



# Middle East and Africa IT Services Expanded Country Set

AN IDC REPORT SERIES

IDC's *Middle East and Africa IT Services Expanded Country Set* research provides insight into the region's IT services markets at a multidimensional and strategic level. It analyzes and quantifies opportunities and market dynamics across the Middle East and Africa (MEA) and pinpoints key trends in IT services delivery, such as outsourcing and business solutions.

## Markets and Subjects Analyzed

- Systems integration: network consulting and integration, systems integration proper
- Support services: hardware and software support and installation
- IS consulting
- Outsourcing: application management, information systems, network and desktop outsourcing, hosted AM, hosting infrastructure services
- Custom application development and applications consulting and customization
- IT training and education
- Overall IT services spending\*
- Spending by IT services foundation market
- In-depth assessment of each IT services foundation market
- Migration to IT services by product and software vendors
- IT services vendor analysis
- Key trends in IT services such as outsourcing and business solutions
- Drivers and inhibitors of IT services spending
- Forecast of spending to 2015 by IT services category

## Core Research

- IT Services 2011–2015 Forecast and 2010 Vendor Shares studies for the following countries: Egypt, Israel, Morocco, South Africa and Turkey

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: [Middle East and Africa IT Services Expanded Country Set](#).

## Key Questions Answered

1. What is the size of the IT services market? How is it structured in each country (by type and vertical industry)?
2. How will the different MEA IT services markets grow over the next five years?
3. Which are the leading players in each competitive category?
4. What are their strategies for the future?
5. Which services are in demand in each industrial sector of these markets?
6. What are the key growth areas in the IT services market in MEA?
7. To what extent will developments in the MEA IT services market mirror European and worldwide service trends?

## Scope of Coverage

Countries	Services	Vertical Markets
Egypt	IT Consulting, Systems Integration, Network Consulting and Integration, IS Outsourcing, Application Management Outsourcing, Hosted AM, Hosting Infrastructure Services, Network and Desktop Outsourcing, Custom Application Development, Applications Consulting and Customization, Hardware and Software Support and Installation, IT Training and Education	Agriculture, Construction and Mining, Oil and Gas, Discrete Manufacturing, Process Manufacturing, Transportation, Telecommunications, Broadcasting and Media, Utilities, Retail, Wholesale, Banking, Insurance, Financial Services, Business and Legal Services, Local Government, Central Government, Healthcare, Education, Home, Other
Israel		
Morocco		
Other Gulf		
South Africa		
Turkey		

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## Competitive Analysis

IDC's *Middle East and Africa IT Services Expanded Country Set* research examines how leading IT providers are positioning themselves to compete in this market. The service examines strategies, market positioning, and future direction of leading providers, including but not limited:

Accenture, al Alamiaiah, Atos Origin, Business  
Connexion/Comparex, Capgemini, Computer Network Systems,  
Deloitte & Touche, Ebttikar, Emirates Computers, Emitac, GBM,

HP, IBM GS, Injazat, Jeraisy Group, Jumbo Electronics,  
LogicaCMG, Matrix, MDS, Ness Technologies, SAP, Satyam, and  
SBM.

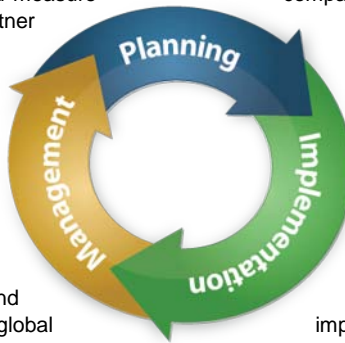
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## Related Offerings

IDC provides you with the necessary intelligence to optimize, guide and support all aspects of the business planning life cycle from strategy and budget planning, through implementation, to ongoing measurement and assessment of results.

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**Events:** Network with industry colleagues and gain practical and strategic insights from groundbreaking research presented by IDC and industry experts. IDC events bring together technology buyers looking for the latest best practice research and sellers offering insights into how decision makers can use technology to gain competitive advantage and improve business value.

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