iSG Research™

2025
Report Plan

GLOBAL

Table of Contents

About ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 900 clients, including more than 75 of the world's top 100 enterprises, 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 AI, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,600 digital-ready 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. For more information, visit www.isg-one.com.

Introducing the 2025 ISG Research Report Plan

The **2025 Research Report Plan** is a comprehensive guide to the studies and insights ISG Research will publish throughout the year. In a rapidly evolving technology landscape, our mission is to provide actionable, data-driven insights that empower software and service providers to navigate challenges and seize opportunities.

Our report plan reflects a thoughtful categorization of our expertise into five key areas:

- **Artificial Intelligence**
- **Business & Technologies**
- **Ecosystem Intelligence**
- **Industries**
- **Information Technology**

Aligned with these categories, our **135+ Buyers Guides** and **50 ISG Provider Lens** studies dive deeply into market dynamics, emerging trends and strategic solutions. This structured approach ensures our clients have access to the insights necessary to make informed, forward-thinking decisions.

ISG Buyers Guide studies will cover new subject areas essential to enterprises navigating changing customer expectations, cost constraints and the rapid rise of Agentic AI. The new subject areas will include revenue lifecycle management, field services, supply chain planning, product lifecycle management (PLM), sovereign cloud, application platforms, human capital management (HCM) suites and real time data.

ISG Provider Lens studies will include nine new reports covering additional industries, technologies, types of services and provider ecosystems. Reports on aerospace and defense, agribusiness, medical devices and the public sector will focus on providers serving the specific technology and business challenges of these industries. Other new reports will explore services for global capability centers (GCCs), which serve as engines of digital transformation in a growing number of organizations, and enterprise service management (ESM). New ISG Provider Lens reports will also survey additional provider ecosystems, including those supporting and extending the Guidewire, Duck Creek, Snowflake and VMware platforms.

ISG Research Expertise Areas

INDUSTRIES

- Automotive
- CPG & Retail
- Energy
- Financial Services
- Healthcare
- Manufacturing
- Public Sector
- Media & Telecom
- Travel & Hospitality

BUSINESS & TECHNOLOGIES

- Customers & CX
- Digital Business & Workplace
- Employees & HCM
- Office of Finance & Accounting
- Office of Revenue
- Supply Chain & Operations

ARTIFICIAL INTELLIGENCE

- Analytics
- Data Intelligence
- Data Platforms
- Generative AI
- Governance
- Machine Learning & AI
- Operations
- Streaming & Events

INFORMATION TECHNOLOGY

- ADM & DevOps
- Cloud & Infrastructure
- Compute, Edge, Network & IoT
- Cybersecurity
- Intelligent Automation
- IT Management & Operations
- Observability (Cloud, Data, IT)
- Platforms

TECHNOLOGY INDUSTRY INTELLIGENCE

ENTERPRISE SOURCING

Buyer Behavior	Demand Indicators	Covering AI's impact on every topic	Delivery Indicators	Voice of the Customer
Ecosystem Intelligence	Provider Intelligence		Location Intelligence	Price & Cost Intelligence

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2025 Research Calendar – Q1

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
FIELD SERVICE MANAGEMENT	BG	Feb-25	●			●			●			●		●
FIELD-SERVICE - MANUFACTURING	BG	Feb-25				●			●			●		●
HCM PLATFORM	BG	Feb-25				●			●			●		●
HCM SUITES	BG	Feb-25	●			●			●			●		●
HRMS	BG	Feb-25				●			●			●		●
IT MANAGEMENT	BG	Feb-25	●			●			●			●		●
IT OBSERVABILITY	BG	Feb-25				●			●			●		●
IT: AIOPS	BG	Feb-25				●			●			●		●
IT: FINOPS	BG	Feb-25				●			●			●		●
IT: SERVICE MANAGEMENT	BG	Feb-25				●			●			●		●
MOBILE FIELD SERVICE	BG	Feb-25				●			●			●		●
TALENT SUITES	BG	Feb-25				●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q1 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
AGRIBUSINESS & CHEMICALS & SOLUTIONS	IPL	Mar-25			●							●		
APPLICATION INTEGRATION	BG	Mar-25				●			●			●		●
BILLING	BG	Mar-25				●			●			●		●
CLM	BG	Mar-25				●			●			●		●
CPQ	BG	Mar-25				●			●			●		●
DEMAND PLANNING	BG	Mar-25				●			●			●		●
DIGITAL BUSINESS & INNOVATION SERVICES	IPL	Mar-25			●									
EVENT PROCESSING	BG	Mar-25				●			●			●		●
GLOBAL CAPABILITIES CENTERS SERVICES	IPL	Mar-25							●					
HR OUTSOURCING & TRANSFORMATION SERVICES	IPL	Mar-25										●		
MAINFRAME SERVICES & SOLUTIONS	IPL	Mar-25				●						●	●	
MICROSOFT CLOUD ECOSYSTEM	IPL	Mar-25	●	●					●	Mexico	●			

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q1 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
REAL-TIME DATA	BG	Mar-25	●			●			●			●		●
REVENUE LIFECYCLE MANAGEMENT	BG	Mar-25	●			●			●			●		●
SALES & OPERATIONS PLANNING	BG	Mar-25				●			●			●		●
SALESFORCE ECOSYSTEM PARTNERS	IPL	Mar-25			●			●				●		●
SAP ECOSYSTEM PARTNERS	IPL	Mar-25	●		●			●	●			●		●
SERVICENOW ECOSYSTEM PARTNERS	IPL	Mar-25	●		●	●						●		
STREAMING DATA	BG	Mar-25				●			●			●		●
SUPPLY CHAIN PLANNING	BG	Mar-25	●			●			●			●		●
WORKFORCE MANAGEMENT BASICS	BG	Mar-25				●			●			●		●
WORKFORCE MANAGEMENT SUITES	BG	Mar-25				●			●			●		●
WORKFORCE MANAGEMENT: HEALTHCARE	BG	Mar-25				●			●			●		●
WORKFORCE MANAGEMENT: MANUFACTURING	BG	Mar-25	●			●			●			●		●
WORKFORCE MANAGEMENT: PUBLIC SECTOR	BG	Mar-25				●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q2

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
ANALYTIC DATA PLATFORMS	BG	Apr-25				●			●			●		●
AUTOMOTIVE & EMOBILITY	IPL	Apr-25	●			●						●		
COLLABORATIVE & COMMUNICATIONS	BG	Apr-25	●			●			●			●		●
COLLABORATIVE & COMMUNICATIONS BASICS	BG	Apr-25				●			●			●		●
COLLABORATIVE & COMMUNICATIONS PREMIUM	BG	Apr-25				●			●			●		●
COLLABORATIVE PLATFORM	BG	Apr-25				●			●			●		●
COMMUNICATION PLAFORM (CPaaS)	BG	Apr-25				●			●			●		●
DATA PLATFORMS	BG	Apr-25	●			●			●			●		●
DIGITAL ENGINEERING SERVICES	IPL	Apr-25				●						●		
GUIDEWIRE SERVICES ECOSYSTEM	IPL	Apr-25							●					
LIFE SCIENCES DIGITAL SERVICES	IPL	Apr-25							●					
OPERATIONAL DATA PLATFORMS	BG	Apr-25				●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q2 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
PROCUREMENT BPO SERVICES	IPL	Apr-25							●					
AEROSPACE & DEFENSE SERVICES	IPL	May-25		●		●						●		●
AI PLATFORMS	BG	May-25	●			●			●			●		●
APPLICATION PLATFORMS	BG	May-25				●			●			●		●
CLOUD COMPUTING PLATFORMS	BG	May-25	●			●			●			●		●
CONVERSATIONAL INTELLIGENCE	BG	May-25				●			●			●		●
CUSTOMER EXPERIENCE MANAGEMENT	BG	May-25	●			●			●			●		●
CUSTOMER JOURNEY & ANALYTICS	BG	May-25				●			●			●		●
CYBERSECURITY	BG	May-25	●			●			●			●		●
CYBERSECURITY – END POINT MANAGEMENT	BG	May-25				●			●			●		●
CYBERSECURITY – DETECTION & RESPONSE	BG	May-25				●			●			●		●
CYVERSECURITY – IDENTITY MANAGEMENT	BG					●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q2 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
CYBERSECURITY - RECOVERY	BG	Apr-25				●			●			●		●
CYBERSECURITY - SIEM	BG	May-25				●			●			●		●
GENAI PLATFORMS	BG	May-25				●			●			●		●
HYBRID CLOUD PLATFORMS	BG	May-25				●			●			●		●
KNOWLEDGE MANAGEMENT	BG	May-25				●			●			●		●
MLOPS	BG	May-25				●			●			●		●
PRIVATE CLOUD PLATFORMS	BG	May-25				●			●			●		●
SNOWFLAKE ECOSYSTEM PARTNERS	IPL	May-25				●						●		
SOVERIGN CLOUD PLATFORMS	BG	May-25				●			●			●		●
VMWARE ECOSYSTEM	IPL	May-25				●						●		
ACTIVITY & TASK MANAGEMENT	BG	May-25				●			●			●		●
SUBSCRIPTION - MEDIA & ENTERTAINMENT	BG	May-25				●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q2 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
B2B SUBSCRIPTION MANAGEMENT	BG	Jun-25				●			●			●		●
B2C SUBSCRIPTION MANAGEMENT	BG	Jun-25				●			●			●		●
CYBERSECURITY – SERVICES & SOLUTIONS	IPL	Jun-25		●	●		●	●	●		●	●	●	●
EXTENDED ENTERPRISE LEARNING	BG	Jun-25				●			●			●		●
FINANCIAL CLOSE	BG	Jun-25				●			●			●		●
FINANCIAL CONSOLIDATION	BG	Jun-25				●			●			●		●
FINANCIAL CONSOLIDATION & CLOSE	BG	Jun-25	●			●			●			●		●
GOOGLE CLOUD PARTNERS ECOSYSTEM	IPL	Jun-25	●		●	●						●		
LEARNING CONTENT SOLUTIONS	BG	Jun-25				●			●			●		●
LEARNING EXPERIENCE PLATFORMS	BG	Jun-25				●			●			●		●
LEARNING MANAGEMENT SYSTEMS	BG	Jun-25	●			●			●			●		●
NETWORK – SOFTWARE DEFINED SOLUTIONS & SERVICES	IPL	Jun-25	●									●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q2 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
PRIVATE/HYBRID CLOUD – DATA CENTER SERVICES & SOLUTIONS	IPL	Jun-25			●		●	●	●	Netherlands Nordics	●	●	●	●
PROJECT MANAGEMENT	BG	Jun-25				●			●			●		●
RECORD TO REPORT	BG	Jun-25				●			●			●		●
SPECIALITY ANALYTICS SERVICES - RETAIL	IPL	Jun-25							●					
STRATEGIC PORTFOLIO MANAGEMENT	BG	Jun-25				●			●			●		●
SUBSCRIPTION BILLING	BG	Jun-25				●			●			●		●
SUBSCRIPTION MANAGEMENT	BG	Jun-25	●			●			●			●		●
SUBSCRIPTION PLATFORM	BG	Jun-25				●			●			●		●
SUBSCRIPTION: MEDIA & ENTERTAINMENT	BG	Jun-25				●			●			●		●
SUBSCRIPTION: TRAVEL & HOSPITALITY	BG	Jun-25				●			●			●		●
WORK MANAGEMENT	BG	Jun-25	●			●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q3

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
FUTURE OF WORK (WORKPLACE) SERVICES	IPL	Jul-25		●	●			●						
AI & DATA PLATFORMS	BG	Aug-25				●			●			●		●
CLOUD-NATIVE AI DATA PLATFORMS	BG	Aug-25				●			●			●		●
DATA GOVERNANCE	BG	Aug-25	●			●			●			●		●
DATA INTEGRATION	BG	Aug-25				●			●			●		●
DATA INTELLIGENCE	BG	Aug-25				●			●			●		●
DATA QUALTY	BG	Aug-25				●			●			●		●
HEALTHCARE DIGITIAL SERVICES	IPL	Aug-25			●							●		
MDM	BG	Aug-25				●			●			●		●
SPECIALITY ANALYTICS SERVICES – SUPPLY CHAIN	IPL	Aug-25							●					
AGENT MANAGEMENT	BG	Sep-25				●			●			●		●
APPDEV	BG	Sep-25				●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q3 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
AWS ECOSYSTEM PARTNERS	IPL	Sep-25	●		●			●		Mexico		●		●
COMPENSATION MANAGEMENT	BG	Sep-25				●			●			●		●
COMPENSATION PLANNING	BG	Sep-25				●			●			●		●
CONTACT CENTER ADVANCED	BG	Sep-25				●			●			●		●
CONTACT CENTER BASIC	BG	Sep-25				●			●			●		●
CONTACT CENTER – FINANCIAL SERVICES	BG	Sep-25				●			●			●		●
CONTACT CENTER - HEALTHCARE	BG	Sep-25				●			●			●		●
CONTACT CENTER – TRAVEL & HOSPITALITY	BG	Sep-25				●			●			●		●
CONTACT CENTER / CUSTOMER EXPERIENCE SERVICES	IPL	Sep-25		●	●	●			●					
CRM MARKETING	BG	Sep-25				●			●			●		●
CRM PARTNERS	BG	Sep-25				●			●			●		●
CRM PLATFORM	BG	Sep-25				●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q3 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
CRM SALES	BG	Sep-25				●			●			●		●
CRM SERVICE	BG	Sep-25				●			●			●		●
CUSTOMER RELATIONSHIP MANAGEMENT	BG	Sep-25				●			●			●		●
DEV	BG	Sep-25	●			●			●			●		●
DEVOPS	BG	Sep-25				●			●			●		●
DIGITAL COMMERCE	BG	Sep-25				●			●			●		●
DIGITAL COMMERCE B2B	BG	Sep-25				●			●			●		●
DIGITAL COMMERCE B2C	BG	Sep-25				●			●			●		●
DIGITAL EXPERIENCE SUITES (DXP)	BG	Sep-25	●			●			●			●		●
DXP: DAM	BG	Sep-25				●			●			●		●
DXP: PLATFORM	BG	Sep-25				●			●			●		●
DXP: WEBSITE & CMS	BG	Sep-25				●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q3 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
ENTERPRISE SERVICE MANAGEMENT (ESM) – SERVICES & PLATFORMS	IPL	Sep-25							●			●		
ESG ANALYTICS & REPORTING	BG	Sep-25	●			●			●			●		●
ESG DATA PLATFORM	BG	Sep-25				●			●			●		●
ESG MANAGEMENT	BG	Sep-25				●			●			●		●
FINANCE & ACCOUNTING (FAO) BPO SERVICES	IPL	Sep-25							●					
NEXT-GEN ADM SOLUTIONS & SERVICES	IPL	Sep-25	●		●	●			●			●		
PAYROLL SERVICES & SOLUTIONS	IPL	Sep-25										●		
PIM FOR MANUFACTURING	BG	Sep-25	●			●			●			●		●
PIM PLATFORM	BG	Sep-25				●			●			●		●
PLM FOR MANUFACTURING	BG	Sep-25				●			●			●		●
PRODUCT EXPERIENCE MANAGEMENT & PIM	BG	Sep-25				●			●			●		●
PRODUCT LIFECYCLE MANAGEMENT	BG	Sep-25				●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q3 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
PXM - PRODUCT INTELLIGENCE / ANALYTICS	BG	Sep-25				●			●			●		●
PXM - RETAIL	BG	Sep-25				●			●			●		●
SALES ENGAGEMENT	BG	Sep-25				●			●			●		●
SPECIALITY ANALYTICS SERVICES – LIFE SCIENCES & HEALTHCARE	IPL	Sep-25							●					
SUPPLY CHAIN SERVICES	IPL	Sep-25			●	●						●		
TOTAL COMPENSATION MANAGEMENT	BG	Sep-25	●			●			●			●		●
WORKDAY ECOSYSTEM	IPL	Sep-25				●						●		

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q4

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
ANALYTICS & DATA	BG	Oct-25	●			●			●			●		●
COLLABORATIVE ANALYTICS & DATA	BG	Oct-25				●			●			●		●
CONVERSATIONAL AUTOMATION	BG	Oct-25				●			●			●		●
EMBEDDED ANALYTICS & DATA	BG	Oct-25				●			●			●		●
ERP	BG	Oct-25	●			●			●			●		●
ERP - MANUFACTURING	BG	Oct-25				●			●			●		●
ERP – FINANCIAL MANAGEMENT	BG	Oct-25				●			●			●		●
ERP – SERVICES INDUSTRY	BG	Oct-25	●			●			●			●		●
GENAI ANALYTICS & DATA	BG	Oct-25				●			●			●		●
SPECIALITY ANALYTICS SERVICES – RETAIL	BG	Oct-25	●			●			●			●		●
GENERATIVE AI (GENAI) SERVICES	IPL	Oct-25			●							●		
INSURNACE INDUSTRY SERVICES	IPL	Oct-25		●		●						●		

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q4 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
INTELLIGENT AUTOMATION	BG	Oct-25	●			●			●			●		●
INTELLIGENT DOCUMENT PROCESSING	BG	Oct-25				●			●			●		●
INVOICE-TO-CASH	BG	Oct-25				●			●			●		●
MIDSIZE ERP	BG	Oct-25				●			●			●		●
MIDSIZE ERP – FINANCIAL MANAGEMENT	BG	Oct-25				●			●			●		●
MIDSIZE ERP - MANUFACTURING	BG	Oct-25	●			●			●			●		●
MOBILE ANALYTICS & DATA	BG	Oct-25				●			●			●		●
POWER & UTILITIES INDUSTRY – SERVICES & SOLUTIONS	IPL	Oct-25	●			●				North America		●		●
PROCESS AUTOMATION PLATFORM	BG	Oct-25				●			●			●		●
PROCESS DISCOVERY & MINING	BG	Oct-25				●			●			●		●
SOURCE-TO-PAY	BG	Oct-25				●			●			●		●
SUSTAINABILITY & ESG SERVICES	BG	Oct-25		●		●						●		

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q4 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
TELECOM, MEDIA & ENTERTAINMENT SERVICES	IPL	Nov-25				●						●		
DATA OBSERVIBILITY	BG	Nov-25				●			●			●		●
DATA ORCHESTRATION	BG	Nov-25				●			●			●		●
DATA PIPELINES	BG	Nov-25				●			●			●		●
DATA PRODUCTS	BG	Nov-25				●			●			●		●
DATAOPS	BG	Nov-25	●			●			●			●		●
ENTERPRISE ASSET MANAGEMENT	BG	Nov-25				●			●			●		●
GLOBAL PAYROLL	BG	Nov-25				●			●			●		●
GRID MANAGEMENT	BG	Nov-25				●			●			●		●
INCENTIVE COMPENSATION MANAGEMENT	BG	Nov-25				●			●			●		●
INTERNATIONAL PAYROLL	BG	Nov-25				●			●			●		●
MEDICAL DEVICES	IPL	Nov-25				●						●		

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q4 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
MULTI-COUNTRY PAYROLL	BG	Nov-25				●			●			●		●
OIL & GAS INDUSTRY – SERVICES & SOLUTIONS	IPL	Nov-25				●						●		
PAYROLL MANAGEMENT	BG	Nov-25	●			●			●			●		●
POWER & UTILITIES	BG	Nov-25				●			●			●		●
PUBLIC SECTOR	IPL	Nov-25		●										
REVENUE PERFORMANCE MANAGEMENT	BG	Nov-25	●			●			●			●		●
SALES PERFORMANCE MANAGEMENT	BG	Nov-25				●			●			●		●
US PAYROLL	BG	Nov-25				●			●			●		●
ADVANCED ANALYTICS & AI SERVICES	IPL	Dec-25			●	●						●		
BUSINESS PLANNING	BG	Dec-25				●			●			●		●
ENTERPRISE MANAGED NETWORK SERVICES (MNS)	IPL	Dec-25	●			●						●		
INTELLIGENT AUTOMATION - SERVICES	IPL	Dec-25				●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

2025 Research Calendar – Q4 (continued)

STUDY NAME	REPORT TYPE	PUBLISH DATE	APAC	AUSTRALIA	BRAZIL	EUROPE	FRANCE	GERMANY	GLOBAL	OTHERS	SWITZERLAND	U.S.	U.S. PUBLIC SECTOR	U.K.
INTELLIGENT AUTOMATION - SERVICES	IPL	Dec-25				●						●		
MANUFACTURING INDUSTRY - SERVICES	IPL	Dec-25				●						●		
MARTECH SERVICE PROVIDERS	IPL	Dec-25			●									
REVENUE PLANNING	BG	Dec-25				●			●			●		●
WORKFORCE PLANNING	BG	Dec-25				●			●			●		●

BG = ISG Buyers Guide Report
IPL = ISG Provider Lens Report

About the ISG Buyers Guide Report

The ISG Buyers Guide provides a balanced perspective of **software providers and products** rooted in an understanding of enterprise requirements. We use a carefully crafted best practices-based methodology called the Value Index that reflects how enterprises assess software providers and products. We believe it is a service to enterprises and providers to take this approach since making the wrong technology decision can raise the total cost of ownership for an enterprise, lower the return on investment, and hamper its ability to reach its performance potential.

The Buyers Guide evaluates software providers and products across seven key evaluation categories that are weighed to reflect enterprise needs based on our expertise and research. Of these, five are product-experience related: adaptability, capability, manageability, reliability and usability, and two are customer-experience related: validation and total cost of ownership/return on investment (TCO/ROI). Each software provider is ranked overall based on the product and customer experience criteria across the underlying seven categories, and each provider's weighted performance is represented in a quadrant with one of four classifications: exemplary, innovative, assurance and merit.

The ISG Buyers Guides align with four key expertise areas: AI, business and technologies, IT and industries. In 2025, more than 135 reports will be published, spanning enterprise software portfolios and categories of software providers and products.

To learn more about our Buyers Guide services for enterprises, including purchasing the research, advising on your software providers, conducting a workshop or performing an assessment, click here.

ISG Buyers Guide Research Coverage

650+	30+	135+	20+	1,350+	150+
Software providers & products rated and ranked	Areas of expertise covered across industries, business, AI & IT	Research reports publishing	Geographies covered	Detailed provider rankings	Individual quadrants published

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Meet the Experts

AI & IT Research Software Providers

AI & IT Lead
David Menninger

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ADM & DevOps	Jeff Orr	Mukesh Ranjan	Lisa Kumari	
AI & ML	David Menninger	Mukesh Ranjan	Mawish Rahman	Lisa Kumari
Analytics	Matt Aslett	Mukesh Ranjan	Mawish Rahman	Lisa Kumari
Cloud & Infrastructure	Jeff Orr	Mawish Rahman	Lisa Kumari	
Compute, Edge, Network & IoT	Jeff Orr	Mukesh Ranjan	Lisa Kumari	
Cybersecurity	Jeff Orr	Mukesh Ranjan	Lisa Kumari	
Data Intelligence	Matt Aslett	Mukesh Ranjan	Mawish Rahman	Lisa Kumari

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Data Platforms	Matt Aslett	Mukesh Ranjan	Mawish Rahman	Lisa Kumari
Generative AI	David Menninger	Mukesh Ranjan	Mawish Rahman	Lisa Kumari
Governance	Matt Aslett	Mukesh Ranjan	Mawish Rahman	Lisa Kumari
Intelligent Automation	Jeff Orr	Mukesh Ranjan	Mawish Rahman	Lisa Kumari
IT Management & Operations	Jeff Orr	Mukesh Ranjan	Mawish Rahman	Lisa Kumari
Operations	David Menninger	Mawish Rahman	Lisa Kumari	
Streaming Data & Events	Matt Aslett	Mukesh Ranjan	Mawish Rahman	Lisa Kumari
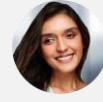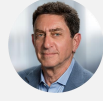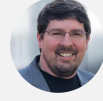
Meet the Experts

Business Technology Research – Software Providers

Business Technology Lead
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Customers & CX	Matt Aslett	Midhun Akkottillam	Lisa Kumari	
Digital Business & Workplace	Mark Smith	Mawish Rahman	Lisa Kumari	
Employees & HCM	Matthew Brown	Mawish Rahman	Lisa Kumari	
Office of Finance & Accounting	Robert Kugel	Midhun Akkottillam	Lisa Kumari	
Office of Revenue	Stephen Hurrell	Midhun Akkottillam	Lisa Kumari	
Supply Chain & Operations	Robert Kugel	Mark Smith	Midhun Akkottillam	Lisa Kumari

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Industry Research Software Providers

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Automotive	Mark Smith	Rob Kugel	Mawish Rahman
CPG & Retail	Mark Smith	Rob Kugel	Mawish Rahman
Energy	Mark Smith	Rob Kugel	Mawish Rahman
Financial Services	Mark Smith	Rob Kugel	Mawish Rahman
Healthcare	Mark Smith	Rob Kugel	Mawish Rahman
Manufacturing	Mark Smith	Rob Kugel	Mawish Rahman
Public Sector	Mark Smith	Rob Kugel	Mawish Rahman

Meet the Experts

Media & Telecom	Mark Smith	Rob Kugel	Mawish Rahman
Travel & Hospitality	Mark Smith	Rob Kugel	Mawish Rahman
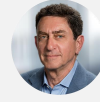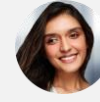
Industry Research Software Providers

Industry Lead

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About the ISG Provider Lens Report

ISG Provider Lens delivers actionable research and consulting services across business processes, IT services and technology. These reports focus on providing independent **service provider** evaluations, outlining the strengths and weaknesses of the companies that are positioned relative to their peers in the market. These reports provide influential insights to enterprises and are widely accessed by ISG advisors who are actively supporting enterprises to transform and optimize their operational environments.

Often a starting point of discussion, ISG Provider Lens reports play a vital role for decision influencers in enterprises that are looking to outsource to a suitable service provider or find the right technology partner. To enable these insights and decisions, the data captured from providers through primary or secondary research is translated into ISG Provider Lens Quadrant Reports and ISG Provider Lens Archetype Reports.

ISG Provider Lens is uniquely positioned to deliver well-rounded research, leveraging a vast ecosystem of multiple stakeholders to gather intelligence and provide insights. Adopting a 360-degree approach, ISG Provider Lens gives several reasons for your company to participate in our research, including vast coverage of topics spanning IT, BPO and industries that help highlight niche capabilities, over 800 ISG advisors that bring a practitioners' view and insights to complement our findings, Country-level research to help enterprises establish local partnerships and identify localized capabilities, research that leverages ISG's proprietary databases for provider evaluation and analysis and the Star of the Excellence™ program that integrates with ISG Provider Lens and feeds our research with enterprise client insights and feedback.

To learn more about our Provider Lens services, click here.

ISG Provider Lens Research Coverage

3,350+	67+	795+	23	745+	3,100+	6	12
Software providers & products analyzed	Service lines and technology topics covered	Research reports published by geography	Geographies covered	Quadrant reports	Individual quadrants and archetypes published	Months intense research cycle	Months annual publication

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Industry Research Service Providers

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Aerospace & Defense Services	Harish B
Agribusiness and Chemicals Services and Solutions	Mohd. Aves Malik
Automotive and eMobility	Harish B Swadhin Pradhan
Future of Work (Workplace) - Services	Mrinal Rai Kevin Turner Roman Pelzel
Healthcare Digital Services	Rohan Sinha Sneha Jayanth
Insurance Industry Services	Ashish Jhajharia Sandhya Navage
Life Sciences Digital Services	Rohan Sinha Sneha Jayanth

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Manufacturing Industry Services	Swadhin Pradhan	
Medical Devices	Rohan Sinha	Sneha Jayanth
Oil and Gas Industry Services and Solutions	Swadhin Pradhan	Mohd. Aves Malik
Power and Utilities Industry – Services and Solutions	Mohd. Aves Malik	Swadhin Pradhan
Public Sector	Harish B	
Sustainability and ESG Services	Matt Warburton	Monica K
Telecom Media and Entertainment Services	Yash Jethani	

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ITO Research Service Providers

ITO Lead

Heiko Henkes

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Category	Experts					
Cybersecurity - Services and Solutions	Benoit Scheuber	Bhuvaneshwari Mohan	Dr. Maxime Martelli	Frank Heuer	Gowtham Kumar	João Mauro
Enterprise Service Management (ESM) - Services and Platforms	Ashwin Gaidhani					
Mainframes Services and Solutions	Oliver Nickels	Pedro Maschio	Peter Crocker			
Managed Network Services (MNS)	Dr. Kenn Walters	Yash Jethani				
Network – Software Defined Services and Solutions	Dr. Kenn Walters	Yash Jethani				
Next-Gen ADM Services	Akhila Harinarayan	Maharshi Pandya	Oliver Nickels	Pedro Maschio		
Private/Hybrid Cloud - Data Center and Multi Public Cloud	Meenakshi Srivastava	Partha Chakraborty	Pedro Maschio	Shashank Rajmane	Ulrich Meister	Wolfgang Heinhaus

Meet the Experts

BPO Research Service Providers

BPO Lead

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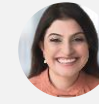| Advanced Analytics and AI Services	Marcio Tabach	Saravanan	Gowtham Kumar	
Contact Center/ Customer Experience Services	Hemangi Patel	Sandhya K	Adriana Frantz	Kenn Walters
Digital Engineering Services	Srinivasan PN	Tapati Bandopadhyay		
Finance and Accounting (FAO) BPO Services	Gaurang Pagdi			
Generative AI Services	Gowtham Kumar	Hemangi Patel	Arjun Das	Marcio Tabach
Global Capability Centers Services	Gaurang Pagdi			
HR Outsourcing and Transformation Services	Gaurang Pagdi			

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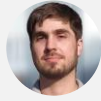| Healthcare Industry Analytics	Manav Deep Sachdeva	
Intelligent Automation Services	Mark Purdy	Ashwin Gaidhani
MarTech Service Providers	Gabriel Sobanski	
Payroll Services and Solutions	Rachel Anderson	
Procurement BPO Services	Tarun Vaid	
Retail, Supply Chain and Life Sciences	Manav Deep Sachdeva	
Supply Chain Services	Sidney Nobre	Tarun Vaid

Meet the Experts

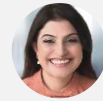## Ecosystem Research Service Providers

Ecosystem Lead

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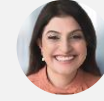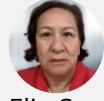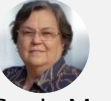| AWS Partner Ecosystem	Srinivasan PN	Adriana Frantz	Frank Heuer	Ashwin Gaidhani	Mark Purdy	Michael Barns
Google Cloud Partner Ecosystem	Michael Barns	Sonam Chawla	Adriana Frantz	Mark Purdy	Tapati Bandopadhyay	
Guidewire Services Partner Ecosystem	Manav Deep Sachdeva					
Microsoft Cloud Partner Ecosystem	Axel Oppermann	Michael Barns	Cristiane Tarricone	Mara Kukla	Elia San Miguel	Sonia M Castral
Oracle Cloud and Technology Partner Ecosystem	Siddharth Idnani	Roman Pelzel	Sonam Chawla	Maharshi Pandya	Cristiane Tarricone	
Salesforce Partner Ecosystem	Rodrigo Barreto	Roman Pelzel				

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- Sidney Nobre
- Tapati Bandopadhyay

SAP Partner Ecosystem
- Maharshi Pandya
- Akhila Harinarayan
- Oliver Nickels
- Tarun Vaid

Snowflake Partner Ecosystem
- Hemangi Patel

Vmware Partner Ecosystem
- Siddharth Idnani
- Roman Pelzel

Workday Partner Ecosystem
- Gaurang Pagdi
- Ashwin Gaidhani