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Research Summary June 2020

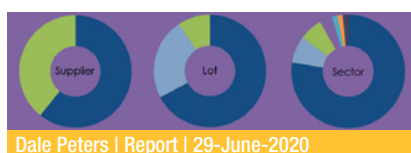
Welcome to our rolling monthly research round-up. To read more, simply click through.

KEY	■ Foundation Service	■ PublicSectorViews	■ FinancialServicesViews
	■ TechSectorViews	■ Available in all streams	■ Tech User Programme



UK SITS Supplier Ranking 2020

TechMarketView's authoritative annual keynote report ranking the leading suppliers of software, IT services and business process services to the UK market. The report contains our Top 60 ranking of suppliers, which has been compiled following detailed research into over 200 publicly quoted and privately held companies. 2020 of course looks very different to 2019 in light of the pandemic, and TechMarketView continues to closely track and analyse the corporate and financial performance of the tech industry.



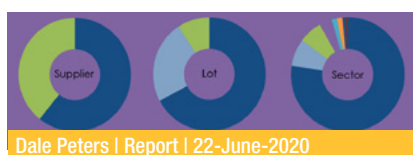
Digital Marketplace Dashboards P02 2020-21

Monthly dashboard of the key sales data from the G-Cloud and Digital Outcomes & Specialists (DOS) frameworks. This dashboard covers May 2020 (P02 in the government fiscal year 2020-21).



Wirecard collapse hits UK fintechs

The collapse of German payments provider, Wirecard, has had a major impact on the UK fintech ecosystem. The firm's sudden bankruptcy and the arrest of its CEO amid fraud allegations, have resulted in the services of a number of prominent providers being crippled. Without notice, UK regulator the FCA, has suspended Wirecard's UK operations. Whilst the full impact of Wirecard's collapse is still to emerge, there are potentially longer-term ramifications.



Digital Marketplace Dashboards P01 2020-21

Monthly dashboard of the key sales data from the G-Cloud and Digital Outcomes & Specialists (DOS) frameworks. April 2020 (P01 in the government fiscal year 2020-21).



IndustryViews Venture Capital - Q1 2020 Review

There was a substantial increase in funding for early stage UK and Irish technology companies during Q1 2020. A total of £2.44b (up 10% on Q1 2019 and up 4% on Q4 2019) was invested in 279 companies in the sector by 399 investors during Q1 2020 with a slight reduction in March after a very busy January and February. See more, including over 30 pages of commentary on selected UK VC tech deals in this issue.



Market Readiness Index Supplier Profiles: Individual Profiles

TechMarketView's Market Readiness Index (MRI) is designed to help end user organisations determine the readiness of their information and communications technology suppliers to support them as they seek to digitally transform their organisations. The MRI models TechMarketView's understanding of how advanced suppliers are when it comes to being able to help create more intelligent and more automated organisations for their customers.



Digital tech from DXC transforms mental health services

Mental health and well-being is an increasingly high priority in the UK and one of the areas where we expect to see increased investment as part of the 2019 NHS Long Term Plan. The personalisation of healthcare – with more 'self-service' through digital tools and portals – and digitalisation of services such as prescribing, also feature prominently in the Plan.



Saving time and improving patient experience

Earlier this year Research Director, Marc Hardwick, interviewed NHS Robotic Process Automation (RPA) evangelist Darren Atkins – the Chief Technology Officer at East Suffolk and North Essex NHS Foundation Trust on how automation has been gaining traction within the Health Service. Read about what he found out from his meeting here.



OffshoreViews Q1 2020 Review

Capgemini ex-Joint COO Thierry Delaporte will take the reins as Wipro's first non-Indian CEO next month to try to boost growth and profitability. Read the latest edition of OffshoreViews to see why TechMarketView Managing Partner Anthony Miller believes the cards will be stacked against him succeeding where his predecessors have failed. OffshoreViews also includes our regular summary of the Indian heritage Provider (IHP) reporting season.



Accelerating NHS digital transformation during the pandemic

London North West University Hospital Trust (LNWH) was amongst the first in the UK to treat COVID-19 patients and one of the hardest hit by the pandemic. TechMarketView spoke to Glens Lawson, Digital Matron at LNWH, about the role technology has played in helping the Trust respond to the crisis.



Brit and Google Cloud accelerate London Market transformation

Leading commercial insurer, Brit, has announced plans to launch a new AI-based Lloyd's syndicate in collaboration with Google Cloud. Scheduled for its London Market launch in 2021, the algorithmically driven incubator "Ki" is being backed by Brit, Fairfax and other private capital investors. The business will be a stand-alone venture, run by a dedicated team reporting to Brit's Group CFO, Mark Allan.



Methods passes £100m turnover milestone

Methods Group has passed the £100m turnover mark. Result for the year to 30th April 2020 reveal turnover of £101.5m. The year started slowly with business negatively impacted by Brexit paralysis. However, things soon picked up and demand has continued to be strong over the last quarter. Read about performance across the different businesses and prospects for the year ahead in this UKHotViewsExtra article.



Share Indices for May 20

So we are in the midst of the most serious pandemic. The world, including the UK and US, is facing the worst recession - maybe even depression - seen in our lifetime. But if you look at the RH column of our Share Indices table you will see that EVERY one of the indices we follow was in 'positive territory' in May. Indeed, NASDAQ is now up 4.6% YTD. As I wrote on 9th May 20 Big Tech seems to be having a good COVID-19...



Salvino circles the wagons as DXC's decline accelerates

DXC Technology has released full year results reflecting heavy losses and a sharp fall in revenue, in the face of ongoing customer attrition. For the year ended 31 March 2020 the company recorded a net loss of \$5.4bn, whilst headline revenue was down by 5.7% to \$19.6bn. DXC's decline accelerated in the final 3 months of the fiscal, with the company's Q4 losses reaching \$3.5bn and GIS recording an 18.8% decline in revenue.



COVID-19 Vulnerability and Resilience: Top 20 SITS Suppliers

This analysis covers the largest Top 20 providers of Software and IT Services to the UK market, according to UK SITS Supplier Rankings 2019 (July 2019). It is a snapshot of how these suppliers rate versus the eight key characteristics for prospering during the economic fallout of the COVID-19 pandemic.



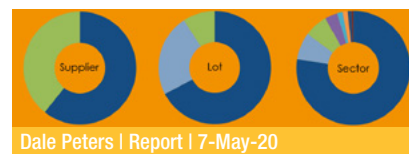
COVID 19: Impact on UK Tech Suppliers – A TechMarketView Snapshot Survey

A month or so into lockdown, TechMarketView took the pulse of the UK tech sector to see how suppliers were coping with impact of COVID-19 on their business. Some of our findings may surprise you!



Fujitsu FY19: Improved customer connections and revenue mix

Fujitsu's FY19 figures show global revenue was down 2.4% to 3,857.8 Yen. The firm "exceeded" profit targets in the Services business, excluding the impact of "business model transformation expenses". Higher bonuses also impacted operating profitability. The firm is targeting a medium-term operating margin of 10% (it was 5.9% in FY19) and still believes this is achievable, even under the current circumstances.



Digital Marketplace Dashboards P12 2019-20

Monthly dashboards of the key sales data from the G-Cloud and Digital Outcomes & Specialists (DOS) frameworks. March 2020 (P12 in the government fiscal year 2019-20).



Target B and The Mortgage Hub - designing a digital mortgage experience

The current imperative to embrace technology enabled business change within Financial Services has been felt most acutely and for longest in banking, where industry-wide transformation is already well underway. The established banks are seeing their traditional business models challenged by a wave of tech-enabled new entrants. Despite banking's relative digital maturity, the mortgage market remains a laggard.



COVID-19: The impact on UK public sector software and IT services

This report assesses the impact COVID-19 has had on central government, local government, health, defence, education and police. It also includes TechMarketView's predictions for the impact over the remainder of 2020 and longer term, as well as our recommendations for software and IT services suppliers operating in the public sector.



2iC develops novel malaria detection and control strategy

We should remember that other diseases which existed pre-Covid are still problematic during this pandemic. Recent analysis by WHO and partners show severe disruptions to insecticide-treated net campaigns and antimalarial medicines. Recently, UK SME 2iC has been partnering with an academic research institute to develop a novel malaria detection and control strategy using technology originally developed for military use.



IndustryViews Corporate Activity Q1 2020

Merger and acquisition activity in the UK software and IT services (SITS) sector was seemingly unaffected by the COVID-19 pandemic during Q1 2020, with only a small decrease in deal flow, well within the bounds of the usual quarterly variations. Download the latest edition of IndustryViews Corporate Activity for our quarterly review of the UK software & IT services M&A scene for more detail.



Share Indices for April 2020

It seems quite surreal to read headlines like 'US stocks have biggest monthly rally since 1987' or 'UK blue chips in a bull market'. Surely we are in the very midst of the worst health crisis to hit in our lifetimes? Isn't every analyst suggesting we are on the verge of (in the midst of?) one of the worst recessions - maybe depressions - ever? NASDAQ was up an amazing 13.2% in Apr - erasing almost all of the losses in 2020 YTD. It wasn't quite so good outside of tech though.



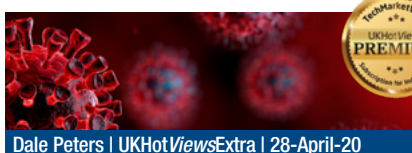
Cloud and Infrastructure Services Supplier Prospects 2020 and Beyond

In "Cloud and Infrastructure Services Supplier Prospects 2020 and beyond", we look at the Top Ten leading players (by revenue) in the UK Infrastructure Services 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.



Capita Scaling Partner and a "Distributed" approach to outsourcing development

We have been following the progress of Capita's scale-up development unit Capita Scaling Partner (CSP) for the last couple of years and we caught up recently to discuss its latest venture with co-founder John Downes, as well as Callum Adamson the CEO of new CSP partner - Distributed. CSP has become a minority shareholder in "future of work" player Distributed, and we wanted to understand the rationale behind the deal.



UK takes centralised approach to contract tracing

Over the last month there have been many twists and turns in the world of contact tracing. The convoluted path towards developing national systems for informing those potentially exposed to COVID-19 has been fraught with tension between government, academia and business—at the heart of these disagreements is the privacy of citizens. NHSX is leading the development of the UK's contact tracing technology.



NTT Data: Delivering on UK Government's Vision

In the course of our usual PublicSectorViews research, we have often called out NTT DATA as 'one to watch' in the UK public sector market. The company's UK public sector revenues have grown by 20%+ for the last five years. We caught up with Chris Jones, NTT DATA's VP, for Central Government, to find out how the corporate changes have affected its Whitehall progress and its prospects for growth.



Just the Tikit for Advanced

At the end of March, Advanced acquired Tikit from BT. The deal was Advanced's fifth acquisition in twelve months and its first sizeable deal since BC Partners joined forces with existing backers Vista Equity Partners and invested £2bn in the UK-headquartered business in August 2019. We caught up with CEO Gordon Wilson and Doug Hargrove, Managing Director of Legal at Advanced, as the acquisition completed to learn more.



Experience by Design

User experience continues to be at the heart of digital transformation and is one of the biggest single areas of investment in the tech space. Customer experience transformation has captured the headlines but has matured to encompass the citizen, employee and now supplier network. An outstanding digital experience is a prerequisite for all aspects of operations. Getting this right is all about great design. This report looks at the role service design plays in developing and delivering digital services in both the public and private sector.



TCS looks beyond Covid-19

Following on from TCS's annual results we caught up recently with UK & Ireland Head, Amit Kapur, to discuss the UK results for FY 2020 and in particular how the Group and its clients are dealing with COVID-19. The UK remains one of TCS's largest markets and the Group still posted very respectable double-digit year-on-year growth for the UK of 10.4% (22% in FY19). This translated into total UK revenue for the year of £2.76bn (£2.5bn in FY19).



UK Financial Services SITS "Prospects for a Post COVID-19 World"

The disruptive impact of the coronavirus pandemic has leapt to the top of the corporate agenda, as the number one factor testing established business models and technology ecosystems alike. However, despite the unprecedented nature of the current crisis, all is far from doom and gloom for the SITS market within UK financial services.



Capgemini stays healthy despite Covid-19

Capgemini weathered the initial impacts of the coronavirus pandemic to deliver Q120 turnover in line with expectations. Revenue for the three months ended 31st March 2020 increased by 2.3% yoy on a constant currency basis to €3.55b. Outgoing CEO, Paul Hermelin cited the group's early mobilisation in February ahead of many of the COVID-19 driven lockdowns as having played a part in sustaining the health of the company through the latter part of Q120.



Covid-19 An ill wind to fan the flames of the Fourth Industrial Revolution

This document seeks to explore whether one of the by-products of Covid-19 crisis will be to change materially the trajectory and velocity of the shift to the Enterprise 4.0 era. It therefore focuses on the shape of "Complex" digital services demand as we entered the pandemic, assesses the factors that had been conditioning its progress, and considers how these may now be altered going forward.



Martin Courtney | Report | 24-April-20

SD-Wan: UK Market Update 2020

This report provides a snapshot of recent customer deployments of software defined wide area network (SD-WAN) solutions in the UK and Ireland. It goes on to discuss how suppliers and service providers are shifting focus away from the delivery of improved bandwidth and cost savings on existing client connectivity contracts towards secure, reliable access to cloud-hosted applications and services from distributed locations.



Angela Eager | Report | 22-April-20

Graph Databases: Weaving firstionless business; accelerating AI/ML

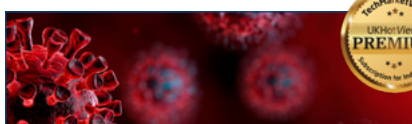
As organisations re-evaluate their software estates in the light of lessons learned during the COVID-19 pandemic and assess what they need to do to recover and re-ignite growth, certain technologies will emerge as enablers that justify a share of hard-pressed IT budgets. This report examines the technology, use cases, supplier landscape, and opportunities for surrounding Software and IT Services suppliers.



Georgina O'Toole | UKHotViewsExtra | 22-April-20

Atos Q1 gives Covid-19 impact insight

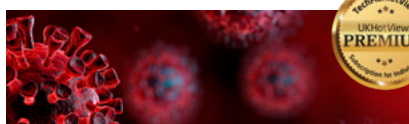
Atos' Q1 results to end March give a useful insight into the impact of COVID-19 on different areas of the market. They also serve to highlight how a detailed analysis of companies' financial strength, its business mix, its types of client relationship, and its contractual arrangements, is necessary to determine the likely impact of the pandemic on future performance.



Angela Eager | UKHotViewsExtra | 21-April-20

Tackling Covid-19: the acceptable face of data repurposing?

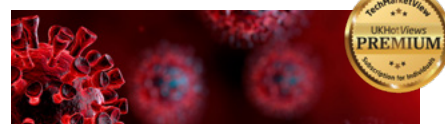
Data is central to understanding COVID-19, the measures and timing to tackle it, and how effective they are. In pursuit of these objectives, tech is there front and centre, including an emerging new role for tech and data able to provide insights into the spread of the coronavirus and related behavioural change across populations, aided by the use of AI/Machine Learning.



Jon C Davies | UKHotViewsExtra | 21-April-20

Pricing the pandemic - how technology is transforming risk

Technology is increasingly providing insurers and other large organisations with the ability to assess realistic disaster scenarios relating to storm, flood, war, terrorism, industrial accident or global pandemic. Pricing the pandemic - how technology is transforming risk explores how advanced analytics, IoT and machine learning are transforming insurance processes, by helping insurers to accurately underwrite large risks and assess their exposure to major events.



Marc Hardwick | UKHotViewsExtra | 20-April-20

Why Covid-19 will not break the internet

One of the most impressive sub plots to COVID-19 and a big "feather in the cap" of the tech industry has been the relative ease with which huge swathes of people have shifted to working, studying and socialising from home. Whilst it's sadly true that the health, social and economic consequences of the virus will be catastrophic, had COVID struck just 20 years ago the outcome could have been so much more disruptive.



Kate Hanaghan | Report | 15-April-20

Pulsant: leaner & more resilient in uncertain times

We caught up with Pulsant CEO, Rob Coupland, just as the UK came to the end of week two in lockdown. The firm moved early, conducting a risk assessment in early March and ensuring support staff were able to provide continuity of customer service once the government guidance came into play. This report analyses some of the actions taken to improve operational capabilities and ready the firm for improved growth.



Anthony Miller | Report | 14-April-20

Virus hits SITS stocks

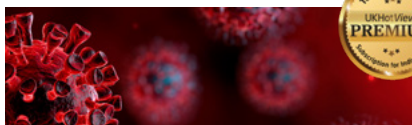
Our quarterly review of the UK software and IT services quoted sector scene with comparative share price performance against leading international software and IT services stocks.



Anthony Miller | Report | 13-April-20

Offshoreviews Extra: Covid-19 and IPPS

This special edition of OffshoreViews serves as a scene-setter on the impact of COVID-19 on the India-centric IT services industry (the so-called Indian Pure-Plays or IPPs), ahead of the publication of their quarterly (and in many cases, full-year) financial results. The Indian reporting season starts week beginning 13th April 2020. We will present a fuller analysis of the financial impact of COVID-19 in the next edition.



Dale Peters | UKHotViewsExtra | 09-April-20

Covid-19 contact tracing apps: privacy and freedom

Lockdown measures appear to be proving effective at flattening the curve of new COVID-19 cases, but this obviously comes at a huge social and economic cost. No country has yet devised an effective long-term exit strategy. Contact tracing apps have been suggested as part of the solution but how much of our privacy are we willing to give up in return for greater freedoms?



Dale Peters | Report | 03-April-20

Digital Marketplace Dashboards P11 2019-20

Monthly dashboards of the key sales data from the G-Cloud and Digital Outcomes & Specialists (DOS) frameworks. February 2020 (P11 in the government fiscal year 2019-20).



Jon C Davies | Report | 01-April-20

UK Financial Services SITS Sub-sector comparison

This report introduces our segmentation and analysis of the main sub-sectors that constitute the UK financial services industry and explores the market for software and IT services (SITS) therein. The document examines the main market segments and explains the various vertical business functions that comprise each of them.



Richard Holway | UKHotViewsExtra | 01-April-20

Share Indices in Mar 20 and 2020 YTD

March turned out to be the most momentous month in my memory as COVID-19 hit share prices throughout the world. There were some notable gainers with products and services addressing the needs of a world in lockdown. Conversely 90% of the stocks we cover recorded falls in Q1. Some, like Capita, with 80% declines in their share price. The Future? Some tech companies could be the winners once this crisis is over as the world is unlikely to go back to its past ways.

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