



# IT Services: End-to-End Cloud Infrastructure Management Services

## Market Analysis

### Report Abstract

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96 pages

### Contents of Full Report

1. Changing Shape of Cloud Infrastructure Services
2. Customer Requirements
3. Market Size and Growth
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5. Vendor Offerings and Capabilities
6. Delivery of Cloud Infrastructure Management Services
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8. Vendor Challenges and Success Factors

Appendix 1: Vendors Researched

Appendix 2: Glossary

## Who is This Report Assessment For?

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NelsonHall's end-to-end cloud infrastructure management services report is a comprehensive market assessment report designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and cloud infrastructure management services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

## Key Findings & Highlights

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NelsonHall's market analysis of cloud infrastructure management services consists of 96 pages.

Organizations are utilizing cloud infrastructure management services as an enabler for wider digital transformation and to enhance overall experience.

Key requirements for cloud infrastructure management services include the ability to monitor, manage, automate, and orchestrate in a SaaS-based CMP model across hybrid multi-cloud. Enabling cloud optimization including software license management and utilizing cloud-native tools, and enhancing security, governance, and compliance through increased monitoring (secure & compliant ops). Also, ability to scale and optimize workloads; and increased agility, flexibility and resiliency, improved visibility, control and optimization of usage through FinOps, and enabling SRE-led operations

Vendors are developing new skillsets including machine coaches, domain SMEs, data scientists, automation, and AI architects, CX leads, service resiliency engineers, cloud architects, and cloud DevOps orchestrators. In addition, expediting resources building automation use cases, including low code/no code, and system capability by industry, and dedicated automation and AI leads by client account.

Vendors are taking a collaborative design thinking approach to cloud transformation to co-create and innovate with clients to support business outcomes. They are further utilizing AI and analytics in the initial cloud advisory and assessment stages to improve the overall cloud transformation roadmap.

Vendors are further developing dedicated CoEs and innovation centers in support of cloud infrastructure management services. There is increasing investment in sustainability platforms and practices to enable clients to reduce carbon consumption in support of their Environmental, Social and Governance (ESG) initiatives. Vendors are positioning to become clients' end-to-end sustainability partners, combining IP with a consulting-led approach

## Scope of the Report

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This report analyzes the market for cloud infrastructure management services. It addresses the following questions:

- What is the current and future market for cloud infrastructure management services?
- What are the customer requirements for cloud infrastructure management services?
- What are the benefits/results which vendors have been able to achieve for their clients?
- What cloud infrastructure management services are organizations buying from IT services vendors?
- What is the size and growth of the cloud infrastructure management services market?
- Who are the leading vendors within the cloud infrastructure management services market?
- What are the vendor selection criteria, challenges, and critical success factors for vendors targeting cloud infrastructure management services?

## About The Author

John is a Senior Research Analyst at NelsonHall. He is a member of the global IT Services research team with shared responsibility for IT Services research with Dominique Raviart, Eric Levine, Kishore Gorti, and Mike Smart.

John assists both buy-side and vendor organizations in assessing opportunities and supplier capability in IT Services. John covers IT Services research in the areas of Digital Workplace, Cognitive IT Infrastructure, and Cloud Infrastructure Brokerage, Orchestration, and Management.

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