

IDC Profiles the Top Managed Cloud Service Providers

Written by Frederick Douglas
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IDC publishes a profile of 10 global managed cloud services providers-- namely Accenture, Atos, Cognizant, DXC, HCL, IBM, NTT DATA, Rackspace, Tata Consultancy Services (TCS) and Wipro.



As the analyst puts it, managed cloud services are a primary means for enterprises to get critical support from 3rd party managed service providers (SPs) to help manage cloud environments. The enterprise need to utilise managed services to meet critical requirements, such as more agility and/or speed from IT, increasing revenue to build revenue-generating products and services faster, and simplifying and standardising infrastructure and application platforms, drive such needs.

Furthermore, in gaining the business and technical benefits of managed cloud services enterprises are using managed SPs to transform IT into a set of cloud-based capabilities demanding supporting areas, such as application portfolio rationalisation and modernisation, expertise with public cloud services providers, and legacy application technology expertise. However enterprises point out challenges in using managed cloud services in some key areas, and express concerns cloud cannot support the operational/performance requirements of critical applications.

"Expanding adoption of cloud capabilities involving private, public, and hybrid options as well as the use of a multitude of vendors to meet critical business and technology objectives is creating increased complexity for buyer organizations in ensuring the performance of their clouds," IDC says. "Ensuring successful use of managed cloud services from managed service providers to deliver optimal performance of client cloud requirements requires buyers to assess a broad set

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of factors involving strategic planning, talent, governance structure, risk management, track record, and engagement process."

While the managed SPs highlighted by IDC show many similarities in the capability to support a broad portfolio of managed cloud services, players to differentiate through key factors involving the degree of focus on technologies across applications and infrastructure, innovative capabilities and financial models.

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