



HFS Top 10 Infrastructure and Enterprise Cloud Services 2018

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Research methodology

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This Top 10 research is based on interviews with 300 enterprise clients of IT services from the Global 2000 in which we asked specific questions pertaining to innovation and execution performance of service providers assessed. The research is augmented with information collected in Q1 and Q2 2018 through provider RFIs, structured briefings, client reference interviews, and from publicly available information sources.

IT Services providers were assessed on the following three main dimensions:



33.3%

Voice of the buyer

- Candid feedback from client references and the results from the IT Services customer survey.



33.3%

Ability to execute

- Scale and breadth
- Cloud capability
- Partnering and IP



33.3%

Innovation Capability

- Vision and methodology
- Automation and cloud strategy

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Research summary highlights



Highlight #1: Cloud investment is at an all-time high

Enterprise executives are investing heavily in cloud capabilities, accelerating the growth of the major hyperscale players and the demise of traditional providers.

Highlight #2: The traditional market is in freefall

Traditional infrastructure services are continuing their freefall as enterprises look to the cloud and the as-a-service model for scalable, flexible, and cost effective services.



Highlight #3: There are major growth opportunities for providers

Providers building cloud strategies that resonate with the modern enterprise are driving considerable market growth, fuelled by an insatiable appetite for cloud as a foundation for digital transformation.

Highlight #4: Partner ecosystems continue to deepen

The number of providers that now hold strategic partnerships with the major hyperscale providers and an ecosystem of smaller players to help drive the services has increased enormously as enterprises push for end-to-end brokers.

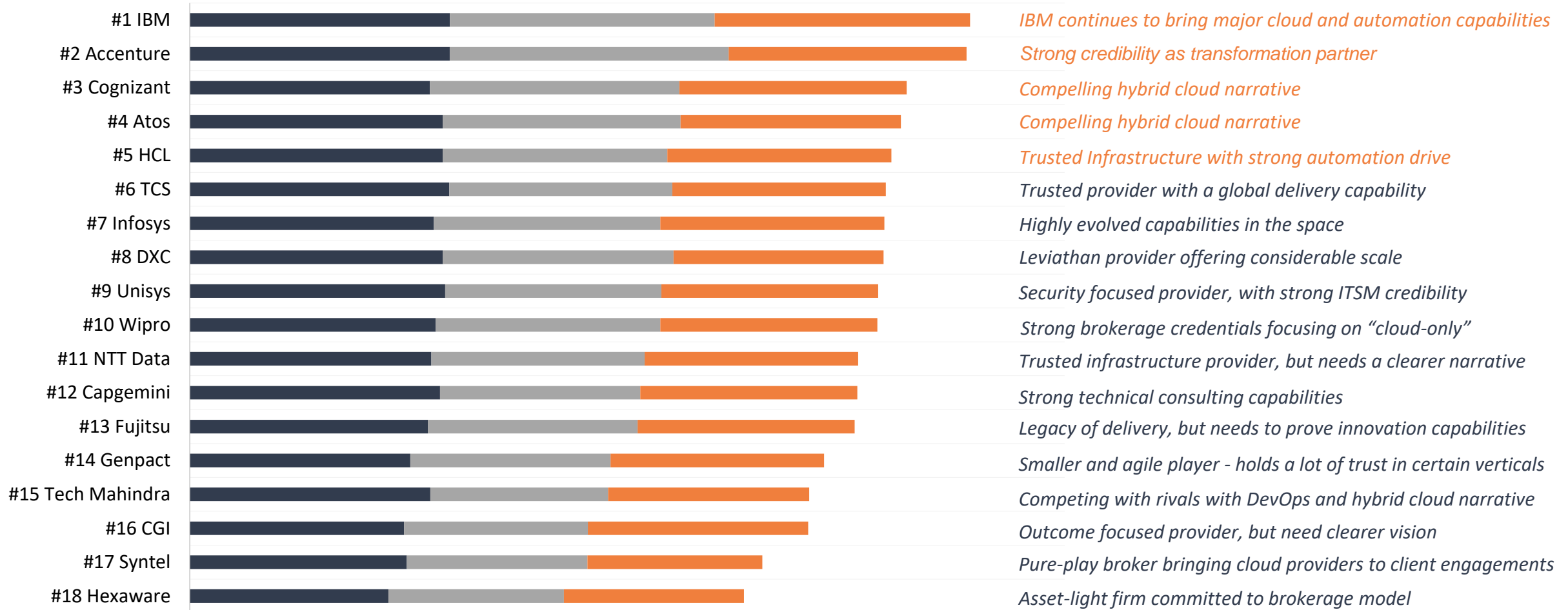


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■ Execution ■ Innovation ■ Voice of Customer



Note: For ranking methodology, see the full report.
Source: HFS Research 2018



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