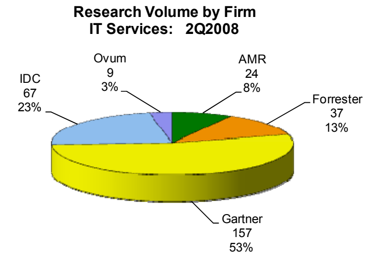
IT Services
- C&SI
- Managed Svcs
- Support Svcs

2Q2008

Charts reflect both firm-level and report-level weighting

Publication volume has decreased slightly for 2Q2008 to just under 300 reports, following two quarters with approx 360 reports. This is still above the 270 report/quarter average over the last six quarters.

Gartner continues to publish about half of all reports relevant to the IT Services market. IDC and Forrester generate about 20% and 13% of the coverage, respectively. Coverage from Ovum, and AMR fluctuate significantly quarter-to-quarter.



For five of the past six quarters, IBM has captured the #1 position for Share-of-Voice (SOV). IBM also has received strong positive coverage that effectively translates its SOV into positive Net Market Impact (NMI), clearly capturing the #1 position for NMI over the past six quarters. IBM dominates NMI generated by Forrester, Gartner, and IDC.

HP and EDS have received significantly increased coverage specifically over the most recent quarter, related to HP's acquisition of EDS. Analyst coverage has been largely positive, particularly for HP as analysts believe that HP has needed to make a definitive move in services for at least the last two years.

The service groups within Oracle and SAP received slightly greater SOV than dedicated firms including Accenture, Capgemini, and Deloitte. However, whenever Accenture receives coverage, the tonality is almost always positive, allowing Accenture to translate its SOV into a strong position for NMI. Accenture and IBM receive the most positive coverage.