Agile, DevOps & Automated Software Development Services

Client Perspective Report
Abstract

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Who Is This Report For?

NelsonHall's "Agile, DevOps and Automated Software Development Services" client perspective report is a comprehensive report designed for:

- Sourcing managers investigating key drivers of the use of vendors for Agile, DevOps and Automated Software Development Services

- Operational decision makers exploring the benefits and inhibitors of undergoing agile, DevOps and automated software development initiatives

- Vendor marketing, sales and business managers developing strategies to target agile, DevOps and automated software development opportunities

- Financial analysts and investors specializing in the IT services sector, including Agile, DevOps and Automated Software Development Services.

Scope of the Report

As part of NelsonHall's most recent Agile, DevOps and Automated Software Development Services market analysis, in addition to interviewing leading Agile, DevOps and Automated Software Development Services providers globally, our research extended to a survey of these vendors' clients. Through this survey, we met with clients of these vendors, representing a range of geographies, industries, size, scope of services, and various levels of maturity in their sourcing of Agile, DevOps and Automated Software Development Services.

Each interview was conducted to cover several focus areas to gain a comprehensive understanding from the client perspective of their experience as a buyer of Agile, DevOps and Automated Software Development Services in the current marketplace. This was specifically designed to understand, not only the perception of vendor performance in meeting client needs currently, but also their ability to meet the clients' needs in the future. The survey focused on the following key areas:

1. Agile, DevOps and Automated Software Development Services usage
2. Benefits derived from Agile, DevOps and Automated Software Development Services
3. Vendor approach to benefit delivery
4. Client satisfaction
5. Client future expectations and vendor ability to meet these future requirements.

For each of these focus areas, we asked clients to rate various attributes including services used, service satisfaction, benefits sought, benefits importance, vendor approach, and overall performance satisfaction.

Key Findings & Highlights

Agile, DevOps & automated software development clients express moderate overall satisfaction with their vendors' current ability to deliver agile services, with an average rating of 4.0 points out of 5.0. Eighty-percent of all clients expressed high or very high satisfaction with the services received from vendors.

Clients are most likely to see vendors not meeting their expectations in two areas, both of which impact the achievement of the high-importance benefits. The first commonly cited area where vendors are challenged is in communicating with their clients, which allows them to properly set expectations, demonstrate value and raise issues or concerns. It also helps improve time to market as miscommunication can impede making progress. Secondly, clients expressed concern about the potential for quality issues.

Clients are placing importance on a broad set of vendor delivery capabilities, with all but one identified delivery approach highly important to a majority of clients. The highest importance capability, the use of automated development tools (highly important to 85% of clients) also had the lowest level of client satisfaction (40% of clients are highly satisfied).

Looking forward, clients continue their focus on vendors that can apply their broader experience and knowledge to improve delivery for the client.

For vendors that can deliver thought leadership and provide consulting that enables clients to transform internally, clients are looking to expand on existing relationships. In part, these future relationships are driven by the vendor's ability to deliver best practices and innovation.

Clients have repeatedly expressed the priority they place on vendors bringing thought leadership and incorporating innovations in the delivery of services. However, clients are significantly less satisfied with how vendors are delivering best practices to improve suitability for future requirements. Less than half of clients are highly or very highly satisfied with the innovation and best practices delivered by their vendors.

Clients are clearly looking for vendors that can use their broader experience and knowledge to bring new best practices and lessons learned from other engagements that improve service delivery and an ownership mindset that leads them to bring these ideas and innovations proactively.

Contents

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