

IT Services - UK - May 2016

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"IT continues to produce quantum changes in the way businesses are run and conducted. It has moved well beyond the important contribution it makes to cost cutting and business efficiency as it increasingly aims to take companies closer to customers. This is fuelling a continued explosion in the volume of data created."
— Terry Leggett, Senior Analyst

This report looks at the following areas:

- In a rapidly developing market are the dynamics constantly changing?
- Is the industry structure changing?
- Is the cloud the major current trend?

This report is concerned with information technology (IT) services. The market has two major elements:

- IT consultancy
- other information technology and computer services

IT consultancy (also called IT consulting, computer consultancy, business and technology services, computing consultancy, technology consulting, and IT advisory) is an industry that advises businesses on how best to use information technology to meet their objectives. In recent years, a specific sector of the market has arisen to address the facilities management computer services sector. More typically, the IT consultancy sector can be segmented into two separate areas: strategic advice and systems integration. Often, but not exclusively, these will be conducted in tandem during an initial contract. Subsequently, there tends to be further integration work conducted in isolation.

There is a relatively unclear line between management consulting and IT consulting. There are sometimes overlaps between the two fields, and most major international management consultancies are engaged in IT consultancy. There are, however, also specialist IT companies that are strongly active in the sector.

In addition to providing advice, IT consultancies often estimate, manage, implement, deploy, and administer IT systems on businesses' behalf; known as outsourcing. The other information technology and computer services typically incorporates one or more of:

- applications
- mainframe
- network
- desktop
- distributed environment
- hardware support

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DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market

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