



Digital Manufacturing Services

IBM GBS

Report Abstract

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16 pages

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Who is This Vendor Assessment For?

NelsonHall's digital manufacturing services profile on IBM GBS is a comprehensive assessment of IBM GBS' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital, industrial IoT, and industrial IT services
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector and examining growth areas within IT services.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes IBM GBS' offerings and capabilities in digital manufacturing services.

IBM GBS highlights the IBM background in the manufacturing sector thanks to its high-tech background. The company still has manufacturing plants, where it deploys new technologies such as computer vision-based quality inspection for 30k electronic components. In line with its manufacturing presence, IBM also has invested in its supply chain, for instance, around truck routing optimization and track-and-trace. It spends annually approximately \$6bn in supply chain and procurement.

As a result of this manufacturing background, IBM has developed internally IT applications, some of which have become software products, e.g., SiView, an MES mainly used by semiconductor and electronics firms in Japan, China, and Taiwan, expanding outside of the electronics industries. Also, with its Maximo software product, the company has a tier-one presence in enterprise asset management.

Note that software products such as Maximo are out of the scope of this study on digital manufacturing services.

Scope of the Report

The report provides a comprehensive and objective analysis of IBM GBS' digital manufacturing service offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Digital Manufacturing Services Vendor Assessments also Available for:

- Accenture
- Atos
- Capgemini
- Cyient
- DXC
- IBM
- Infosys
- Samsung SDS
- Sopra Steria
- Tata Elxsi
- Tech Mahindra
- T-Systems
- Wipro.

About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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