

Analytics and Intelligent Automation Services

AN IDC CONTINUOUS INTELLIGENCE SERVICE

The *Analytics and Intelligent Automation Services* program looks at the entire life cycle of services related to the deployment of analytics, artificial intelligence (AI), and intelligent automation technology solutions. Analytics, AI, and intelligent automation are distinct yet increasingly interlinked technologies as customers strive to make people and processes more efficient and discover new ways to conduct business in the digital era. This research examines the business service that companies are building to help their customers adopt analytics, AI, and intelligent automation as well as how these technologies being leveraged in service delivery. Coverage extends across the entire life cycle of analytics, AI, and intelligent automation services offered by business and IT service providers, including information and data management, BI and analytics tools and applications, advanced analytics, big data, AI, and robotic process automation.

Markets and Subjects Analyzed

The full life cycle of services (consulting and systems integration, custom application development, managed services, support, and training services) research around analytics, AI, and intelligent automation

Core Research

- Worldwide Business Analytics Services Forecast, 2021–2025
- IDC MarketScape: Worldwide Artificial Intelligence Services 2021 Vendor Assessment
- Worldwide Artificial Intelligence Services Forecast, 2021–2025
- Worldwide and U.S. Artificial Intelligence Services Market Shares, 2020

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: [Analytics and Intelligent Automation Services](#).

Key Questions Answered

- How does IDC define analytics, AI, and intelligent automation services, and what are the various markets?
- How large and fast growing are the markets associated with analytics, AI, and intelligent automation services?
- Where are the key ecosystems, and who are the players providing analytics, AI, and intelligent automation services?
- What do buyers really want and need from analytics, AI, and intelligent automation services providers?
- Which suppliers are in the best position to provide analytics, AI, and intelligent automation services?

Companies Analyzed

This service reviews the strategies, market positioning, and future direction of several providers in the *Analytics and Intelligent Automation Services* market, including:

Accenture, Atos, Automation Anywhere, Avanade, Bain & Company, Blue Prism, Booz Allen Hamilton, Boston Consulting Group, Capgemini, Capita, Cisco, Cognizant, Dell, Dell EMC, Deloitte, DXC Technology, EPAM Systems, EY, Fujitsu, HCL, Hewlett Packard Enterprise, Hitachi, IBM, Infosys, IPsoft Inc., KPMG, Lockheed Martin, McKinsey, Microsoft, Northrop Grumman, NTT DATA, Oracle, PwC, SAIC, Salesforce, SAP, SoftServe, Tata Consultancy Services, Tech Mahindra, Unisys, Wipro, WNS, and Workday.