppliers, Trends and Forecasts 2021-2024

This report consolidates TechMarketView's analysis of the UK public sector software and IT services (SITS) market in 2020 and forecasts how the market will perform over the period 2021-24. 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 2021). Top 20 rankings for central government and Top 10 rankings for each of the remaining subsectors are also provided.

IndustryViews Venture Capital Q2 2021

Q2 2021 was a ground-breaking quarter for VC investment into tech companies in the UK and Ireland, according to data from Corporate Finance firm Ascendant. The number of deals grew QoQ 8%, with the value of those deals up by an astonishing 59% in the same period. The latest edition of IndustryViews Venture Capital has more detail, along with commentary on selected UK tech venture funding deals and an exploration of where next for venture funding into UK technology companies.

UK Central Government SITS: Market & Suppliers 2021-2024

This report provides TechMarketView's view of the UK central government software and IT Services (SITS) market from a market and supplier perspective. PublicSectorViews subscribers will find TechMarketView's Top 20 central government 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.

Made Tech makes its debut on AIM

This month, Made Tech floated on AIM at a share price of 122p. The placing valued the company at £180m and raised net proceeds of £13.2m. Made Tech have been around since 2008 when CEO Rory MacDonald formed the company to provide technology services to venture capital-backed start-ups within the UK. However, in 2017, the Group shifted its focus to concentrate on the UK public sector market. It's since then that the business has really taken off. And its success on Government frameworks has landed the company on our radar.

The Risk Management Challenge

This document is part of TechMarketView's AnalystViews series and discusses the topic of "Enterprise Risk Management" within financial services. It examines how the advent of the pandemic has impacted the industry via a proliferation of additional risks and considers how technology adoption can help firms to manage the burden.

UK SITS Consulting 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 SITS Consulting 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 SITS Consulting Supplier Rankings and Supplier Prospects reports.




SUTHERLAND

Marc Hardwick | UKHotViewsExtra | 27-September-2021

Sutherland targets European Growth

Sutherland is one of the biggest players in US customer experience (CX). In 35 years it has evolved from a provider focused on offshore customer services, into a technology-led customer experience practitioner. While the business has had a UK/ European presence, it has principally served US/Global clients here and is less well known. This may be about to change with Sutherland undertaking a renewed push within Europe, hiring Vishal Bhatnagar to lead the charge.



Angela Eager | Report | 24-September-2021

UK Enterprise Software 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 Enterprise Software 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 Enterprise Software Supplier Rankings and Supplier Prospects reports.



nccgroup

Martin Courtney | UKHotViewsExtra | 23-September-2021

NCC Group puts pandemic behind it to focus on long term growth

NCC Group's FY21 results underpin a company in transition as it recovers from the economic disruption caused by COVID lockdown measures, breathes new life into its flagging Software Resilience business and capitalises on rising demand for managed detection and response (MDR) services. We think the worst is probably behind it, and NCC Group is likely to benefit from a wave of cancelled or postponed projects.



National AI Strategy

Georgina O'Toole | UKHotViewsExtra | 23-September-2021

National AI Strategy: Health & Defence as exemplars

The UK Government recently published its National AI Strategy. The report acknowledges the significant impact that AI will have over the next decade and beyond. It looks at the way that AI can be harnessed to drive economic growth, deliver prosperity, and bring social benefits. It is a worthy tome that looks at the key resources that will be required to ensure the UK stays at the forefront of AI innovation.



UK Solutions Market Trends & Forecasts 2021

Marc Hardwick | Report | 21-September-2021

UK Solutions Market Trends & Forecasts 2021

This report contains TechMarketView's latest market size and forecast data along with an analysis of the trends shaping the UK Solutions market. It is part of a series of reports assessing market and supplier performance that includes the Solutions Supplier Rankings 2021 and Supplier Prospects reports.



National Audit Office

Dale Peters | UKHotViewsExtra | 13-September-2021

NAO highly critical of National Law Enforcement Data Programme

The National Audit Office (NAO) has published a damning assessment of the Home Office's delivery of the National Law Enforcement Data Programme (NLEDP). The programme to develop the National Law Enforcement Data Service (NLEDS) was launched in 2016, with the intention of replacing the Police National Computer (PNC) and the Police National Database (PND) with one modernised solution.



CGI

Georgina O'Toole | UKHotViewsExtra | 9-September-2021

CGI UK holds steady during pandemic

In July we reported on CGI's Q321 results for the period ending 30th June. We noted a decline in the last reported quarter for the UK & Australia business unit, of 4.1% to CAN\$363.4m, and a decline year-to-date of 1.4% to CAN\$1.1b. But, as we head towards the company's financial year end, it's worth applying a little more scrutiny to the numbers. In this UKHotViewsExtra article we dive deeper into the performance of CGI UK over the last two years.



Health and social care funding plans announced

Dale Peters | UKHotViewsExtra | 8-September-2021

Health and social care funding plans announced

The UK Government's plan for health and social care does not focus on the application of technology in reducing the pressures in the system, but it is clear that the effective application of digital solutions will have a key role in addressing the stated challenges. The pressures on the NHS and adult social care were clear prior to the pandemic, but COVID-19 has brought unprecedented additional challenges.



Social value in UK central government

Georgina O'Toole | Report | 3-September-2021

Social value in UK central government

This report seeks to understand how the leading suppliers of IT services to UK central government are responding to the new procurement requirements as defined in the UK Government's Procurement Policy Note 'taking account of social value through government's commercial activities'.



Share performance in Aug 21

August 21 will be remembered by many for its harrowing scenes from Kabul. Elsewhere C-19 infections and resulting hospitalisations and deaths seemed to be increasing. Inflation has reared its head again and could lead to increased interest rates. But you would never suspect this glancing at the Share Index Tables for August. What is certain is that tech is now so ubiquitous that it is an integral part of the economy. The only thing that will now knock it is a global recession or depression. Nobody currently is predicting either.



IndustryViews Corporate Activity Q2 2021

Merger and acquisition activity in the UK software and IT services (SITS) sector fell back during Q2 2021 but remains on a par with activity in Q4 2020 and the pre-pandemic peak seen in Q2 2019. This is according to data from technology investment bank Silverpeak. See more in this edition of IndustryViews Corporate Activity, our quarterly review of the UK software and IT services M&A scene.



Interview: Mile Callachan, Founder & CEO, Snappy Shopper

Each time I write about Snappy Shopper, the 'on demand' grocery delivery service for corner shops and convenience stores, I like it a little bit more. I thought it was a great idea when I wrote about Snappy's seed funding round in November 2019 more so after their stonking £19.4m Series A round in July this year. Having recently had a long chat with founder and CEO, Mike Callachan, I am positively in love!



UK Application Operations Supplier Rankings 2021

This report contains the Top 20 Supplier Ranking (by revenue) for the UK Application Operations market. It is part of a series of reports assessing market and supplier performance. Revenues presented in this report are based on TechMarketView's own estimates, following our analysis of annual performance for the financial year ending between 1st April 2020 and 31st March 2021. It also includes revenue estimates for some of the highest-ranking suppliers who report after March 2021.



Digital Identity Moves Up the Agenda

With the explosion in online commerce there has been increased recognition of the need for a universally accepted standard for identity verification. Off the back of this, Jon recently caught up with the team at DIN to learn more about the company's proposition, fundamental to which is a social purpose firmly based on promoting financial inclusion.



OffshoreViews Q2 2021 Review

In the three months ending 30th June 2021, the Top Six Indian Heritage Providers (IHPs) reported their highest aggregate sequential headcount growth in years. Yet in the same quarter a year prior, every single one of them had reduced headcount. In this edition of OffshoreViews, we compare headcount growth with revenue growth for the Top Six players to see where they are on the eternal quest to 'break linearity'.



UK Enterprise Cyber Security Supplier Rankings 2021

This report contains the Top 20 UK supplier ranking (by revenue) for the UK Enterprise Cyber Security market. It is part of a series of reports assessing market and supplier performance. Revenues presented in this report are based on TechMarketView's own estimates, following our analysis of annual performance for each company for the financial year ending between 1st April 2020 and 31st March 2021. We also include revenue estimates for some top-ranking suppliers who report after March 2021.



TCS: Reimagining Education

Tata Consultancy Services (TCS) has been working in the education sector for more than a decade, but its recent move to bring together its extensive experience in the sector into a single business unit could be a game changer. TechMarketView spoke to Ankur Mathur, who leads the new Education Business Unit, and Priyanka Sethi (Head of Sales, Education and CMI) about TCS' education heritage, proposition, and prospects.



Fujitsu Q1 marks encouraging start for UK

Fujitsu's Q1 revenue (three months to end June) came in at 801.9bn Yen, roughly in line with the comparable period last year. However, the firm saw operating profit shoot up 50% to 33.7bn Yen, with all segments experiencing improved profitability. Fujitsu's UK performance through its first quarter has proved to be both steady and positive and we caught up with NWE CEO, Paul Patterson, to hear more about the UK specifically.



Tola Sargeant | Report | 18-August-2021

Integrated Care Systems - Analysing the opportunity for tech suppliers

Integrated Care Systems (ICSSs) are set to become an important feature of England's health and care system. But what exactly is an Integrated Care System? How will they operate? Which areas are leading the way? And do they represent an opportunity for tech suppliers? It's a surprisingly complicated picture and there are still many unknowns, but these are the questions that we set out to address in this report.



Marc Hardwick | Report | 18-August-2021

UK Business Process Operations Supplier Rankings 2021

This report contains the Top 20 Supplier Ranking (by revenue) for the UK Business Process Services (BPS) Operations market. It is part of a series of reports assessing market and supplier performance that includes BPS Operations Market Trends & Forecasts and BPS Operations Prospects reports, due for publication later in 2021.



Marc Hardwick | UKHotViewsExtra | 9-August-2021

Ten deals and Two exits - Capita Scaling Partner 3 years on

Capita Scaling Partner (CSP) recently announced its tenth investment deal with smart Learning Experience Platform provider, Filtered. I recently caught up with CSP Co-founders John Downes and Matt Bunn, to learn more about their latest partnership and also to take a look back at the progress made at CSP over the last three years and understand what they have learnt building their portfolio of scale-ups.



Duncan Aitchison | Report | 4-August-2021

UK SITS Consulting Supplier Rankings 2021

This report contains the Top 20 Supplier Ranking (by revenue) for the UK SITS Consulting market. At a headline level, the Top 20 UK SITS Consulting suppliers in aggregate grew significantly in 2020. However, stripping out the impact of acquisitions, their combined revenues decline in line with the wider demand contraction in the sector. The report details the variations in performance across the Top 20 Consulting suppliers.



Jon C Davies | Report | 3-August-2021

UK Financial Services SITS - Suppliers, Trends and Forecasts

This report analyses the business and technology trends impacting the UK financial services industry and includes TechMarketView's detailed forecasts for expenditure within the associated software and IT services (SITS) market. In addition to the market perspectives, this analysis also provides a ranking (by revenue) of the Top 20 SITS vendors operating within UK financial services.



Richard Holway | UKHotViewsExtra | 1-August-2021

Share Performance in July 2021

The indices we follow do not really convey the significance of the (largely) Q2 results announced in July. NASDAQ, TechMark and the FTSE Software and Computing Services Indices all advanced between 1% -3% in July. But all are still showing impressive gains YTD – NASDAQ up 14%, Techmark100 up 11% and the FTSE SCS Index up 16%. All have outpaced the FTSE100 which, with a 9% gain, has hardly been sluggish either.



Kate Hanaghan | Report | 30-July-2021

UK Infrastructure Operations Supplier Rankings 2021

Report containing the Top 20 Supplier Ranking for the UK Infrastructure Operations market. It is part of a series of reports assessing market and supplier performance that includes Infrastructure Operations Market Trends & Forecasts and Infrastructure Operations Supplier Prospects reports. Revenues presented in this report are based on TechMarketView's own estimates, following our analysis of annual performance for the financial year ending between 1st April 2020 and 31st March 2021.



Kate Hanaghan | Report | 30-July-2021

Infrastructure Operations Supplier Prospects 2021 & beyond

In "Infrastructure Operations Supplier Prospects 2021 & beyond", we look at the Top Ten leading players (by revenue) in the UK Infrastructure Operations market and assess what they will need to do to be successful this year and beyond. We also provide our analysis of the potential hurdles that will prevent suppliers reaching their potential in the short and mid-term.



Jon C Davies | UKHotViewsExtra | 30-July-2021

Embark deal highlights increasing role of technology in UK wealth management

Lloyds Banking Group (LBG) has announced a deal to acquire digital wealth management specialist, Embark Group for £390m. The "robo-adviser" platform currently has around 425k retail customers and more than £40bn of assets under administration. Here we highlight the increasing role of technology in UK wealth management, examine the acquisition and explore some of the other activity taking place in the sector.



Tania Wilson | Report | 29-July-2021

IndustryViews Quoted Sector Q2 2021

Our quarterly review of the UK software and IT services quoted sector with comparative share price performance against leading international software and IT services stocks.



Martin Courtney | UKHotViewsExtra | 29-July-2021

BT expands Microsoft voice/ security partnership to boost collaborative workspace proposition

An updated alliance with Microsoft around managed voice and cyber security services could help BT reverse the ongoing decline of its Enterprise and Global businesses, which together saw their combined revenue shrink 11.5% year on year in the quarter ending June 2021 according to a trading update.



Anthony Miller | UKHotViewsExtra | 28-July-2021

Interview: Francesca Howland, Founder & CEO, Bimble

When Anthony Miller wrote about Oxford-based Bimble a couple of weeks back, he was curious about the business model as there was no obvious source of revenue. He recently caught up with founding CEO, Francesca Howland, who was keen to explain. Bimble is a community portal where people can share their favourite places (e.g. restaurants, shops, locations, etc) with the wider world. It is free to use, and the venues mentioned don't pay anything – yet.



Marc Hardwick | Report | 27-July-2021

UK Solutions Supplier Rankings 2021

This report contains the Top 20 Supplier Ranking (by revenue) for the UK Solutions market. It is part of a series of reports assessing market and supplier performance. Revenues presented in this report are based on TechMarketView's own estimates, following our analysis of annual performance for each company for the financial year ending between 1st April 2020 and 31st March 2021.



Angela Eager | Report | 27-July-2021

UK Enterprise Software Supplier Ranking 2021

This report contains the Top 20 Supplier Ranking (by revenue) for the UK Enterprise Software market. It is part of a series of reports assessing market and supplier performance that include Enterprise Software Market Trends & Forecasts and Supplier Prospects reports, due for publication later in 2021. The report shows how performance varied across the Top 20 software suppliers and highlights the factors impacting the market during 2021 and beyond.



Jon C Davies | UKHotViewsExtra | 26-July-2021

The three Cs driving change across financial markets

The financial markets sector currently accounts for around 17% of all SITS spend within UK financial services and in 2020 was worth in excess of £2.2bn. Against this backdrop, technology innovation is increasingly driving change as firms look to improve competitiveness via operational efficiency, ensure regulatory compliance and reduce costs, in particular in respect of post-trade processes.



Martin Courtney | Report | 22-July-2021

Cyber security in the public sector

The UK public sector is a unique and important market for cyber security products and services. This report analyses the particular threats and vulnerabilities that public bodies must respond to, considering each sub-sector separately, along with current cyber security policy and procurement trends. It provides a list of top suppliers, an estimate of the current market size and recommendations for cyber security suppliers wishing to work with the public sector.



Jon C Davies | UKHotViewsExtra | 22-July-2021

Momentum builds for Temenos as banking market accelerates

Banking software specialist, Temenos, has published an impressive set of H1 results, highlighting excellent performance YTD amid improving market conditions. The Swiss vendor reported total global revenue of \$445.4m, up 11.1% YTD. Momentum builds for Temenos as banking market accelerates explore the factors behind Temenos' current success and examines the changes in the market for banking technology and how vendors in this sector might respond.



Jon C Davies | UKHotViewsExtra | 20-July-2021

Recently acquired SSP's new CEO takes the helm

UK insurance software vendor and broker market specialist, SSP, has taken another key step on its recovery journey with the appointment of a new CEO, Colin Greenhill, who took office on 12 July. The SSP story is an intriguing one. For around 15 years, SSP enjoyed strong growth, however, following an MBO in 2015, a series of damaging system outages occurred in 2016, denting the company's fortunes and impairing its reputation amongst its clients and prospects.



Georgina O'Toole | UKHotViewsExtra | 19-July-2021

Foundation SP starts its investor journey

We last wrote about Foundation SP in December after it secured funding from LDC to support its bold organic growth strategy. With LDC's backing, the aim is to expand its client base, add to its suite of digital software and services, and consider complementary acquisitions. Half a year on, we caught up with Simon Grosse, Foundation SP's CEO, and Tim Ebenezer, COO.



Georgina O'Toole | UKHotViewsExtra | 9-July-2021

Atos Digital Hub launched

Over two days of Atos Technology Days we learnt of the next evolution in Atos' strategy. In line with TechMarketView's 'Reset & Reimagine' research theme, the company is drawing on its years of investment in cloud, digital, security, and decarbonisation, and turning its attention to 'digital platforms'. The move answers end user demands for an accelerated journey to digital, more easily consumable products and services, and the desire to leverage the value of data across their ecosystems.



Richard Holway | UKHotViewsExtra | 1-July-2021

Share Performance in June 21

Any fears that tech was in for a 'correction' certainly did not come to pass in June 21. NASDAQ had a stonkingly good month – rising another 5.1% making it a 12.7% gain in 2021 YTD. This compared to a flat-lining FTSE100 (up 8.9% YTD). It wasn't quite so good for tech here in the UK with Techmark 100 flat-lining (up 8.2% YTD) and the FTSE IT index up 4.7% (14.2% YTD). However, there is a general feeling of optimism that the US and UK are emerging out of the darkness of C-19.



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