Worldwide Semiannual Services Tracker

IDC's *Worldwide Semiannual Services Tracker®* provides detailed, timely, and accurate information on the global IT and business services markets. It provides vendor revenue share and annual forecast data on semiannual basis across 53 geographies and 14 market segments. It helps global and local players to assess services market dynamics and benchmark themselves. There are two core deliverables. The first allows flexible viewing of five years of historical vendor revenue by country and service line, highlighting market size and market share for each firm. The second provides a five-year forecast of annual data updated semiannually, allowing one to evaluate enterprises' and government agencies' services spending across different service markets, regions, and countries. Essentially, the services tracker provides a holistic view of the past, present, and future of the services world. Also included are add-ons as well as a qualitative summary of "what has changed" (i.e., vendor "historical changes"), market forecast updates, and so forth.

Technology Coverage

This tracker provides total market size, vendor share, and forecast for the following market areas and segmentations. Measurement for this tracker is in vendor revenue. Current currency and constant currency views are available.

Core Coverage

Market Segmentations:

- Vendor
- Services category: IT and business
- Primary markets (3): Project oriented, outsourcing, and support/training
- Secondary markets (8): Business consulting, IT consulting, systems and network implementations, application development, business process outsourcing, technology outsourcing, IT deploy and support, and IT education and training

- Foundation markets (14): Business consulting, IT consulting, systems integration, network consulting and integration, custom application development, key horizontal business process outsourcing, application management, hosted application management, IT outsourcing, network and endpoint outsourcing services, hosting infrastructure services, hardware deploy and support, software deploy and support, and IT education and training

Optional Historical Add-On

- Digital engineering and operational technology services: Product engineering (PE) services breakout of major services providers (already tracked in tracker) + 30-50 net-new PE niche players

- Net remainder breakout: Others (other vendors) and subcontraction (available by 53 geographies)

Geographic Scope

- Asia/Pacific (excluding Japan and PRC) (12): Australia, Hong Kong, India, Indonesia, Korea, Malaysia, New Zealand, the Philippines, Singapore, Taiwan, Thailand, Vietnam, and the rest of Asia/Pacific
- Canada
- Central and Eastern Europe (5): Czech Republic, Hungary, Poland, Romania, Russia, and the rest of Central and Eastern Europe
- Japan
- Latin America (7): Argentina, Brazil, Chile, Colombia, Mexico, Peru, Venezuela, and the rest of Latin America

- Middle East and Africa (5): Israel, Saudi Arabia, South Africa, Turkey, United Arab Emirates, and the rest of the Middle East and Africa
- PRC
- United States
- Western Europe (16): Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, and the United Kingdom

Data Deliverables

This tracker is delivered on a semiannual basis via a web-based interface for online querying and downloads. Deliverables for this tracker are listed below. For a complete delivery schedule, please contact an IDC sales representative.

- Historical data
- Forecast data

Forecast Coverage

Forecasts for this tracker are updated semiannually and include five years of annual market projections. Forecasts are available at the worldwide, regional, and country levels. Measurement for this forecast is in spending revenue. Details of the forecasts included in this tracker are as follows:

Core Forecast Coverage
Market Segmentations:

- Services category: IT and business
- Primary markets (3): Same as above
- Secondary markets (8): Same as above

- Foundation markets (14): Same as above
- Cloud segmentations (available by 53 geographies): Cloud related and noncloud

- Security segmentations (available by 53 geographies): Security related and nonsecurity