



IT Services: End-to-End Cloud Infrastructure Management Services

Market Analysis

Report Abstract

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Who is This Report Assessment For?

NelsonHall's end-to-end cloud infrastructure management services report is a comprehensive market assessment report designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and cloud infrastructure management services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

Scope of the Report

This report analyzes the market for cloud infrastructure management services. It addresses the following questions:

- What is the current and future market for cloud infrastructure management services?
- What are the customer requirements for cloud infrastructure management services?
- What are the benefits/results which vendors have been able to achieve for their clients?
- What cloud infrastructure management services are organizations buying from IT services vendors?
- What is the size and growth of the cloud infrastructure management services market?
- Who are the leading vendors within the cloud infrastructure management services market?
- What are the vendor selection criteria, challenges?

Key Findings & Highlights

Key requirements for cloud infrastructure management services include improved visibility, control, and optimization of hybrid multi-cloud usage through FinOps. This includes improved show back, chargeback and cost allocation. In addition, utilizing multiple toolsets for on-premises monitoring and observability including Dynatrace and Azure Monitor and AWS Cloud Watch in public cloud, and increasing full-stack monitoring and ability to accelerate troubleshooting across stacks, including LLM/ML.

All vendors are incorporating FinOps and cloud economics throughout their processes to enable clients to maximize the business value of their cloud programs. This includes a real-time focus, shifting from spare capacity to real-time allocation capability, and deploying IP and third-party tools and platforms in support of clients' ESG and sustainability strategies. In addition, vendors are expanding dedicated SRE and DevSecOps practices and resources, an SRE-led approach to cloud operations and full-stack observability capabilities.

Vendors are increasing dedicated experience, innovation and transformation CoEs to support a consulting-led approach (design thinking), co-innovation, and co-creation in support of cloud infrastructure management service. They are also deploying AIOps capabilities in support of Cloud infra management and providing an open approach to orchestration including cloud-native provisioning through cloud APIs.

Digital Workplace Services Vendor Assessments available for:

- Aspire Systems
- Atos
- Coforge
- DXC Technology
- Fujitsu Services
- Happiest Minds
- Infosys
- LTIMindtree
- Movate
- Mphasis
- NTT DATA
- Sopra Steria
- T-Systems
- TCS
- Tech Mahindra
- Trianz
- Unisys
- UnitedLayer
- Wipro
- Zensar.

About The Author

John is a Senior Research Analyst at NelsonHall. He is a member of the global IT Services research team with shared responsibility for IT Services research with Dominique Raviart, Eric Levine, Kishore Gorti, and Mike Smart.

John assists both buy-side and vendor organizations in assessing opportunities and supplier capability in IT Services. John covers IT Services research in the areas of Digital Workplace, Cognitive IT Infrastructure, and Cloud Infrastructure Brokerage, Orchestration, and Management.

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