

# **Social Technology Strategy and Outlook - South Africa 2012-2013, 2nd Edition**

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## **Abstracts**

The Global Software Industry today is a \$267Bn market that drives many technological and societal innovations. The industry contributes to overall productivity and growth of the economy because of the high levels of competitiveness and innovation it brings to other industries, and the enabling role IT plays in changing the way other sectors do business every day. Having recovered from a stagnant year in 2010, the global software market grew by 8.2 per cent and reach \$267Bn (£165bn) in 2011. Despite the worrying economic situation, no dramatic cuts to enterprise IT budgets were seen in 2011 and same will be the case going forward from 2012 to 2020. In-fact over the next four years, the market will achieve a compound annual growth rate of 7.7 per cent, reaching revenues of \$358Bn (£222bn) in 2015, during 2015 to 2020 the market will grow at a compound annual growth rate of 5.2 per cent reaching \$462Bn (£286bn) in 2020 as companies use software to tackle huge increases in data and improved enterprise mobility.

Global Social Media revenue has reached \$10.3Bn in 2011, a 41.4 per cent increase from 2010 revenue of \$7.3bn. Worldwide Social Media revenue is forecast for consistent growth with 2012 revenue totalling \$14.9Bn, and the market is projected to reach \$29.1Bn in 2014, \$58.1Bn in 2016, will touch magical mark of \$100Bn towards early part of 2018 and by the end of 2020 it will grow substantially closing at around \$233bn.

While presently North America, Europe and Asia Pacific are substantial contributors in Social Media Marketplace there would be substantial reorganization. Asia and Oceania which contributed 30.60 per cent of global Social Media revenue in 2010 will be contributing around 35.90 per cent by 2020. North America and the Caribbean which contributed 27.60 per cent of global Social Media revenue in 2010 will be contributing

around 18.70 per cent by 2020. Europe which contributed 25.30 per cent of global Social Media revenue in 2010 will be contributing around 16.30 per cent by 2020. Latin America which contributed 7.80 per cent of global Social Media revenue in 2010 will be contributing around 13.60 per cent by 2020. Middle East which contributed 4.90 per cent of global Social Media revenue in 2010 will be contributing around 6.60 per cent by 2020. Africa which contributed 3.80 per cent of global Social Media revenue in 2010 will be contributing around 9.20 per cent by 2020.

Today Social Technology is emerging as a way not only for doing marketing, branding, and getting the customer satisfaction and employee satisfaction pulse but also in product improvement, strategy formation, business modeling and many other key business areas. Social Technology market includes spending in technologies having direct relationship to Social Computing. Whether it is Grid or Cloud Computing or Linked Data Infrastructure and Even Mobile Application Platform all comprise Social Technology Market. The size of Social Technology market as of now is \$35Bn and will grow to \$123Bn by 2015 and \$552Bn by 2020.

Social Technology Strategy and Outlook - South Africa 2012-2013, 2nd Edition provides a detailed analysis of Social Technology with focus on South Africa market. HnyB Insights is working in the field of Social Media for a long time and hence it has tremendous experience in the field. Professional from HnyB Insights knows each aspect of Social media very well which helps HnyB Insights to generate new business ideas, form new strategies and Create Innovative Product Ideas.

## **Overview**

The Internet has always been a social medium. It is unique because it is the first many-to-many communication channel, while the telephone is one-to-one and broadcast is one-to-many. The Internet is so unique because it has always been all about a common man being able to communicate with the rest of the mankind. As e-mail became more ubiquitous, discussion forums sprang up and never went away delivering knowledge to millions and people learned how to build web sites which was cheap and required neither a permit nor an advanced degree. Blogging brought together the power of the conversation with a giant leap forward in ease of use. Flickr and YouTube made uploading pictures and videos a snap. Then Facebooks and Twitters of the social world made opt-in, instant messaging so simple, it couldn't help but catch fire or create a perfect storm. It is the "great playing field leveller", allowing David to square off against the media-controlling Goliath. Internet which was always a hyper drive communication tool has now become a nuclear-powered communication tool on steroids, Technology

enabled Social Communication or Social Networking and Social Media in general term.

Social Technology is a tool which allows anybody to communicate with everybody. In other words, audience/consumer-generated content distributed through easy-to-access online tools. Social Technology is capturing media, business, political, and scholarly attention. Hence their spectacular growth and the public attention they command are attracting a significant amount of research and media scrutiny. While the impact of this emerging technology development is huge it is important not to get lost in heaps of data generated on this subject. In order to leverage the true power of Social Technology one need to understand this phenomena which is a true convergence of Human Psychology, Media and Technology. Technology being the driver is a vital part of this development but the key is to understand that People are at the centre of any Social Technology initiative.

HnyB Insights due to its understanding of multiple aspects of the Social Technology ecosystem along with consolidated experience of tracking every player of this value chain for years provides knowledge and intelligence on the subject. HnyB Insights' research provides granular as well as broad base perspective on diverse segments of this marketplace. HnyB Insights' reports not only defines market but also give elaborate understanding on dynamics and relationships inherent to the marketplace as well as cause analysis to uncover future directions and outlook.

This extremely popular report Social Technology Strategy and Outlook - South Africa 2012-2013, 2nd Edition from HnyB Insights on Social Technology landscape focuses on the market in South Africa. The report extensively covers market dynamics and highlights the market trends on one hand and identifies the factors responsible for the adoption of Social Technology as well as issues impacting it's growth in the underlining market on the another.

The report provides an exhaustive 360 degree analyses of the marketplace while covering key market features, important players, relevant factors and information on competitive environment. The report further provides clearly defined opportunities for players in this high potential high growth social marketplace. The growth in this segment depends heavily on new innovations in technology and continuous evolution of business models. There are many questions that need answers, some of these issues this report sheds light on are:

What technologies and platforms should be supported and when?

What features and types of solutions should be added and when?

Which product lines be consolidated or vertical be looked upon?

How solution providers position themselves?

This report is a resource for all those active or intend to be active in this high potent market as it not only foresee future of Social Technology in highly competitive South Africa market but also provides ample knowledge to succeed in this dynamic business landscape.

## **Why This Report**

Today's business decision-makers need deeper understanding of the markets they operate in. Along with thorough insight about the markets and its inherent dynamics they should also be abreast of the latest events in their area of operation as they face unprecedented challenges created by extremely competitive environment. This Report from HnyB Insights provides strong fact-based foundation for solid business strategy. Market information like size, segmentation, and active players along with market intelligence & analysis from an independent third party like HnyB Insights, having extensive experience, resources and network to cater to market intelligence requirement of world's top companies, adds clarity to decision making or can provide validation for key decisions helping organization march towards success.

## **Highlights**

Given the breadth and complexity of the challenges faced by stake holders in Social Technology ecosystem, active players, vendors and enabling technology suppliers need a clear assessment of the industry's future, which is provided extensively in this research.

The report identifies the top players involved in this high opportunity advance social technology segment, categorize them according to various parameters, and evaluate their dominant strategies. Further, the leading Social Technology solution providers are profiled and key patterns of success and failure in past are discussed.

The report also looks at and enumerate the drivers for, and barriers to, growth of Social Technology in present environment and markets.

This report provides detailed overview of the underlying technology, its trends and current directions providing tools that players need to tackle key industry challenges across each link in the value chain.

The report innumerate the current conditions in the industry, discuss fundamental background issues and present detailed forecasts accompanied by practical strategic

advice offering a sweeping examination of the marketplace.

The report highlights the factors responsible for the inherent trend in the market as well as includes a useful set of market data and recommendations in order to help reader understand the current and future market dynamics.

The report provides extensive coverage in easy to understand format and comprehensive analysis and strategic discussion. Further it includes information on value, volume and segmentation, provides exhaustive analysis of the industry's prospects, competitive landscape, market dynamics and leading players.

The report provides excellent understanding and has exceptional clarity while elaborating on some of the most complex concepts and summarizes all the vital issues and present detailed insight about the technology accompanied by practical examples and examination.

## **Audience**

This report is targeted towards business visionaries and leaders including those associated with Social Technology and Product Companies including those active in Social Networks, Social Media and related segment as well as applications & middleware vendors, mobile handset vendors, intermediaries and third party service providers like Value Added Service Providers, Testing labs, R&D Centers, System Integrators, Applications Service Providers and IT Resource Management companies.

This research is also appropriate for: IT Managers, Government Departments & Regulators, Value Added Service Providers, IT firms that are targeting or intending to target social technology solutions landscape, and any & every organizations that plan to tap lucrative social media and networking market or contemplating use of social enabled solutions to enhance overall productivity.

This research is widely used across the social media industry especially by those at the top of innovation chain. Further due to extensive coverage in easy to understand format and comprehensive analysis and strategic discussion makes report condensed knowledge booster for other professionals or students interested in business of social technology.

The primary audience for this research report consists of managers and executives involved with the highest levels of the strategic planning process, and consultants who

help their clients with this task. The user will not only benefit from the hundreds of hours that went into the methodology and its application, but also from its business centric perspective and high quality strategic insights. Being an exceptional research resource on the subject, this report will support high caliber strategic planning professionals, determined to succeed and willing to go an extra mile, in making better business decisions.

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