



***ISG** Provider Lens™

2022

US Public Sector
– AWS Ecosystem
Partners

imagine your future®

ISG (Information Services Group) (NASDAQ: III) is a leading global technology research and advisory firm. A trusted business partner to more than 700 clients, including 75 of the top 100 enterprises in the world, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; technology strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Connecticut, ISG employs more than 1,300 professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.



Table of Contents

Definition	4
Quadrants Research	5
Quadrants by Market	9
Schedule	10
ISG Star of Excellence™ – Call for nominations	11
Partial list of companies invited for the survey	12
Contacts for this study	15

© 2022 Information Services Group, Inc. All rights reserved. Reproduction of this publication in any form without prior permission is strictly prohibited. Information contained in this report is based on the best available and reliable resources. Opinions expressed in this report reflect ISG's judgment at the time of this report and are subject to change without notice. ISG has no liability for omissions, errors or completeness of information in this report. ISG Research™ and ISG Provider Lens™ are trademarks of Information Services Group, Inc.

Definition

This ISG Public Sector Provider Lens™ research study examines software and services providers that partner with Amazon Web Services (AWS) to develop, enable, and deliver capabilities needed by public sector entities in the U.S. as they work to improve operations, reduce costs, address digital change, and improve their ability to serve constituencies and internal users alike.

Public sector organizations face immense pressure to improve operations, reduce costs, and modernize for digital reality – all in a climate of uncertain funding and diminished staffing. Their technology and service acquisition needs and challenges are similar to complex commercial enterprises, but typically with more restrictive acquisition, staffing, management, reporting, and operational requirements. Objective insight, assessment and guidance are more valuable to such organizations than ever.

ISG Public Sector Provider Lens™ research studies examine, explain, and provide guidance on business software platforms, solutions, tools, services, and providers that help improve how public sector organizations operate while enabling the shift to digital realities. This study assesses AWS' partners that provide development, consulting, outsourcing, and other IT services covering ERP workload provisioning and migration, advanced analytics and machine learning, IoT, software migration and modernization, managed services, and consulting. Each of these is described in more detail below.

ISG clients use these studies for provider and vendor consideration, evaluation, and selection. ISG's advisory and consulting teams can also help clients understand the scope of capabilities and offerings suitable to clients' requirements. The reports also provide competitive insights for vendor and provider positioning, key relationships, and go-to-market considerations.

Quadrants Research

This ISG Provider Lens™ study assesses the following services types and associated providers:

Simplified illustration

U.S. Public Sector – AWS Ecosystem Partners 2022	
AWS Managed Services	ERP Workloads on AWS
AWS Data Analytics and Machine Learning	AWS Internet of Things (IoT) Services
AWS Migration Services	AWS Consulting Services

Source: ISG 2022

ERP Workloads on AWS

This quadrant includes services providers that offer evaluation, provisioning, migration, and ongoing support (including management and operation) for such large-scale ERP environments as Oracle and SAP. Service providers in this category require AWS-provided certifications plus certifications and/or partnerships with relevant ERP providers to stay current with products, technologies, licensing, and platform changes, as well as their effects on customer IT landscapes, applications, and business processes.

Evaluation and eligibility criteria for this quadrant include the following:

- Breadth and depth of skills, services, and tools with regards to the implementation, customization, provisioning, and support of ERP application and services
- Scope dedicated and associated resources for ERP offerings on AWS (including scope of AWS Competency and Service Delivery offerings and certifications)
- Depth and breadth of customer presence and involvement regarding ERP applications and services provisioning and support on AWS
- Scope of partner relationships related to ERP on AWS, including technology, services, support, and sales (for e.g., channel partnerships)
- Relevant AWS certification held by ERP providers and by associated partners and organizations
- Pricing model suitability, maturity, and adaptability

Data Analytics and Machine Learning

This quadrant covers providers that use machine learning to collect and analyze an often unpredictable range and scale of data types within and across a growing range of systems and applications. Providers in this group must demonstrate capabilities and experience in data science (including big data and advanced analytics), database and solution architecture, machine learning and related AI development and implementation, software development, networking, and data privacy/security. Most of them use an adaptive portfolio of tools and technologies to develop and deliver solutions.

Evaluation and eligibility criteria for this quadrant include the following:

- Availability, experience, and certification regarding relevant analytics, data science, and machine learning staff (including scope of AWS Competency and Service Delivery offerings and certifications)
- Depth and breadth of customer presence and involvement regarding data analytics and machine learning on AWS, including extent and availability of enabling programs for customer success
- Scope and use of relevant tools and technologies
- Service/solution/data integration capabilities and offerings
- Suitability, maturity, and adaptability of pricing models
- Breadth and depth of partner/channel relationships
- AWS-focused offering roadmap and innovations (current and planned)

Internet of Things (IoT)

IoT platforms serve as the main interface for device communication (measurement, control, and regulation), data management tasks (storage, integration, analysis, and visualization of device data), device management (security and functional software updates on devices), and process management. IoT AWS partners support and improve the use of applications for monitoring, managing, and controlling connected devices based on AWS solutions (device software and/or control services). Essential functions include remote data collection, secure connectivity, sensor management, and integration with third-party systems. The ability to enable and extend edge computing for IoT environments is crucial as enterprise IoT scenarios expand and become more business critical.

- Availability, experience, and certification regarding AWS-relevant IoT, security, and edge computing resources (including scope of AWS Competency and Service Delivery offerings and certifications)
- Relative experience and expertise in AWS IoT environments
- AWS-focused offering roadmap and innovations (current and planned)
- Depth and breadth of customer presence and involvement regarding IoT deployment and management via AWS (including training and support)
- Scope and use of relevant tools and technologies
- Suitability, maturity, and adaptability of pricing models
- Breadth and depth of partner/channel relationships

Software Migration and Modernization

The AWS provider partners in this quadrant offer technology, products, or services that support workload operation and migration. Top providers in this space excel in automated testing, migration, and deployment, and typically work closely with clients to address needs such as readiness assessments and continuous change management. Typical leader skills and expertise include software architecture, software development (including DevOps), application and workload migration and modernization, and related consulting and technological capabilities to build, enable, and support robust, scalable applications and services. Some AWS partners can qualify as members of the AWS Migration Acceleration Program due to their special migration competencies.

Evaluation and eligibility criteria for this quadrant include the following:

- Availability, experience and certification regarding AWS-relevant cloud migration offerings
- Breadth and depth of partner/channel relationships including Cloud Native Computing Foundation (CNCF) participation and support
- Depth and breadth of customer presence and involvement regarding software migration and modernization via AWS (including experience and expertise migrating business-critical applications using AWS, training and support)
- Scope and use of relevant tools and technologies (for example., Kubernetes, Docker, Istio, Envoy)
- Scope of AWS Competency and Service Delivery offerings and certifications
- Suitability, maturity and adaptability of pricing models
- AWS-focused offering roadmap and innovations (current and planned)

AWS Consulting Services

Consulting partners form the largest group in the AWS Partner Network population. Providers in this quadrant offer training, analysis, insight, and guidance to address a wide range of business and IT needs, including cloud strategy, business case development and support, and client needs for (and delivery of) governance, risk and compliance. To be considered Leaders in this quadrant, providers must not only offer critical technologies, architecture, security, and industry specific solutions, but also demonstrate business value delivered to clients through consulting services.

Evaluation and eligibility criteria for this quadrant include the following:

- Demonstrated client value through business outcomes or other measurable improvement
- Availability, experience, and certification of staff supporting and delivering relevant offerings
- Scope of relevant AWS Competency and Service Delivery offerings and certifications
- AWS-focused consulting roadmap and innovations (current and planned)
- Scope and availability of enabling programs for customer success (e.g., planning workshops and training)
- Scope of relevant tools, technology, and services used
- Suitability, maturity, and adaptability of pricing models

AWS Managed Services

Managed services providers (MSPs) offer professional and managed services that include orchestration, provisioning, real-time and predictive analysis, monitoring and operational management of private, public, and multi-cloud environments. The aim is to maximize work performance in the cloud, reduce costs, and ensure compliance and security. Specially developed or licensed cloud management platforms and tools are often used to provide the highest levels of automation, capacity utilization, and cost transparency through the managed cloud resource pool, including independent management.

Evaluation and eligibility criteria for this quadrant include the following:

- Experience in designing, building, and managing private, public, and multi-cloud environments
- AWS Managed Service Program certification
- Expertise in autonomous machine learning-driven system orchestration and configuration management
- Proven support for big data and multiple database and analytics solutions
- Experience in DevOps engineering, solutions architecture, and server migration
- Scope and availability of relevant resources and services
- AWS-focused consulting roadmap and innovations (current and planned)
- Suitability, maturity, and adaptability of pricing models

Quadrants by Market

This inaugural ISG Provider Lens™ study on U.S. Public Sector – AWS Ecosystem Partners includes the following regions:

Quadrant	U.S. Public Sector
AWS Managed Services	✓
ERP Workloads on AWS	✓
AWS Data Analytics and Machine Learning	✓
AWS Internet of Things (IoT)	✓
AWS Migration Services	✓
AWS Consulting Services	✓

Schedule

The research phase with surveys, evaluation, analysis, and validation extends from **June to August 2022**. The results will be presented to the media in **December 2022**.

We have created a questionnaire for the service provider survey, which you can obtain on request. We look forward to your participation.

Milestones	Start	End
Survey (questionnaire)	June 15, 2022	July 20, 2022
Sneak previews	October 13, 2022	
Content provision	December 2022	
Press release	December 2022	

Please refer to the [link](#) to view/download the ISG Provider Lens™ 2022 research agenda:

Access to Online Portal

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

Research production disclaimer:

ISG collects data for the purpose of research and the creation of service provider profiles. The profiles and supporting data are used by ISG consultants to make recommendations and inform their customers about the experience and qualifications of the respective outsourcing project service providers identified in advance by the customers.

This data is also collected as part of the ISG FutureSource process and Candidate Provider Qualification (CPQ) process. ISG leaves it open to use the collected data of certain countries or regions purely for the informational content of the consultants and therefore not for the preparation of ISG Provider Lens reports.

These decisions are made based on the quality and completeness of the data received directly from the service providers and the expertise of the analysts for the respective countries or regions.

The submitted information may also be used for individual research projects or for briefing notes written by senior analysts.

ISG Star of Excellence™ – Call for nominations

The Star of Excellence is an independent recognition of excellent service delivery based on the concept of “Voice of the Customer.” It is a program, designed by ISG, to collect client feedback about service providers’ success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of the existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure that your selected clients complete the feedback for your nominated engagement please use the Client nomination section on the Star of Excellence [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply. Here is the email address: ISG.star@isg-one.com



Partial list of companies invited for the survey

Are you on the list or do you see your company as a relevant provider that is missing here? If you do, feel free to contact us to ensure your active participation in the research phase.

1Strategy	Apps Associates	Citrix
2nd Watch	Arvato	Claranet
47Lining	Atos	ClearScale
4All	Avnet Technology Solutions	CloudHesive
7BusinessConsulting AG	BAE Systems	Cloudreach
8K Miles	Baytech Consulting	codecentric
abas Software AG	Bechtle AG	Cognizant Technology Solutions
Accenture	BMC Software	Computacenter
ACP	Booz Allen Hamilton	Connectria Hosting
Adobe Systems GmbH	Brillio	Corexpert
Afonza	Cambridge Technology	Cornerstone OnDemand
AHEAD	CANCOM	Crayon
AllCloud	Capgemini	d.velop
Alluxio	Cascadeo	DATAGROUP SE
Alteryx	CenturyLink	Datameer
Altran	CGI Group	Dell
AppDynamics	Cisco	Deloitte

DevOpsGroup	HashedIn	Logicworks
Dimension Data	HATech	MicroStrategy
DLT Solutions/TechData	HCL Technologies	Mindtree
DXC Technology	Hewlett Packard Enterprise	Mission Cloud
Dynatrace	Hexaware Technologies	MobileIron
EagleDream Technologies	Hitachi Vantara	Mobiquity, a Hexaware company
ECS	IBM	Mphasis Stelligent
EMC	Infosys	Msg services
Empolis	Ingram Micro	Navisite
Ensono	Innovative Solutions	nClouds
Entaracloud	Iridium	NetApp
EPAM	ITAC Software	Neudesic
Equinix	itelligence	Nordcloud
Essextec	Jejecos	NTT Data
Extreme Networks	Juniper Networks	Onica
Fujitsu	Kreuzwerker	OPITZ CONSULTING
General Dynamics Information Technology	Lemongrass Consulting	Pariveda Solutions
Giant Swarm	Logicalis	plusserver

Powerupcloud Technologies	Softchoice	tecRacer
PTC	SoftServe	TO THE NEW
PwC	Software AG	TOAS
Rackspace	Sonda	Trend Micro
Rapyder	Splunk	Trianz
Redriver	Sprinklr	T-Systems International
Reply	SPRINT/21	Unisys
RightBrain Networks	stackArmor	Velocity Technology Solutions
RiverMeadow	Storm Reply	VINCI Energies Germany
Sage	SugarCRM	Virtusa
Salesforce	Sumologic	VMware
SAS	Sungard Availability Services	Whitesource
Saviynt	Synchronet	Wintellect (now known as Mend)
searce	Syntax Systems	Wipro
Sirius Computer Solutions	TCS	WNS
Six Nines	Tech Data	YASH Technologies
Slalom	Tech Mahindra	ZOI
Smartronix	Technosip	Zuggand

Contacts for this study



Bruce Guptill
Lead Analyst, U.S. Public Sector



Srinivasan PN
Enterprise Context and Global
Overview Analyst



Krishnanunni Payyappilly
Global Project Manager

Do you need any further information?

If you have any questions, please contact us at isglens@isg-one.com.