

2009 Top High-Tech and ISV ITO Vendors, Black Book Survey 2009 Results

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Abstracts

In 2009, the Black Book high-tech and ISV ITO user survey investigates over 337 contracts held by 61 of the leading technology services firms and companies globally.

18 key performance indicators (KPIs) or criteria are employed, scored for each respective vendor by client type and ranked on a 1–10 scale per KPI.

Key findings

Key finding: most important customer satisfaction KPIs

Customization, scalability, innovation and best of breed technology/quality improvement are the most important attributes influencing high-tech and ISV ITO clients' satisfaction with their 2009 outsourcing providers.

Key finding: vendor dissatisfaction is uncommon in the high-tech and ISV industry outsourcing marketplace among top-ranked suppliers

Strong satisfaction is common in this niche services sector, reported by 14.4% of all clients globally. UK and US clients are among the most satisfied with high-tech and ISV services delivery, with 20.4% reporting high vendor approval. Strong dissatisfaction with offshore outsourcing vendors was reported by 7.9% of all surveyed clients with 2009 projects.

Key finding: comprehensive services vendor arrangements from a comprehensive/end-to-end high-tech and ISV vendor produce the highest satisfaction rates

Single vendors offering comprehensive research services to corporate clients ranked highest in the overall survey.

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