

Services Contracts Database: Worldwide

The annual subscription to IDC's *Services Contracts Database: Worldwide* product provides a comprehensive tool for sales enablement and competitive intelligence in the enterprise services and software market. The database is updated in real time with the most recent services contract signings for each country. Contracts included in the database are IT and business services contracts that will help IDC customers with account development; upsell/cross-sell; penetrating specific industries and accounts; benchmarking to assist in proposal generation and negotiations; adding analysis to sales territory development, partner tracking, and assessment; developing services or product offerings for specific expiring contracts; developing services offerings for specific industries; analyzing competitors' capabilities and footprint; and influencing services firms to include technology offerings (software, hardware, and telecommunications).

Markets Covered

The database provides comprehensive country coverage capturing deal activity in more than 175 countries around the world across all industry segments. Services engagements captured in the database include the following:

- IT services and business services contract by deal size and run rate (US\$)
- IT and business services contract by buyer industry, geography, size, and so forth
- IT and business services contract by solution and technology
- IT services contract by primary, secondary, and foundation market and submarket, according to IDC's taxonomy

Subjects Analyzed

Throughout the year, this product will address the following topics:

- Identify deals coming up for renewal
- Target customers that have outsourced and are likely to outsource other parts of their business
- Identify key vendors in target accounts
- Understand deal trends and directions
- Track vendor performance and capabilities, as well as understand risk factors associated with renewals
- Increase own coverage of deal activity
- Generate leads for deal advisory work

Deliverables

New deals are published in real time. This online database product offers insight into the latest IT and business services contracts signed and coming up for renewal.

- Web-based database (including REST API)
- Custom data cut (in Excel)
- Optional Forecast Add-On**
 - Vendor dashboard (new BI to display contracts/SCD and revenue/tracker data of top services vendors including Accenture, Atos, Capgemini, Cognizant, HCL Technologies, Infosys, TCS, and Wipro)

Key Questions Answered

Our research addresses the following issues that are critical to your success:

1. What are the new IT and business services contracts signed worldwide, and how is deal making changing in the "new norm"?
2. Which IT and business services contracts are about to expire and are due for renewal, and which have already been renewed/expanded/renewed or moved back in-house?
3. What are the new projects and emerging technologies implemented in the marketplace?
4. Which vendors are successful at penetrating any given country/region, industry, or service and technology area, and why?

Companies Analyzed

IDC's *Services Contracts Database: Worldwide* product delivers, via the internet, unlimited access to compare and analyze specific services engagements. This product reviews the strategies, market positioning, and future direction of several providers in the IT services market, including:

Accenture, Amdocs, Atos, Avaya, AWS, BT Group, Capgemini, CenturyLink, CGI, Cisco Systems, Cognizant, Datacom, Dell EMC, Deloitte Consulting, DXC Technology, Fujitsu, Google, HCL Technologies, Hewlett Packard Enterprise, Huawei Technologies, IBM, Infosys, KPMG, Leidos, Microsoft, NEC, Nokia Networks, NTT DATA, NTT Ltd., PwC, Oracle, SAP, Stefanini IT Solutions, TCS, Tech Mahindra, Telefónica, T-Systems, Unisys, and Wipro