



Digital Manufacturing Services

Samsung SDS

Report Abstract

May 2021

By Dominique Raviart

IT Services Practice Director

NelsonHall

Ten pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Strategy
5. Strengths & Challenges
6. Outlook

Who is This Vendor Assessment For?

NelsonHall's digital manufacturing services profile on Samsung SDS is a comprehensive assessment of Samsung SDS' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital, industrial IoT, and industrial IT services
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector and examining growth areas within IT services.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Samsung SDS's offerings and capabilities in digital manufacturing services.

Samsung SDS (SDS) is a software product, consulting, IT services, and business process service vendor headquartered in South Korea. Revenues in 2020 were KRW 11,174bn (~\$10.1bn). The company has a headcount of 23,370. Samsung is the largest shareholder of Samsung SDS, through two subsidiaries: Samsung Electronics (23% of shares) and Samsung C&T, a building firm (17%). SDS' largest clients are Samsung Electronics and Samsung Display. Samsung SDS initially managed the IT infrastructures and applications of Samsung. It expanded to software products in the past ten years. NelsonHall estimates that Samsung SDS derives ~84% of its revenues from various Samsung entities.

- Intelligent Factory, which includes MES, PLM, and enterprise asset management, SCM and logistics, and AR/VR and digital twins
- AI and analytics, including blockchain
- Intelligent Enterprise: offerings, such as end-user computing, enterprise mobility management; RPA, UCC, senior care, airport, government, and military services. The company provides consulting and IT services around COTS, such as ERP, SCM, CRM, digital market and contact center, and its own software products around automation (RPA and chatbots) and UCC
- Cloud and cybersecurity services. The company has its private cloud offering, SDS Cloud, with data centers in South Korea located in Gumi, Suwon, Sangam, and Chungcheong, and also in Shanghai, Singapore, Delhi, London, Frankfurt, and New Jersey.

Scope of the Report

The report provides a comprehensive and objective analysis of Samsung SDS' digital manufacturing service offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Crowdtesting Vendor Assessments also Available for:

- Accenture
- Atos
- Capgemini
- Cyient
- DXC
- IBM
- Infosys
- Samsung SDS
- Sopra Steria
- Tata Elxsi
- Tech Mahindra
- T-Systems
- Wipro.

About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

Dominique can be contacted at:

- Email: dominique.raviart@nelson-hall.com
- Twitter: [@DominiqueR_NH](https://twitter.com/DominiqueR_NH)



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand, Tour de l'Horloge, 75012 Paris
Phone: + 33 1 86266 766

Copyright © 2021 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.