

Ovum Services Index 2010

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Abstracts

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Introduction

The Ovum Services Index began in January 2006, previously known as the ComputerWire Global Computing Services Index and later as the Datamonitor Outsourcing Index. It tracks the share prices of over 50 of the largest publicly traded IT service, BPO, and contact center outsourcing companies and weights them by market capitalization.

Features and benefits

Shows how the stock market has reacted to the IT service, BPO, and contact center markets since 2006.

Compares the performance of services stocks against the S&P 500.

Shows which have been the best- and worst-performing services stocks in 2010.

Highlights

The Ovum Services Index has outperformed the wider market over the last five years, but offered a return of just 9%. In 2009 services companies recovered more from the previous year's stock market crash than many other industry sectors, but the Ovum Services Index has traded in line with the wider market in 2010. Contact center outsourcing companies performed particularly poorly in 2010 as vendors warned of lower-than-expected future revenues due to reduced customer volumes.

Your key questions answered

How have investments in the IT service, BPO, and contact center markets reacted to the global recession?

Which areas of services have been the most lucrative for investors?

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Catalyst
Ovum view
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OVUM SERVICES INDEX

IT service stocks have outperformed the rest of the market since 2006
However, the recovery has seen outsourcing stocks outperform the market
The Ovum Services Index fell 3% in 2010
Indian majors have been the big winners in the recovery
Contact center vendors suffer disastrous 2010
Biggest gainers and fallers in 2010

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Figure: Ovum Services Index service line sub-indices since the start of 2010

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