



2009

Global Health IT Advisor

IDC is the premier global market intelligence and advisory firm in the information technology and communication industries. Over its 45 year history, IDC has developed precise methodologies for collecting, organizing, and analyzing information that helps professionals in a diverse set of industries make better technology investment decisions. With over 1,000 analysts with coverage in more than 100 countries, IDC's breadth of geographic and technology coverage is unmatched. With more than 10% of those analysts dedicated to specific industry segments, the research and advice is delivered in a relevant business context.

Thousands of business executives rely on *Global Health IT Advisor's* service to shorten decision cycle times, manage costs, improve delivery, and mitigate risk. Company profiles, technology forecasts, market trends, and competitive and international market analyses are critical to helping you stay apprised of the marketplace. Many decision makers rely on this service for strategic IT planning support and technology buyer validation as well as technology buyer road maps and product insights. *Global Health IT Advisor* is designed for our Health client base whose needs vary across a broad range of technology areas and business disciplines.

ADDRESS KEY IT ISSUES



Timely Solutions

Global Health IT Advisor is designed to save you time and get you answers when you need them, by enabling you to answer questions that define your organization's IT strategies and objectives.

- > How do we align IT strategies with overall market directions and trends?
- > Who are the market leaders?
- > Where does each supplier rank and which is the best strategic partner for my organization?
- > What are the emerging technologies? Which technologies are available now? Which are becoming obsolete?
- > How do we separate the hype from the reality when analyzing the latest IT trends and best practices?
- > How do we save money on our IT investments?
- > How do we ensure competitive pricing from our IT hardware suppliers throughout the course of our contracts?
- > How can companies better use information to speed and improve decision making? How can information technology be used to improve the performance and minimize risk in the areas of supply, demand, product, and operations management?
- > What are the implications on information management stemming from efforts to be more globally integrated? What are the best organizational models? How can companies optimize their application portfolio?
- > What will the impact of emerging technologies like sensor networks and cloud computing be on future investment? How do these technologies align with emergent business models? How can a company take advantage faster than their competition?

A Personal Partnership

We provide you a personable, responsive, and rich experience when addressing your IT research needs. With Global Health IT Advisor, you are assured of getting the utmost attention. Our one-on-one service approach provides you with a single point of contact, a dedicated Analyst-Account Manager. This professional:

- > Works closely with your organization to proactively service your needs
- > Ensures smooth delivery of relevant information on technologies, IT suppliers, products and markets
- > Partners with you to fully understand your unique information requirements
- > Saves you time and maximizes your relationship with IDC

IT DECISION LIFECYCLE

STRATEGIC PLANNING			TACTICAL EXECUTION		
Identify IT Fit for L.O.B.	Research Product & Suppliers	RFP Vendor Selection	Purchase	Implement	Verify & Assess Value
Emerging market Tech-research IDC insights	Market review and forecasts Analyst calls and visits Planning support Supplier and product overviews	Vendor validation Alignment support Market research and insights	IDC price benchmarks: SmartIndex Online tools Lease vs. Buy tools	IDC research Analyst calls	IDC surveys White papers Consulting

Timely Solutions

COMPANY: LARGE PAYER/PROVIDER ORGANIZATION

OBJECTIVE: Extended agreement for a variety of midrange IBM servers

PROJECT: IDC provided detailed peer benchmarking on new deals for latest generation processors for IBM servers

RESULTS: Client improved discount by almost 9% and achieved best in class pricing for upcoming midrange server purchases. Achieved savings of over \$6 Million

COMPANY: FORTUNE 100 PAYER ORGANIZATION

OBJECTIVE: Gain a better understanding of enterprise social networking trends

PROJECT: IDC put together a multi-client meeting of leading organizations to share best practices and lessons learned

RESULTS: Client was able to formulate strategy based upon IDC research and peer input

COMPANY: LARGE MULTI-SITE PROVIDER

OBJECTIVE: Needed critical help with multi-site IT transformation

PROJECT: IDC provided 3rd party verification of milestones, business and technical objectives and guidance on \$400 million multi-year project.

RESULTS: Client was able to keep project on target, on budget, and meet objectives

COMPANY: MID SIZE PHARMACEUTICAL COMPANY

OBJECTIVE: Help Director of Contracts, Chargebacks, and Rebates with vendor selection for chargeback reconciliation system

PROJECT: IDC provided objective, expert analysis on 5 leading vendors in the space

RESULTS: Client was able to quickly eliminate 3 vendors from current discussions, and ultimately choose a system that met their specific needs.

COMPANY: LARGE HOSPITAL MANAGEMENT COMPANY

OBJECTIVE: Help CIO with business and vendor alternatives for critical application

PROJECT: IDC provided objective, expert analysis for options in continuing with an at-risk vendor

RESULTS: Client was able to make a more informed business, financial, and technical decision

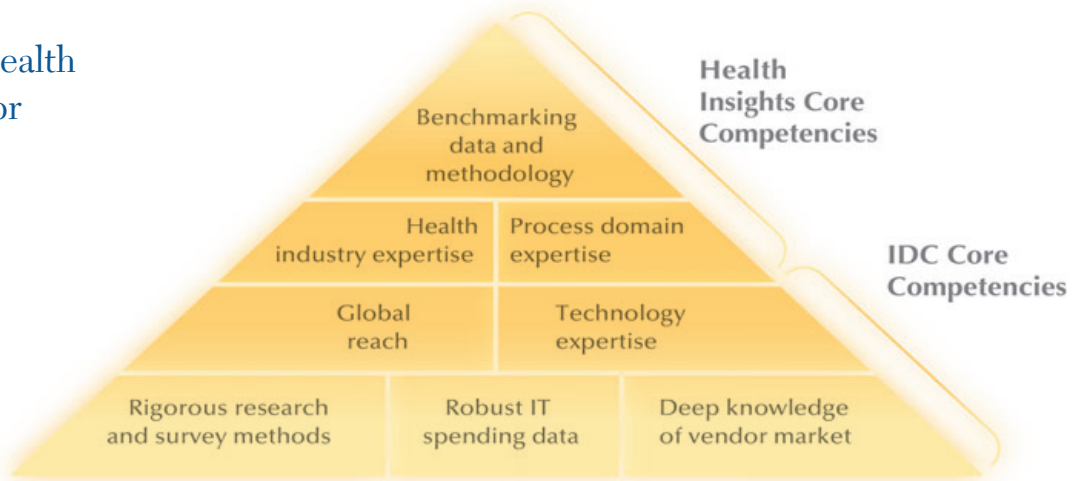
COMPANY: LARGE PHARMACEUTICAL COMPANY

OBJECTIVE: Develop benchmarks and Return-On-Investment associated with outsourcing sales and marketing

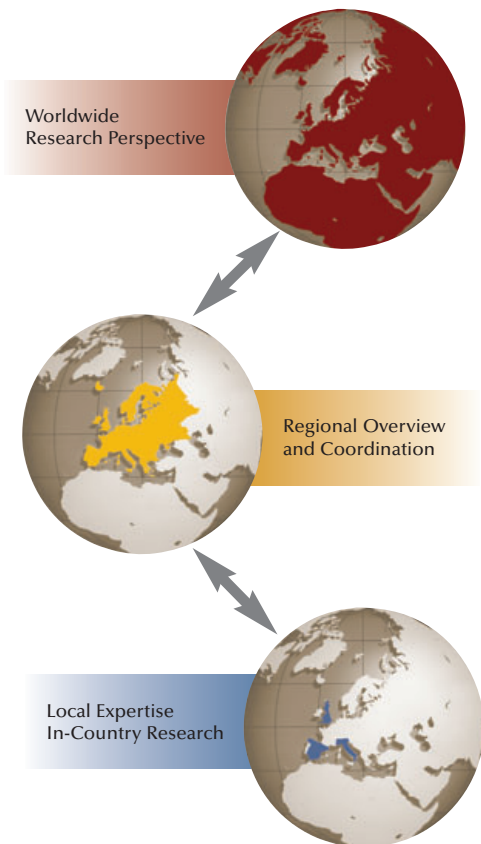
PROJECT: IDC provided detailed benchmarking analysis in the form of a report and a presentation to management to help a large pharmaceutical company assess its options for outsourcing

RESULTS: Client was able to determine, using IDC's independent benchmark data on other pharmaceutical companies whether outsourcing Sales and marketing was the right decision for their business

Global Health IT Advisor



The Global Health IT Advisor service provides a steady stream of in-depth technology and market analysis by giving you access to more than 300 views into the IT industry. These research content areas are listed in detail on the following pages.



United States/WW Research

US CONTENT AREAS

Healthcare Provider IT Strategies

The *Healthcare Provider IT Strategies* service offers in-depth coverage of the technologies that provide the most clinical value in terms of quality, cost, time and agility and are transforming precare, point-of-care, and postcare today.

Healthcare Payer IT Strategies

The *Healthcare Payer IT Strategies* service provides in-depth coverage of key emerging trends and technologies that will impact payer IT portfolios and support the achievement of business objectives.

Clinical Development Strategy and Technology

The *Clinical Development Strategy and Technology* service provides life science companies with the necessary insight to increase their operational focus and sharpen their study planning and execution skills.

Life Science Business Systems Strategies

The *Life Science Business Systems Strategies* service focuses on the transformation of the postapproval commercial systems environment in pharmaceutical, biotechnology, and medical devices.

EUROPE CONTENT AREAS

European IT Opportunity: Healthcare

Health Industry Insights' *European IT Opportunity: Healthcare* service provides detailed information about the European healthcare market. It offers a comprehensive focus on IT adoption trends in healthcare, including electronic patient records, Admissions/Discharge/Transfer (ADT), Picture Archival and Communication System (PACS), and patient accounting.



Business Services

- Business Consulting Services
- **Contact Center Services**
- **Governance, Compliance, and Performance Management**
- **HR, Talent and Learning Strategies and Services**
- IT Education and Certification
- IT Outsourcing and Utility Services
- Worldwide BPO Services: Market Opportunities by Key Business Processes

Channels

- **Infrastructure Channels and Alliances**
- **Software Channels**
- **Software Solutions Alliance Leadership Council**

Components and Peripherals

Buyer Requirements for Green Printing 2007

- Digital Capture Devices
- Digital Capture Devices and Photofinishing
- **Digital Photo Frames 2008 - 2012 Forecast**
- Hardcopy Peripherals: Overview
- Hardcopy Peripherals: Production and Large Format Markets
- **Hardcopy Peripherals: Software and Services**
- Hardcopy Peripherals: User and Channel Data
- **PC Monitors**
- TV Markets and Technologies
- United States Hardcopy Device Usage Trends

Computer Systems

- **Benchmarking Performance of Storage Options for Mobile PCs**
- Enterprise Servers: Technology Markets
- **High-Performance Computing Cluster Interconnects Market: Forecast and Products 2009**
- **High-Performance Computing Workloads: Forecast and Applications 2009**
- **HPC Storage: A Software Perspective**
- **Monthly Laptop Barometer**
- **Worldwide Quarterly Enterprise System Trends Survey**
- **PC and Display eWaste and Environmental Opportunities**
- Personal Computing
- **Storage Mechanisms: Solid State Drives**
- **Storage Utilization in Commercial PCs 2009**
- Technical Computing
- Technology Financing Strategies
- **Technology Valuation Services: x86 Based PCs and Servers**
- Workstations

Consumer and Mobile Technologies

- **Connected Home**
- Consumer Broadband Markets
- Consumer Markets: Audio
- Consumer Markets: Gaming
- Consumer Markets: Video
- Consumer Multiplay Services
- **Consumer Navigation Devices Find Their Way**
- **ConsumerScape 360**
- Mobile Device Technology and Trends
- Mobile Enterprise Device Solutions

Electronic Health

- OEM Health Value Chain
- Electronic Health Services

Infrastructure Software

- Compliance Infrastructure
- Enterprise System Management Software
- Enterprise Virtualization Software
- Mobile Enterprise Software
- Operating Environments
- **PC, Device and IT Service Management Software**
- **Security Products**
- Storage Software

IT Market Overview and Perspectives

- Digital Marketplace and New Media Watch
- **Digital Marketplace: Media and Advertising**
- **Digital Marketplace: Search and Discovery Technologies**
- eWaste and Environmental Opportunities
- Executive Market Watch
- Futurescan IT Budget Monitor
- Global Sourcing Strategies
- Information Society Index
- **Information Protection and Control: Securing the World's New Currency**
- Leading IT Indicators
- **Microsoft SharePoint Server Ecosystem and Customer Usage Trends**
- **Storage, Servers, and Networking: Infrastructure For The Next Generation of Media 2009**
- Futurescan IT Budget Monitor
- **The Role and Value of Information in the IT Buying Process**

IT Services

- Application Outsourcing Services
- **Customer Insight into How to Develop, Sell and Deliver IT Services to the Midmarket**
- **Customer Support Cost Forecast For The Emerging Digital Home**
- Emerging Services Opportunities
- **Financial Services Security**
- Global Sourcing Strategies
- **IT Consulting and Systems Integration Strategies**
- Market Perceptions of Services Firms
- **Security Services**
- Software As A Service
- Worldwide Services

IT Support and Integration

- **IT Consulting and Systems Integration Strategies**
- IT Outsourcing and Utility Services
- Network Lifecycle Services
- SOA: The Services Opportunity
- Software and Hardware Support Services
- Storage and Data Management Services

Networking

- Business Network Services
- Consumer Broadband Markets
- Datacenter Networks
- **Digital Marketplace: Social Media**
- **Enterprise Communications Infrastructure**
- **Hosting Infrastructure Services**
- **Managed Network Services**
- Mobile Enterprise Network Services
- **NGN Operations**
- **Technology Valuation Services: Networking and IP Telephony**
- Telecommunications Equipment
- Wireless and Mobile Infrastructure

Semiconductors

- Semiconductors: Consumer Devices
- Semiconductors: Networking, Broadband and Storage Systems
- Semiconductors: Overview
- Semiconductors: Personal Computing
- Semiconductors: Wireless

Small & Medium Business

- **Data Privacy: Converged IT and Management Issues 2008**
- **Data Protection in U.S. SMBs: Opportunity and Analysis**
- **HR BPO and PEO Outsourcing Options for the Small Market**
- Small and Medium Business Markets: Enterprise Applications
- Small and Medium Business Markets: Global Overview
- Small and Medium Business Markets: Mobility
- Small and Medium Business Markets: Servers, Storage and Network Infrastructure
- **Small and Medium Business Markets: Telecom, Broadband and Video**
- United States Small and Medium Business Markets
- Home Office Market

Software Application and Information Access

- Analytics and Data Warehousing Solutions
- **Collaboration and Enterprise 2.0 Strategies**
- Content and Digital Media Technologies
- CRM Applications
- **Digital Marketplace: Search and Discover Technologies**
- Enterprise Applications
- **Enterprise Portals and Workspaces**
- **Software Applications Competitive Intelligence: Microsoft, Oracle, Salesforce.com, SAP**
- **Governance, Compliance, and Performance Management**
- Product, Project, and Portfolio Management Solutions
- Software Overview
- **Worldwide Unified Communications Applications Adoption (UCAA)**

Software Application Development and Deployment

- Application Development and Deployment Overview
- **Application Development Software**
- Application Life-Cycle Management
- **Business Process Management and Middleware**
- Information Management and Data Integration Software
- Open Source Software Business Strategies
- **SOA and Emerging Web Platforms**
- Software As A Service
- Software Overview
- Software Pricing and Licensing

Storage

- Datacenter Trends and Strategies
- Enterprise Servers: Technology Markets
- Hard Disk Drive Components
- **High-Performance Computing Storage Market: Forecast and Products 2009**
- **Storage Adoption & Opportunities in Telecommunications 2008**
- Storage Mechanisms: Disk
- Storage Mechanisms: Optical/Removable
- **Storage Mechanisms: Solid State Drives**
- Storage Mechanisms: Tape
- Storage Software
- Storage Systems
- **The Future of Storage Replication Technology: A Market Segmentation and Analysis**

Telecommunications

- **Communications as a Service**
- **Digital Marketplace: Mobile Advertising, Messaging & Internet**
- **Digital Marketplace: Mobile Media and Entertainment**
- **Managed Network Services**
- **NGN Operations**
- Telecommunications Equipment
- **Unified Communications**
- Worldwide Telecommunications Markets



Asia Pacific Research

IT Market Overview and Perspectives

- **Asia/Pacific Channel Enablement Directions**
- **Asia/Pacific Digital Marketplace and New Media**
- **Asia/Pacific Green IT**
- Asia/Pacific IT Spending and User Segmentation
- **Asia/Pacific PC Buyer Behavior Survey**
- **Malaysia ICT Overview**
- **Malaysia Services Hot Spots**
- **Malaysia Telecommunications**
- **Philippine ICT Market**
- **Philippine Telecom Market**
- **Taiwan Disk Storage Systems: Compete**
- **Taiwan Enterprise Server: Compete**
- **Taiwan Laser Printer and MFP Market**
- **Thailand and Philippines: Broadband by Region 2009**
- **Thailand and Philippines: Broadband by Region 2009**
- **Thailand Telecommunications Market Overview**
- Vietnam BPO Services: Investment and Adoption Plans 2007
- **Vietnam: ICT Market Forecast and Analysis 2007-2011**
- Vietnam: Whitebox PC Study 2007

IT Services

- **Asia/Pacific Business Services**
- **Asia/Pacific Emerging Countries Telecommunications Services Forecast and Analysis 2008-2012**
- **Asia/Pacific Global Sourcing and Delivery**
- **Asia/Pacific ICT Outsourcing and Managed Services: IT Service Provider Perspective**
- Asia/Pacific Infrastructure Services
- **Asia/Pacific IT Services Solutions**
- Asia/Pacific Services Opportunities

Health

- **Asia/Pacific Supply Chain Strategies**
- **Asia/Pacific Product Life-Cycle Strategies**
- **Asia/Pacific ITO: Health**
- **Asia/Pacific Automotive Health Strategies**
- **Asia/Pacific IT Benchmarking**
- **Asia/Pacific High-Tech Health Strategies**

Personal Computing, Peripherals and Storage

- **Asia/Pacific Branded Tape Drive and Automation Market**
- Asia/Pacific Disk Storage Systems
- **Asia/Pacific Hard Disk Drive Forecast and Analysis 2008-2012**
- **Asia/Pacific Hardcopy Peripherals: Software and Services**
- Asia/Pacific Mobile Devices

Semiconductors

- Asia/Pacific Semiconductors

Software

- Asia/Pacific Application Tools Software
- Asia/Pacific Enterprise Applications: Transforming Models
- Asia/Pacific Infrastructure Software
- Asia/Pacific Online Gaming

Telecommunications and Networking

- Asia/Pacific Carrier Network Equipment
- Asia/Pacific ICT Outsourcing and Managed Services
- **Asia/Pacific NGN Telecommunications Services**
- **Asia/Pacific Telecom Operator Strategies**
- **Asia/Pacific Unified Communications and Enterprise x.0**
- Asia/Pacific Wireless Markets and Technologies

Central & Eastern Europe Research

Computer Systems and Imaging and Hardcopy Devices

- Central and Eastern European Disk Storage Systems
- Central and Eastern European Enterprise Servers: Technology Markets
- Central and Eastern European Hardcopy Peripherals
- Central and Eastern European Personal Computing

Services

- **Central and Eastern Europe, Middle East and Africa Sourcing Strategies**
- **Central and Eastern European Business Outsourcing Services**
- **Central and Eastern European Core Countries IT Services Markets and Competitive Analysis**
- Central and Eastern European Infrastructure Services and Business Solutions
- Central and Eastern European IT Services
- Central and Eastern European Opportunities in the SMB Market
- **Central and Eastern European Outsourcing and Managed Services**
- **Central and Eastern European Outsourcing and Managed Services Maturity Index**

Software and Telecommunications

- Central and Eastern Europe, Middle East and Africa Security Software
- Central and Eastern Europe, Middle East and Africa Storage Software
- Central and Eastern European Enterprise Application Software
- **Central and Eastern European Telco Strategies**
- **Central and Eastern European Vertical Markets**

Latin America Research

Hardware/Communications

- **Latin America Call and Contact Center 2009**
- **Latin America Carrier Telecom Equipment 2009**
- Latin America Consumer and Commercial Scanners 2008
- Latin America Digital Still Cameras 2008
- **Latin America Digital Still Cameras 2009**
- Latin America Disk Storage Systems 2008
- **Latin America Disk Storage Systems 2009**
- Latin America Enterprise Networks 2008

- **Latin America Enterprise Networks 2009**
- Latin America Enterprise Server 2008
- **Latin America Enterprise Server 2009**
- **Latin America Enterprise Virtualization Software 2009**
- Latin America Handheld 2008
- Latin America Hardcopy Peripherals 2008
- **Latin America Hardcopy Peripherals 2009**
- Latin America Investment Priorities: Infrastructure Consolidation 2008
- **Latin America Investment Priorities: Infrastructure Consolidation 2009**
- Latin America IT Investment Trends 2008
- **Latin America Mobile Devices 2009**
- Latin America Mobile Phone 2008
- **Latin America Mobile Phone 2009**
- Latin America Optical Networks 2008
- **Latin America Optical Network 2009**
- Latin America PC 2008
- **Latin America PC 2009**
- Latin America Printer Supplies 2008
- **Latin America Printer Supplies Market Model 2009**
- Latin America Production Hardcopy Peripherals 2008
- **Latin America Production Hardcopy Peripherals 2009**
- Latin America Security Appliance Server 2008
- **Latin America Security Appliance Servers 2009**

Market Overview

- BRIC: Brazil, Russia, India and China Executive Market Watch
- Latin America CEO Priorities 2008
- **Latin America CEO Priorities 2009**
- Latin America IT Spending Patterns by Company Size 2008
- **Latin America IT Spending Patterns by Company Size 2009**
- Latin America IT Vendor Revenue Model

Software and IT Services

- Latin America Application Deployment Software 2008
- **Latin America Application Deployment Software 2009**
- Latin America Business Intelligence and Analytic Applications 2008
- **Latin America Business Intelligence and Analytic Applications 2009**
- Latin America CRM Applications 2008
- **Latin America CRM Applications 2009**
- Latin America Enterprise Portals 2008
- **Latin America Enterprise Portals 2009**
- Latin America ERM Applications 2008
- **Latin America ERM Applications 2009**
- **Latin America ERP 2009**
- Latin America Investment Priorities: Wireless and Mobile Solutions 2008
- **Latin America Investment Priorities: Wireless and Mobile Solutions 2009**
- Latin America IT Services 2008
- **Latin America IT Services 2009**
- Latin America Managed Services 2008
- **Latin America Printing Outsourcing Services 2009**

- **Latin America Project and Portfolio Management Software 2009**
- **Latin America Quality and Life-Cycle Software Tools 2009**
- Latin America RDBMS 2008
- **Latin America RDBMS 2009**
- Latin America SCM Applications 2008
- **Latin America SCM Applications 2009**
- Latin America Security Software 2008
- **Latin America Security Software 2009**
- Latin America Storage Software 2008
- **Latin America Storage Software 2009**
- Latin America System and Network Management Software 2008
- **Latin America System and Network Management Software 2009**

Middle East & Africa Research

Hardware and Telecommunications

- Middle East and Africa Disk Storage Systems
- Middle East and Africa Hardcopy Peripherals
- **Middle East and Africa Telco Strategies**

IT Market Overview

- **Central and Eastern Europe, Middle East and Africa Sourcing Strategies**
- **Middle East and Africa Real Estate, Construction and Hospitality Sector Overview**
- **Middle East and Africa Vertical Markets**

Health

- **Middle East and Africa Health Sector Overview**

Services and Software

- Central and Eastern Europe, Middle East and Africa Security Software
- Central and Eastern Europe, Middle East and Africa Storage Software
- **Middle East and Africa Business Outsourcing Services 2009-2013 Forecast and 2008 Analysis**
- Middle East and Africa Enterprise Application Software
- **Middle East and Africa Hosting, Managed Services and Outsourcing 2009-13 Forecast and 2008 Analysis**
- Middle East and Africa IT Services
- **Middle East Core Countries IT Services Markets and Competitive Analysis**

Western Europe Research

Business and IT Services

- **European Business Network Services**
- European Business Process Outsourcing
- European IT Outsourcing and Infrastructure Services
- European Network Life-Cycle Services
- European Next-Generation Infrastructure: Business Continuity and High Availability
- European Services: Market and Competitive Insights



Components, Peripherals and Devices

- European Multifunction Peripherals
- European Printers
- European Channels Outlook
- **European PC Technologies and Strategies**
- **European Enterprise Server Technologies and Strategies**
- **European Storage Technologies and Strategies**
- European Systems Essentials

European Consumer and Market Views

- **Europe, Middle East and Africa ICT Executive Service**
- Europe, Middle East and Africa Trends in Corporate Social Responsibility and Green ICT
- European Consumer Markets
- **European Digital Marketplace and New Media**
- **European Services Visa: Advanced Visa**
- **European Services Visa: Starter Visa**
- European Small and Medium Business Markets

Infrastructure Software

- **European Enterprise Infrastructure Software and Services Strategies**
- European Enterprise System Management Software
- European Storage Software and Services

Health

- **European Supply Chain Strategies**
- **European Product Life-Cycle Strategies**
- **European Consumer Products Health**
- **European Health CIO Strategies**
- **European IT Opportunity: High Tech**
- **European IT Opportunity: Process Health**
- **European IT Opportunity: Health**
- **European IT Opportunities: Automotive and Discrete**

Networking & Telecommunications

- **European Business Network Services**
- **European Consumer Broadband Services**
- **European Enterprise Communications Infrastructure**
- **European Enterprise Mobility**
- **European Intelligent Transportation Systems: Next-Generation Mobility**
- **European Mobile Consumer Services**
- European Network Life-Cycle Services

Software

- European Business Intelligence and Analytic Applications
- European Enterprise Applications and Services
- European Security Products and Strategies

Verticals

- **European CRM Applications with Vertical Views**
- **European Enterprise Applications with Vertical Views**
- **European ERM Applications with Vertical Views**
- **European Storage Systems with Vertical Views**
- **European Vertical Markets**

Argentina

IT Markets

- **Argentina Application Development and Deployment Software: Compete**
- **Argentina Application Software Update and Trends**
- **Argentina Enterprise Infrastructure: Compete**
- **Argentina Imaging Devices: Compete**
- **Argentina IT Services: Compete**
- **Argentina IT Spending Patterns: The Argentina Black Book (IDC_P9653)**
- **Argentina Personal Systems: Compete**
- **Argentina Telecom: Compete**
- **Argentina Vertical Market Spending Patterns**
- **Argentina: Call and Contact Center Services 2009**
- **Argentina: Datacenter Services 2009**
- **Argentina: IT Services Prices 2009**
- **Argentina: Whitebox PC 2008**

Australia

Hardware & Peripherals

- **Australia PC Hardware: Compete**
- **Australia Peripherals: Compete**
- **Australia Printing and Imaging**
- **Australia Servers: Compete**

IT Market Overview and Perspectives

- **Australia and New Zealand CIO Exposed**
- **Australia Small and Medium Business Markets**
- **Australia Vertical Markets**

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- **Australia Business Process Outsourcing**
- **Australia Hosting Services**
- **Australia IT Services Opportunities**
- **Australia Outsourcing and Utility Services**
- **Australia Services: Compete**

Software & Communications

- **Australia and New Zealand Identity Management**
- **Australia and New Zealand Security Solutions**
- **Australia Mobile and Wireless Solutions**
- **Australia Next Generation Networks**
- **Australia Software: Compete**

Brazil

Hardware/Communications

- **Brazil: Digital Still Camera 2008**
- **Brazil: Digital Still Cameras 2009**
- **Brazil: Disk Storage Systems 2008**
- **Brazil: Disk Storage Systems 2009**
- **Brazil Enterprise Infrastructure: Compete**
- **Brazil: Enterprise Networks 2008**
- **Brazil: Enterprise Networks 2009**
- **Brazil: Enterprise Server 2008**
- **Brazil: Enterprise Server 2009**
- **Brazil: Handheld 2008**
- **Brazil: Hardcopy Peripherals 2008**
- **Brazil: Hardcopy Peripherals 2009**

- **Brazil: ICT Industry Update and Trends 2009**
- **Brazil Imaging Devices: Compete**
- **Brazil: Mobile Devices 2009**
- **Brazil: Mobile Phones 2008**
- **Brazil: Mobile Phones 2009**
- **Brazil: Optical Network 2008**
- **Brazil: Optical Network 2009**
- **Brazil: PC 2008**
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- **Brazil Personal Systems: Compete**
- **Brazil: Printer Supplies 2009**
- **Brazil: Production Hardcopy Peripherals 2008**
- **Brazil: Production Hardcopy Peripherals 2009**
- **Brazil: Security Appliances 2008**
- **Brazil: Security Appliances 2009**
- **Brazil System Infrastructure Software: Compete**
- **Brazil Telecom: Compete**
- **Brazil: Telecommunication Services**
- **Brazil: Unix Migration and Opportunities 2009**
- **Brazil: Volume Servers 2008**
- **Brazil: Volume Server 2009**

Software/Services

- **Brazil: Application Deployment Software 2008**
- **Brazil: Application Deployment Software 2009**
- **Brazil Application Development and Deployment Software: Compete**
- **Brazil: Application Services 2009**
- **Brazil Applications: Compete**
- **Brazil: Business Intelligence Tools and Analytic Applications 2008**
- **Brazil: Business Intelligence and Analytic Applications 2009**
- **Brazil: Call and Contact Center Services 2009**
- **Brazil Competitive Analysis: Top IT Services Providers 2009**
- **Brazil: CRM Applications 2008**
- **Brazil: CRM Applications 2009**
- **Brazil: Enterprise Portals 2008**
- **Brazil: Enterprise Portals 2009**
- **Brazil: ERM Applications 2008**
- **Brazil: ERP Applications 2008**
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- **Brazil: Printing Outsourcing 2008**
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- **Brazil: SCM Applications 2008**
- **Brazil: SCM Applications 2009**
- **Brazil: Security Software 2008**
- **Brazil: Security Software 2009**
- **Brazil: Storage Software 2008**
- **Brazil: Storage Software 2009**
- **Brazil: System Management Software 2008**
- **Brazil: System Management Software 2009**

Vertical Markets

- **Brazil: Financial Insights IT Investment Trends: Finance 2008**
- **Brazil: IT Spending by State 2008**
- **Brazil: IT Spending by State 2009**



- Government Insights Brazil: IT Investment Trends: Government 2008
- **Government Insights Brazil: IT Investment Trends: Government 2009**
- **Health Industry Insights: Brazil: Applications 2009**

Canada

Canadian Infrastructure, Telecommunications and Networking

- Canadian Infrastructure Hardware
- Canadian Mobile Solutions
- Canadian Telecom Market Drivers and Strategies

Canadian IT Market Overview

- **Canadian Consumer IT Experience**
- Canadian Consumer Multiplay Services
- Canadian ICT Executive Service
- Canadian ICT Purchasing Personae
- **Canadian IT Opportunity: Healthcare**
- Canadian Small and Medium Business and Channel Partner Strategies
- Canadian Technology Innovation Watch

IT Services

- Canadian Application Services
- Canadian ICT Managed Services
- Canadian IT Security Markets and Strategies
- Canadian IT Services Competitive Dynamics
- Canadian Strategic Outsourcing

Software

- Canadian Application Development and Infrastructure Software
- Canadian Enterprise Applications
- Canadian Software Competitive Dynamics

Chile

IT Markets

- **Chile Application Development and Deployment Software: Compete**
- **Chile Consumer Devices Update and Trends**
- **Chile Enterprise Infrastructure: Compete**
- **Chile Imaging Devices: Compete**
- **Chile IT Services: Compete**
- **Chile Personal Systems: Compete**
- **Chile Telecom: Compete**
- **Chile: Datacenter Services 2009**

China

Hardware and Telecommunications

- **China Consumer Devices**
- **China Enterprise Market Emerging Technologies and Vertical Trends: Compete**
- China IT Opportunity
- **China PC Market: Compete**
- China Telecom Market Opportunities

Software and IT Services

- **China Database and Business Intelligence Market: Compete**
- **China Digital Marketplace**

- **China Gaming Market**
- **China IT Outsourcing Market: Compete**
- China IT Security Solutions
- China Services Market
- China Software Market
- **China Storage Software Market: Compete**
- **China: Solution Partner Framework and Top 300 Solution Providers 2008**

India

IT Markets

- India IT and Telecommunications Markets
- **India: Annual Point of Sale Terminal and Printer Market 2007**
- **India: Annual Point of Sale Terminal and Printer Market 2008**
- **India: Mobile Handset Usage and Satisfaction 2007**
- **India: Mobile Handset Usage and Satisfaction 2008**
- **India: Mobile Services Usage and Satisfaction 2007**
- **India: Mobile Services Usage and Satisfaction 2008**
- **India: Whitebox PC Study 2008**

Japan

Communications

Japan Carrier Managed Services

- **Japan Carrier Network Infrastructure**
- Japan Communications Networks
- **Japan Mobile Trend Overview: Handset and Operator Strategy Analysis 2008**
- Japan Telecommunications Equipment
- Japan Telecommunications Market Overview
- Japan Telecommunications Services
- Japan Unified Communications

Computer Systems and Storage

- Japan Enterprise Servers
- **Japan Hardcopy Peripherals: Software and Services**
- Japan Personal Computing
- **Japan Printer and MFP Vendor Channel Strategy 2008**
- **Japan Production Printers: Print-on-Demand and High-Speed Printers 2008**
- **Japan Server Consolidation 2008**
- Japan Storage Solutions
- Japan Storage Systems
- **Japan Virtual Client Computing**

Japan IT Market Overview

- **Japan Digital Marketplace: Technologies and Services**
- Japan Small and Medium Business Markets
- **Japan Technologies and Services Evolution**

Services

- **Japan Enterprise Applications and Solutions**
- Japan IT Services Opportunities and Contenders
- Japan Outsourcing
- **Japan Services**

Software

- Japan Compliance Assurance and Infrastructure Solutions
- Japan Security Products and Services
- Japan Software as a Service
- Japan Software Infrastructure and Tools
- **Japan Software Infrastructure and Usage**

Korea

IT Markets

- Korea Enterprise Systems
- Korea ICT Market
- Korea Networks and Communications
- Korea Personal Computing
- Korea Services
- Korea Software
- Korea Storage Systems
- Korea Vertical Market Intelligence

Mexico

IT Markets

- Mexico Application Development and Deployment Software
- Mexico Applications: Compete
- Mexico Enterprise Infrastructure: Compete
- Mexico ICT Industry Update and Trends
- Mexico ICT Opportunities for Software Clusters
- Mexico Imaging Devices: Compete
- Mexico IT Services: Compete
- Mexico Personal Systems: Compete
- Mexico System Infrastructure Software: Compete
- Mexico Telecom: Compete
- Mexico: IT Spending by State 2009
- Mexico: Printing Outsourcing Services 2009

New Zealand

Hardware & Communications

- New Zealand Infrastructure: Compete
- New Zealand Monitors: Compete
- New Zealand Network Equipment: Compete
- New Zealand Peripherals: Compete
- New Zealand Telecommunications Market

Software & IT Services

- Australia and New Zealand Identity Management
- Australia and New Zealand Security Solutions
- New Zealand Business Enablement: IT Services
- New Zealand IT Spending: SMB and Vertical Markets
- New Zealand Services: Compete
- New Zealand Software: Compete

Nordic

IT Markets

- Nordic: Analytic Applications and Business Intelligence Tools 2007
- Nordic: Consumer Survey 2007: Personal Communication - Attitudes and Behaviour
- Nordic: Consumer Survey 2007: Purchasing Processes and Channel Preferences
- Nordic: Consumer Survey 2007: Winning Technologies in the Digital Home
- Nordic: Consumer Survey 2008: Personal Communication - Attitudes and Behaviour
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- Nordic: Consumer Survey 2008: Winning Technologies in the Digital Home
- Nordic: ERP Software and Services Forecast and Analysis 2007-2011
- Nordic: IT Investment Guide 2007: Automation of Processes - IT Reality is Increasingly Virtual
- Nordic: IT Investment Guide 2007: Business Needs In Search of Software Technologies
- Nordic: IT Investment Guide 2007: Communications - The Mobility Wave is Upon Us
- Nordic: IT Investment Guide 2007: Motives for Outsourcing Change!
- Nordic: IT Investment Guide 2008: Enterprise Applications - The Future of Software Redefined
- Nordic: IT Investment Guide 2008: In The Mind of an Outsourcing Customer!
- Nordic: IT Investment Guide 2008: Infrastructure Management and Processes: Basis for Growth
- Nordic: IT Investment Guide 2008: Mobility and IP: A Beautiful Couple
- Nordic: SOA - The Link Between IT and Business 2007

Norway

IT Markets

- Norway: BI and Analytical Applications 2007 Vendor Shares and 2008-2012 Forecast
- Norway: BPO 2007 Vendor Shares and 2008-2012 Forecast
- Norway: Enterprise Mobility 2007 Vendor Shares and 2008-2012 Forecast and Analysis
- Norway: ERP Services and Software 2007 Vendor Shares and 2008-2012 Forecast
- Norway: IP Communications 2007 Vendor Shares and 2008-2012 Forecast
- Norway: IT Services 2007 Vendor Shares and 2008-2012 Forecast
- Norway: IT Services First Half 2008 Vendor Shares and Forecast Update
- Norway: Outsourcing 2007 Vendor Shares and 2008-2012 Forecast
- Norway: Project Services 2007 Vendor Shares and 2008-2012 Forecast
- Norway: Security Products 2007 Vendor Shares and 2008-2012 Forecast
- Norway: SMB Markets 2007 Vendor Shares and 2008-2012 Forecast
- Norway: Software 2007 Vendor Shares and 2008-2012 Forecast
- Norway: Vertical Markets 2007 Vendor Shares and 2008-2012 Forecast

Peru

IT Markets

- Peru Application Development and Deployment Software: Compete
- Peru Enterprise Infrastructure: Compete
- Peru Imaging Devices: Compete
- Peru IT Services: Compete
- Peru Personal Systems: Compete
- Peru Telecom: Compete



Russia

IT Markets

- Russia: Network and System Management Software 2008-2012 Forecast and 2007 Vendor Shares
- Russia: Security Software 2009-2013 Forecast and 2008 Vendor Shares
- Russia and CIS Countries IT Services
- Russia: Storage Software 2008-2012 Forecast and 2007 Vendor Shares

Sweden

IT Markets

- Sweden: BI and Analytical Applications 2007 Vendor Shares and 2008-2012 Forecast (IDC_P16950)
- Sweden: BPO 2007 Vendor Shares and 2008-2012 Forecast
- Sweden: Enterprise Mobility 2007 Vendor Shares and 2008-2012 Forecast and Analysis

- Sweden: ERP Services and Software 2007 Vendor Shares and 2008-2012 Forecast
- Sweden: IP Communications 2007 Vendor Shares and 2008-2012 Forecast
- Sweden: IT Services 2007 Vendor Shares and 2008-2012 Forecast
- Sweden: IT Services First Half 2008 Vendor Shares and Forecast Update
- Sweden: Outsourcing 2007 Vendor Shares and 2008-2012 Forecast
- Sweden: Project Services 2007 Vendor Shares and 2008-2012 Forecast
- Sweden: Security Products 2007 Vendor Shares and 2008-2012 Forecast
- Sweden: SMB Markets 2007 Vendor Shares and 2008-2012 Forecast
- Sweden: Software 2007 Vendor Shares and 2008-2012 Forecast
- Sweden: Vertical Markets 2007 Vendor Shares and 2008-2012 Forecast

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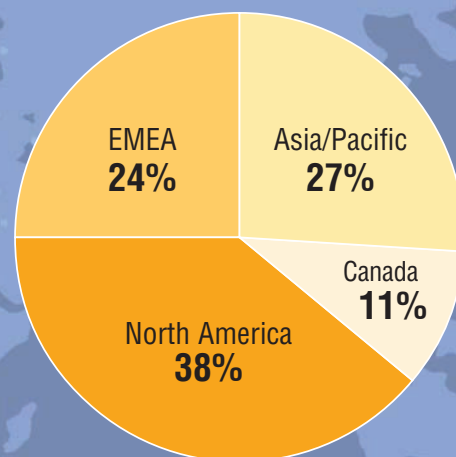
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