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Competitive Landscape: Multivendor Support, Asia/Pacific

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The multivendor support services market in Asia/Pacific is fragmented and geographically disparate. It has, however, considerable opportunities for providers that can offer reliable and consistent quality support across the region.

Key Findings

- The market for hardware support services in Asia/Pacific is highly fragmented. Most providers have disparate country-specific approaches with little or no cross-regional integration, despite growing demand from enterprise business users for a single MVS provider to meet their needs.
- MVS providers in Asia/Pacific fall into three main categories: OEMs, VARs/SIs and MSPs. Their key competitive strategies include a single point of contact for account relationships; proactive and prevention-based services; their size relative to end users; and bundling more complete outsourcing solutions on top of basic MVS support.
- The line between MVS and managed and outsourcing services is blurring. MVS service providers will offer more remote infrastructure management and will face stiff competition from outsourcers as well as managed and RIM providers. More strategically inclined providers will start to offer proactive prevention-based support.

Recommendations

Service providers should:

- Capitalize on the needs of immature, rapidly growing enterprises that need to consolidate multiple IT infrastructure platforms. Position yourself as a dependable Pan-Asian MVS provider with the ability, skills and reach to provide reliable support services across the region.
- Develop good partner management if you need to rely on subcontractors in some geographies. The success or failure of your business will depend on the quality of the service delivery of your partners.

- Decide where you want to position yourself strategically in this market for the long term. Make tough decisions now on personnel redeployment and internal restructuring before the market imposes them on you later.
- Invest in developing RIM capabilities to remain competitive in the next few years.

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Analysis

This document was revised on 1 May 2014. For more information, see the Corrections page on gartner.com.

"Independent multivendor support (MVS)" refers to hardware and software support services delivered by providers that do not manufacture the products they support. These products are usually from several different vendors. Support services include hardware and software repair, maintenance and technical support. The term "multivendor services" also covers system vendors (such as IBM, HP and Dell) that independently service products that they do not themselves manufacture.

For more on market definitions and segmentation, see the Definitions and Market Segmentation sections at the end of this report.

Competitive Situation and Trends

The market for hardware support services in Asia/Pacific is highly fragmented, with many small to midsize providers serving a small area within a particular country. Most of the larger providers with support services contracts tend to subcontract a large proportion of maintenance work to many smaller providers, each of which gives the contracting provider a countrywide footprint and reach. This practice can create a hugely variable approach to service delivery and standards and a varying experience for clients. Smaller providers tend to be more responsive and agile, with better turnaround times and pricing, and are generally preferred by midtier buyers.

Asia/Pacific has very few truly pan-regional providers of independent MVS services. This has historically been the case because of the disparate nature of a large number of Asian IT markets, which are at different stages of maturity in terms of IT services adoption. The situation is further complicated by diverse cultures, languages, business practices and standards.

In recent years, the rapid growth of enterprise business users in Asia has left many with multiple IT platforms and operating systems. Many regional enterprises want to consolidate, streamline and simplify their internal IT infrastructure. Over time, however, their disparate IT operations have tended to morph into incompatible and non-uniform platforms and interfaces. As they focus on strategic core business competencies, they are outsourcing more support operations, and many need a single MVS provider to meet their needs.

Most providers in this market claim to have offices and service offerings in most of the major countries in the region. But few have genuinely integrated service approaches, with common service offerings, standards, tools, methods and service levels. Most have disparate country-specific approaches with little or no cross-regional integration. To achieve this integration, they would need to have:

- Standardized toolsets monitored and managed by a centralized command center across multivendor environments and countries in Asia/Pacific.
- Consistent and standard service delivery across countries in the region.
- Standard operating procedures across the workforce.
- Standardized best-in-class knowledge management tools.

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- Monitoring and measurement procedures for partners' service delivery capabilities for on-site support.
- Access to advance replacement parts to fulfill SLAs.
- Support for SLAs — that is, being able to fulfill the SLA they have signed up for, to track and report SLAs, and to have the governance/audit function in place to improve on them.
- Technical capabilities and coverage.

Market Players

MVS providers in Asia/Pacific fall into three main categories:

- **Multivendor services divisions of OEMs:** This category includes large OEMs with large hardware and support and services businesses that are in the MVS market for tactical and strategic reasons. Tactically, they may already have the skills and resources to be in this market. Strategically, they may be in this market to strengthen their market position so they can influence future hardware and software spending. Examples of the latter type include Fujitsu, HP, IBM and NEC. Sometimes these providers create brand names for their MVS services (NEC, for example, uses the name "Secure").
- **Value-added retailors (VARs) and system integrators (SIs):** To qualify as a VAR, a reseller must have developed or configured some type of software package targeted at a particular market or must offer significant integration expertise. VARs typically generate 40% or more of their revenue from custom products, services and support. These providers sell support services in two ways:
  - Using a retail model in which a VAR passes through an OEM's support contract (such as a Cisco SMARTnet contract). This is not, however, an example of MVS.
  - By offering their own support services, typically backed by an OEM. Under these "collaborative" support services, the VAR may bundle support for multiple vendors' products together into a contract, and VARs/SIs may create brand names for these services. Dimension Data, for example, uses the name "Uptime." In contrast to the previous model, this is an example of MVS.
- **Managed service providers (MSPs):** Historically, companies bought IT products and solutions (assets) for their own use to address various IT issues, but this strategy is on the decline. Companies are increasingly able to buy access to technology products and solutions through the offerings of hosted service providers or MSPs. MSPs purchase IT products and services and offer a service to end-user organizations based on use of or access to these products. MSPs may be pure-play providers, communications service providers, ISVs, solution providers or software manufacturers.

Table 1 lists the major MVS providers with a market presence in at least three countries in Asia/Pacific and their revenue.

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Table 1. Estimated Revenue of MVS Providers in Asia/Pacific (Millions of Dollars)

	FY12	FY11	Revenue Growth (%)
Dell	166	157	5.7%
Dimension Data	204	162	26.0%
ECS Holdings	135	140	-3.8%
Fujitsu	166	157	5.7%
HP	891	850	4.8%
IBM	1,066	1,029	3.6%
NEC	67	57	16.9%
Redington	170	149	14.0%

Source: Gartner (February 2014)

How These Providers Compete

MVS players in Asia/Pacific, like those in other regions, compete using these strategies.

- **Claims of manufacturer-independence:** Vendor-agnostic VARs use this time-tested argument to convince end users that they have their best interests at heart, because they have no vested interests in proposing any particular OEM vendors in the solutions they sell. In practice, however, this argument is not as sound as it seems. VARs still resell equipment from hardware and software vendors, and pricing and seasonal inventory cycles mean that they may propose some OEM solutions over others.
- **A single point of contact for account relationships:** One of the most common complaints from end users is that they find it difficult to navigate the organizational labyrinth that can exist in larger MVS providers. Exploiting this, midsize and smaller MVS providers argue that they can give their users more attention and better support. To counter this, some larger MVS providers that want to effectively service the small or midsize business (SMB) market have designated single-point-of-contact account managers.
- **Proactive and prevention-based services:** In the long term, MVS providers that offer proactive and prevention-based support services to show that they are acting in the users' best interests are likely to be viewed in a positive light. These offerings will help to lower longer-term IT costs by reducing outages and related problems, instead of being seen as simply good for fixing a broken situation after the fact.
- **A consistent and seamless support experience across technologies, products and countries:** Many providers claim to have standardized methods, tools and management

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practices to deliver a seamless and consistent support experience to clients in heterogeneous technology environments and across countries. Gartner believes that in reality these are just claims, and that many providers are some way off achieving them. Compared to other providers, outsourcers and IT services providers fare somewhat better, but there is still room for improvement. Most MVS providers take a country-specific approach to Asia/Pacific, which is unlikely to translate well to another country. A standard, consistent service across countries could prove to be a crucial differentiator.

- **Legacy of working with multiple OEMs and technology vendors:** Many VARs and SIs cite this as their competitive differentiator. Since they have a history of working with multiple technology vendors across their product categories, they have developed expertise in identifying, diagnosing and resolving issues in a much more coordinated and orchestrated way.
- **Size relative to end users:** VARs and SIs appear less threatening to end users (many of which are SMBs themselves), so seem more willing to be flexible.
- **Bundling more complete outsourcing solutions on top of basic MVS support offerings:** These solutions include life cycle service offerings, cloud services, managed services and services targeted at specific vertical markets, such as finance, education and logistics (examples of companies doing this already include Dimension Data and ECS Holdings).
- **Knowledge repositories:** Many providers boast of their best-in-class knowledge repositories built up during years in which they have supported multiple technologies and resolved many issues. They claim to have designed knowledge bases, using their proprietary "issue categorization" and cataloguing, which allow for quick and easy access and updates.

The Future of Competition

Support and maintenance services are relatively mature sectors of the IT services market. OEMs account for a big portion of the market, while a large number of small local players serve another considerable portion, usually by providing support services for products that are out of warranty. For some players, MVS is becoming an area of renewed focus; some providers are now planning to aggressively target this segment in Asia/Pacific. Positioning in this market is likely to be forceful in the near term.

As providers begin offering more proactive support to add value, the line between MVS and managed and outsourcing services will blur, making it hard to differentiate between the two categories. Multivendor support service providers in this region will face stiff competition from outsourcers and managed and remote infrastructure management (RIM) providers. Smaller MVS players have the advantage of agility while larger IT service providers, outsourcers and managed service providers have the advantage of a wider reach across regions, as well as their ability to provide support services on multiple platforms.

Market participants are also likely to indulge in more RIM techniques and practices. It is in both buyers' and providers' interest to reduce the number of field engineers or support resources with remote management and automation.

- For buyers, this produces a more proactive, predictable and consistent service experience, and it lowers costs.
- RIM enables providers to expand margins, increase their customer reach and reduce their dependence on subcontractors.

Over time, some VARs that provide MVS services will look to transition more of their business from pure product reselling to MVS services. A big motivating factor for this transition is the need to move away from reselling commoditized lower-margin products to the relatively better margins offered by support and maintenance services. Eventually they can even evolve their offerings into infrastructure outsourcing.

Competitive pressures in the MVS segment will encourage more proactive and strategically inclined providers to begin offering more proactive prevention-based support services. This transition will take some time and will require investment in design, marketing and service delivery. It also means that these providers will have to educate and train a large segment of the user population that has been used to reactive support services for some time. However, in the long term, this will be a positive development overall for the market and for users.

Competitive Profiles

The vendors profiled in this section were chosen because we believe they have the market presence to deliver MVS support services in at least three Asia/Pacific countries. Although there are many other sizable in-country providers for MVS services, we have not included them here because they lack a significant Pan-Asian capability.

Table 2 summarizes the geographic coverage of the profiled providers, while Table 3 summarizes the OEM products they support.

Table 2. MVS Providers in Asia/Pacific: Geographic Coverage

Country	Dell	Dimension Data	ECS Holdings	Fujitsu	HP	IBM	NEC	Redington
Australia	X	X		X	X	X	X	
Brunei Darussalam						X		
Cambodia						X		
China	X	X	X	X	X	X	X	
Hong Kong (SAR of China)	X	X		X	X	X	X	
India	X	X		X	X	X	X	X
Indonesia	X	X	X	X	X	X		
Laos						X		
Macau (SAR of China)				X	X	X		
Malaysia	X	X	X	X	X	X	X	
Mongolia						X		
New Zealand	X	X		X	X	X	X	
Philippines		X	X	X	X	X		
Singapore	X	X	X	X	X	X	X	X
South Korea	X	X		X	X	X		
Sri Lanka				X	X	X		X
Taiwan	X	X		X	X	X	X	
Thailand	X	X	X	X	X	X	X	
Vietnam		X		X	X	X		
Note: X = Provider offers coverage in this country. SAR = special administrative region.								

Source: Gartner (February 2014)

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Table 3. MVS Providers in Asia/Pacific: OEM Brands Supported

OEM Brand	Dell	Dimension Data	ECS Holdings	Fujitsu	HP	IBM	NEC	Redington
3M				X				
Acer	X		X	X	X	X		X
Acme Packet (Oracle)		X			X			
AeroScout		X			X			
AirWatch		X			X	X		
Algosec		X						
Apple	X	X	X	X		X		
Asus			X		X	X		
Autodesk	X		X					
Avaya		X		X	X	X		
AvePoint	X	X		X				
Blue Coat		X		X	X	X		
BMC Software	X			X				
BroadSoft	X	X		X	X			
Brocade		X		X	X	X		
Check Point Software Technologies		X		X	X	X		
Cisco	X	X	X	X	X	X	X	
Citrix	X	X	X	X	X	X		
CA Technologies	X	X		X				
Compuware				X				
CSC						X		

Data Cap				X				
Dell	X		X	X	X	X		
EMC	X	X		X	X	X		
F5		X		X	X	X		
Fortinet		X			X	X		
Fujitsu	X		X	X	X	X		X
Genesys		X			X			
Guidance Software		X						
HCL Infosystems								X
Hitachi	X		X	X	X	X		
HP	X	X	X	X	X	X		X
IBM	X	X	X	X	X			X
Imprivata		X						
Infoblox		X			X			
Infosys						X		
Intel	X		X	X	X			X
Intermec						X		
Juniper Networks	X			X	X	X		
Kofax				X		X		
Lenovo	X			X	X	X		X
McAfee	X	X	X	X	X	X		
Microsoft	X	X	X	X	X	X		
MobileIron					X	X		
Motorola Solutions				X	X	X		

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NetApp	X	X		X	X	X		X
Nice Systems		X			X			
Nuance	X	X						
Oracle	X	X	X	X	X	X		
Perceptive Software				X				
PerSay (Nuance)		X						
Polycom		X		X	X	X		
Quadrant Software				X				
Red Hat	X			X	X	X		
Riverbed		X		X	X	X		
RSA (EMC)	X	X		X	X	X		
SAP	X			X	X	X		
ServiceNow		X						
ShoreTel Mobility		X						
Sogeti						X		
Sony			X	X		X		
Speechcycle (now acquired by Synchronoss)		X						
Sun (Oracle)	X			X	X	X		X
Symantec	X			X	X	X		
Tata Consultancy Services						X		
Toshiba	X			X			X	X
Unisys				X	X	X		
VCE		X						

Verint		X						
VMware	X	X	X	X	X	X		
Watch4net (EMC)		X		X				
Wipro								X
Zebra Technologies				X	X	X		
Others	X				X			
Note: X = Provider supports this product.								

Source: Gartner (February 2014)

Dell

Market Overview

Dell's ProSupport MVS services cover major brands for the following: x86 and Unix, storage, networking and client products. The brands covered include HP, IBM, NetApp, Cisco, Apple, Super Micro Computer (also known as Supermicro) and Brocade. Dell's ProSupport's features include 24/7 direct access to ProSupport engineers; collaborative third-party assistance for data center and end-user software applications and firmware troubleshooting; out of warranty support; hypervisor and OS support and reporting. Dell also offers ProSupport Flex for large clients. This is built on standard Dell ProSupport components and is tailored to customers' requirements.

How Dell Competes

Dell's ProSupport MVS is available in 12 countries in Asia/Pacific. As a large OEM MVS provider, Dell has the advantage of a global support infrastructure that many regional and in-country providers lack.

Dell's global MVS support capability includes:

- Infrastructure support, including remote advisory services
- Proactive maintenance
- Taking over existing warranties
- Simplifying IT support contract management for customers

Dimension Data

Market Overview

Dimension Data has a market presence in over 50 countries in five continents, and reaches other markets through its Preferred Partner Programme.

Dimension Data is an authorized provider of support for many OEMs, including HP, IBM, Oracle, Cisco, Microsoft, NetApp and VMware. While it is able to resell support services for many of these OEMs, Dimension Data also offers MVS contracts, branded as "Uptime."

- Uptime Maintenance Service supports the life cycle of assets, facilitates rapid response to incidents, and restores failed devices according to service-level agreements that suit clients' business requirements.
- Uptime Support includes license renewals; configuration moves, adds, changes and deletes (also known as MACDs); consultants on call; site-based services; service-level management; and standard service desk integration.

How Dimension Data Competes

Dimension Data's MVS offerings provide:

- Contract aggregation, which offers a single point of contact for all maintenance and support contracts and issues, regardless of the vendor or service provider involved.
- Insite Monitoring, which follows a range of technologies at different service levels tailored to different business needs. The service consists of monitoring and event management, performance monitoring, configuration management, change and release management, technical/information reporting, service portal, carrier coordination, and service-level management.
- Support assessments to balance risks and costs, so support contracts are better aligned with commercial and business objectives.
- Bundling other professional consulting, integration, outsourcing and managed services around its MVS services.

ECS Holdings

Market Overview

ECS Holdings has three key businesses — enterprise systems, IT services and distribution — and a network of more than 23,000 channel partners across China, Thailand, Malaysia, Singapore, Indonesia and the Philippines.

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ECS's MVS support services include hardware and software maintenance, mission-critical programs, telephone and/or email support, scheduled services and ad hoc trouble-shooting.

How ECS Holdings Competes

ECS has a market presence and offers MVS support in China, Thailand, Malaysia, Singapore, Indonesia and the Philippines.

It also competes in the MVS support market by offering other services to complement its support services.

- **Point installation:** Entry-level, midrange and enterprise server hardware installation and configuration, infrastructure software point installation and configuration, and custom-built services.
- **Managed services:** Server and storage management, infrastructure software management, network management, security management, performance review and analysis, resident engineers, and project management services.

Fujitsu

Market Overview

Fujitsu's Multi-Vendor Enterprise Services (MVES) program supports multiple OEMs' products, including IBM, HP, Oracle and Dell servers. At its most basic, Fujitsu MVES is a reactive hardware break-fix offering.

Fujitsu MVES also includes some proactive features, such as inventory equipment audits, whereby data is captured and shared with clients for final reconciliation. This data can be used for asset inventory management as part of the customer's maintenance contract.

During these audits, Fujitsu also gathers information relating to equipment configurations, which can be used to develop a parts and logistics plan for on-site or local depots. Either way, Fujitsu oversees the parts to manage stock levels and the proximity to client sites.

Fujitsu MVES also includes Install, Move, Add, Change (IMAC) services, as well as options for managing in-warranty equipment, so a single service provider can manage all of a client's support needs regardless of warranty status.

How Fujitsu Competes

Fujitsu is a large global MVS provider and supports most major OEM products. It has a global and regional service desk infrastructure that provides global 24-hour coverage in 31 languages. Fujitsu is relatively mature in delivering MVES beyond break-fix services that include warranty management, IMAC and asset management.

Fujitsu MVES offers these features:

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- TRIOLE best practices and methodologies to standardize service delivery and reduce the complexity of SLA management, increase the efficiency of operations, improve service levels and reduce risks in heterogeneous information and communication technology environments.
- MVES can manage customer partnerships. Each account has a service delivery manager who addresses customer satisfaction, manages business and service issues, and works with clients to address their changing business requirements.
- A Global Program Management Office (GPMO), based in Belgium, manages the activation of on-site services under Fujitsu's responsibility. GPMO uses real-time Web dashboards to track its multivendor support services globally. In a typical MVES support service call:
  - User requests are routed to GPMO, which routes them to its service partner's network globally.
  - GPMO monitors all service requests and takes corrective action where needed.
  - All on-site service requests are consolidated in reports and visualized on dashboards.
  - GPMO enables global, regional and local level governance structures, which align with structures in customer organizations.
  - The system monitors service delivery progress for each request.

HP

Market Overview

HP's MVS support services cover OEM equipment and brands that include Dell, IBM, Oracle, EMC, Cisco, Avaya, Fortinet, F5 and Bluecoat. HP's MVS support services include:

- HP Care Pack Services, which support packages that extend standard HP hardware and software warranties.
- HP Foundation Care Services, which include standard 24/7 remote and on-site support for more personalized SLAs.
- Hardware Support Services, which repair or replace faulty components, and which allow warranty support to be upgraded to higher service levels when the business needs greater availability.

How HP Competes

As a large OEM MVS provider, HP offers its MVS services via go-to-market strategies that include consulting-led and solutions-led approaches, data center support environments and channels. This allows the company to compete by providing a more complete IT services solution.

These wraparound IT services include:

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- HP Lifecycle Event Service, available through HP's network of authorized ServiceOne support partners.
- Mission Critical Services, which manage critical IT infrastructure for clients, including blade and virtualized environments.
- Online Resources, provided by HP Technology Services.
- HP Proactive Care Services, which provide proactive consultation, recommendations and reporting from HP technology experts, as well as rapid support from experts when needed.

IBM

Market Overview

IBM's MVS services cover a wide range of equipment and manufacturers, including:

- Servers: Cisco, Dell, HP
- Storage: Brocade, EMC, HP, NetApp
- Networks: Cisco, Juniper Networks, Avaya-Nortel, Nokia-Siemens
- Software: Microsoft, Linux, Solaris, Unix, Symantec

How IBM Competes

IBM is one of the largest support providers in Asia/Pacific, with a global network of support centers. It competes in the regional MVS market by offering standardized and consistent toolsets, delivery approaches and capabilities to its support clients.

IBM's MVS offering includes:

- The same service levels and contract terms as for IBM products, with access to advance replacement parts for fulfilling SLAs.
- Standardized best-in-class knowledge management tools with access to regional specialists, labs, knowledge bases and replacement parts.
- One contract and a single point of accountability for proactive support for multiple vendors and platforms.
- Standard operating procedures across its workforce.

NEC

Market Overview

NEC's MVS service consolidates a MVS model into one contract, managed by one vendor. It supports NEC's own communications platform equipment and Cisco equipment. NEC's MVS offerings are tiered at the following service levels: Secure, Secure Plus and Secure Advantage Support.

How NEC Competes

NEC competes in the regional MVS market by offering:

- A global support network with 24/7 online and telephone support.
- A fixed price covering all costs.
- Customized solutions.
- Access to specialist technical, change management and maintenance resources.
- Real-time access to current and past configurations of Cisco IOS-based devices.
- Maintenance contracts managed by NEC's Maintenance Support Center team. This team is staffed by certified Cisco Services experts who cover hardware, software, licenses and appliances, as well as manage conversion, co-termination and consolidation of existing contracts during renewal.
- Proactive, detailed diagnostics and immediate alerts on core network devices to identify and resolve issues.
- An up-to-date and accurate view of Cisco inventory correlated with the Cisco Service Contract Center.
- Access to NEC's online Unified Services Portal for visibility on break/fix support tickets and maintenance contracts and device information, including alerts and performance statistics.
- Assignment of a Primary Engineer. This individual will document and transfer knowledge to the other team members of the NEC Network Operations Center to diagnose and resolve incidents that affect services.
- An assigned service manager.
- Change management assistance.

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Redington

Market Overview

Redington has set up MVS hardware support service centers in India, Sri Lanka, Bangladesh and Singapore, which support OEM brands including IBM, HP, Sun (Oracle), Fujitsu and NetApp.

Redington operates 70 service centers, supported by a certified franchisee network of 292 service partners, which provide warranty and post-warranty services on behalf of vendors. These centers cover solution design and consulting, technical help desk, field engineering support, parts warehousing, forward and reverse logistics, imports and re-exports, and asset recovery.

How Redington Competes

Redington competes in the MVS market by providing the following through its own and its partner networks:

- A 24/7 call center providing technical support.
- A RIM practice.
- A 24/7 Network Operation Center that offers asset management, policy deployment and proactive support.
- A professional services practice that offers solution design and implementation support across server, storage, data, voice, video and security services for both enterprise and SMB customers.

References and Methodology

To develop the analysis and advice provided here, we constantly scan the appropriate markets and draw on the analyst's specific experience in this area, supported by data provided by Gartner's secondary research team.

Definitions

Independent multivendor support (MVS) services are those hardware and software support services delivered by providers that do not manufacture the product(s) they support. Support services include hardware and software repair, maintenance, technical support and electronic support. The term "independent" refers to a company's ability to provide services independently for products it does not manufacture. The term "multivendor" refers to a company's ability to provide services covering more than one product it does not manufacture. Most independent service organizations provide services for more than one product, and therefore are classed as multivendor services providers. System vendors (such as IBM, HP and Dell) that independently service products that they do not themselves manufacture also fit into the multivendor services category.

Market Segmentation

- **Providers of independent MVS services:** Companies that do not manufacture their own products but provide support and maintenance service on manufacturers' hardware and software. These companies are mostly VARs of hardware and software technology products.
- **OEM vendors:** Manufacturers and producers of hardware and software that provide support services on their products and those of other manufacturers and OEMs. They usually have separate divisions or business units that provide these services. Such providers offer services directly, and have subcontractors and partners that deliver them. Examples include IBM, HP and Dell.
- **IT service providers/outsourcers:** Outsourcers providing multivendor support services. Many of the OEM vendors are also included in this category. In this case, it is hard to delineate between what could be considered outsourced engagements or MVS services. These providers' offerings come with sophisticated management tools run from their centralized command centers to monitor and manage heterogeneous environments. They have either direct field support resources or partner resources for "hands and feet" support. They may be specific to particular countries or have a regional presence. Examples include Unisys, IBM and Dimension Data.

Gartner Recommended Reading

Some documents may not be available as part of your current Gartner subscription.

"Forecast Analysis: Hardware Product Support Services, Worldwide, 2Q13 Update"

"Market Trends: Product Support Service Evolution Slows, but Proactive Opportunities Exist Despite Market Conditions"

"Hype Cycle for IT Infrastructure and Outsourcing Services, 2013"

"Market Insight: Gartner's Product Support Maturity Scale, Version 2"

"Tech Go-to-Market: Best Practices for Capturing Increased IT Services Opportunity in India"

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