

1988 INPUT Market Analysis Program Library

MARKET FORECAST REPORTS

U.S. Professional Services Markets, 1988-1993

Includes Consulting, Education, and Training; Software Development; Systems Integration; and Systems Operations markets. Also includes industry sector segmentation

U.S. Software Products Markets, 1988-1993

Includes Systems Software markets (Systems Control, Data Center Management, and Applications Development Tools) and system environment (workstation/PC, minicomputer, mainframe) segmentation. Also includes Applications Software markets and industry sector and systems environment (workstation/PC, minicomputer, mainframe) segmentation.

U.S. Processing/Network Services Markets, 1988-1993

Includes Processing Services (transaction Services, Utility Services, Other) markets and industry sector segmentation. Also includes Value-Added Network Services, Electronic Data Interchange, Electronic Mail, and Electronic Information Services (data bases, news services, and videotex) markets; the report contains industry sector segmentation.

U.S. Turnkey Systems Markets, 1988-1993

Includes Turnkey Systems equipment, packaged software, and customized software markets; the report also covers industry sector segmentation.

ISSUE STUDIES

IBM Systems Application Architecture—Impact on the Industry

A complete review of IBM's Systems Application Architecture (SAA): development progress made, potential challenges/successes, expectations and impact, and market forecast.

CASE—Markets and Opportunities, 1988-1993

Examines issues, trends, and events shaping the Computer-Assisted Systems Engineering (CASE) market; recommends best vendor actions.

Impact of Systems Integration on Professional Service Vendors

Shows how systems integration (SI) is changing the professional services vendor role; examines user requirements and opportunities available to both traditional and full-service professional services vendors.

Emerging Network-Based Information Services Markets

Includes voice and image services, network backup, network operations, network distribution/support for software, business bulletin boards, and consumer information service markets. Vendor opportunities and recommended actions are presented.

Alternate Distribution Channels

Investigates the viability of Value-Added Resellers (VARs) as a channel of distribution for traditional information services.



1988 INPUT Market Analysis Program Library Continued

INDUSTRY SECTOR REPORTS

15 industry-specific market sectors and 7 cross-industry market sectors are forecasted/analyzed in 22 separate Industry Sector Reports.

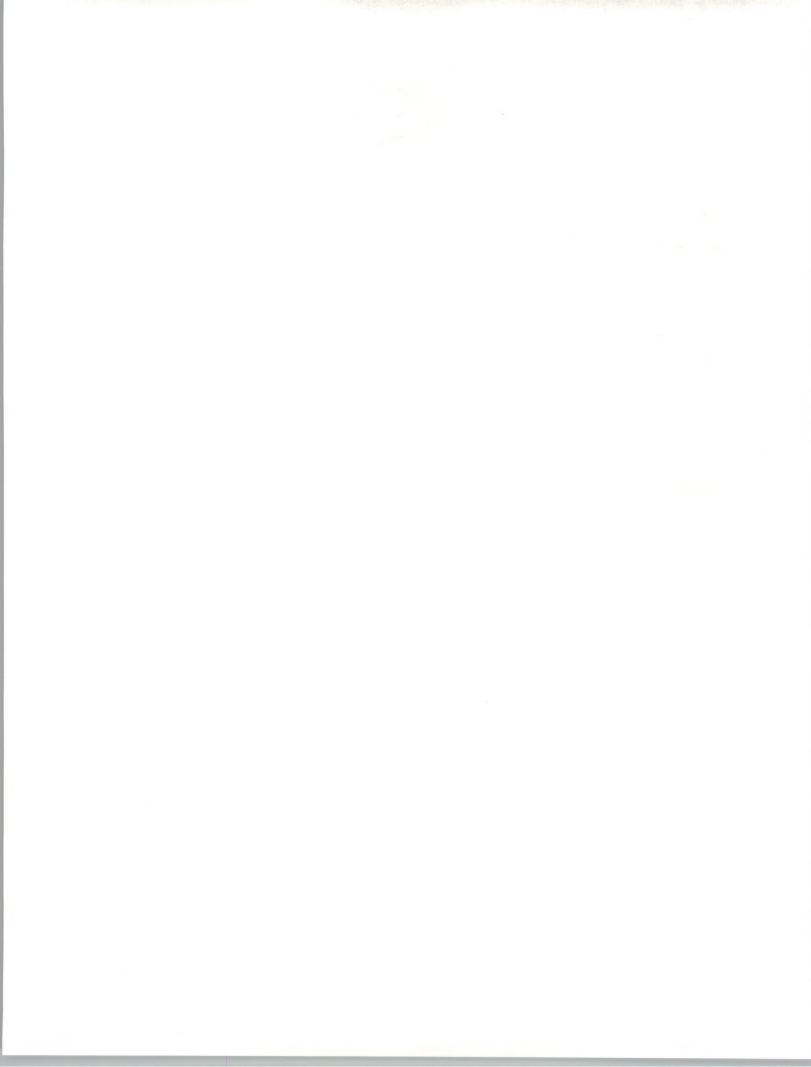
Market Analysis Program Industry Segmentation

Industry-specific sector forecast and analysis

- Banking/Finance
- Discrete/Process Manufacturing
- Distribution (Retail/Wholesale)
- Education
- Medical
- Insurance
- Utilities
- Government (Federal/State/Local)
- Transportation
- Telecommunications
- Service Industry
- Other industry-specific sectors

Cross-industry sector forecast and analysis

- Engineering/Scientific
- Human Resources
- Education/Training
- Planning and Analysis
- Accounting
- Office Systems
- Other cross-industry sectors



1988 INPUT Information Systems Program Library

Annual Information Systems Planning Report

A comprehensive analysis of critical business trends, technology, and information systems issues and budgets.

Data Base Management: Current Trends and Challenges

Thorough assessment of progress made in relational and distributed data base management technology and state-of-the-data administration process.

Workstation Strategies Report Series

Four reports that analyze the workstation technology within the general business systems environment. Topics include:

- Integration of PCs into the central information network
- Use of computers as workstations
- Application design
- Workstation vendor strategies and plans

ISDN and Voice/Data Integration

Concise management perspectives on two critical telecommunications issues.

CASE and Application Development Productivity

Analyzes the application development challenges and examines opportunities offered by Computer-Assisted Systems Engineering (CASE) technology.



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INPUT Federal Information Systems and Services Program Library

Federal Large-Scale Systems Market

Covers the federal market for large-scale systems, including supercomputers. Discusses the growing importance of software in accommodating federal mission needs. Agency strategies for large-scale systems, including the risks associated with major acquisitions, examined and specific procurement opportunities identified.

Federal Mid-Size Systems

Focuses on the federal market for midsize systems, with a view toward both mission and procurement trends affecting the market. Digital's market dominance is compared with IBM's ongoing efforts to penetrate the market, and efforts of the other vendors are covered. Discusses agency strategies and identifies specific procurement opportunities.

NASA Information Services Market

Focusing on the National Aeronautics and Space Administration (NASA), the report analyzes information resources, applications, requirements, and acquisition plans for both headquarters and field offices. The agency's mission orientation and use of advanced information technology are discussed as they relate to future opportunities.

Federal Professional Services Market

Forecasts the professional services market, including consulting, education, training, programming and analyses, facilities management, systems integration, and additional specific opportunities. Contains discussion of the agencies' and vendors' perspectives of the market and factors influencing the marketplace.

Federal Systems Integration Market

Examines industry trends, market sizes and forecasts for the federal systems integration market. Discusses the federal government's replacement of obsolete information systems and acquisition of integrated and turnkey systems. Analyzes economic, competitive, and regulatory factors that will impact the systems integration market.

Federal Telecommunications Market, 1988-1993

Reports on the telecommunications market; discusses current and planned acquisitions of networks and new telephone systems in anticipation of future cost increases and mission requirements. Major issues covered include standards, technology impact, competitive trends, and industry reactions to GSA telecommunications initiatives.

Federal Office Information Systems Market

Identifies and discusses federal office information systems hardware and services being procured by the federal government. Agency strategies and specific procurement opportunities are identified; products and marketing strategies of the major industry vendors in the office information systems market are examined.



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INPUT Electronic Data Interchange Program Library

EDI Service Analysis, 1988-1993

Examines trends demonstrated in the strategies and past performance of established service providers, and the intentions and prospects of new entrants. Alliances, enhanced services directions, and how users' needs are being met are discussed. Segmented EDI services forecasts provide projections on user expenditures for the various components of EDI.

EDI Service Provider Profiles—Update

Discusses all present and several potential providers, breaks down their 1987 market shares by revenue and number of customers, describes their competitive positions, and reports on their EDI successes and failures.

EDI Software Analysis, 1988-1993

Evaluates the directions and prospects of EDI software providers. User needs, market alliances, and directions toward integration with cash, manufacturing, inventory, and transportation management software are discussed. Forecasts are provided.

EDI Software Company Profiles—Updates

Describes the functionality of specific EDI products, including those supporting purchasing/logistics, insurance, and other applications. Market share information based on revenues and number of customers, competitive positions, and wins and losses is reported.

Vertical Market EDI Potentials and Directions

Discusses EDI usage in approximately 30 vertical markets, identifying major users' issues and industry-specific issues. Vertical market user expenditures are broken down for "mainline" (i.e., purchasing/logistics) EDI; health, property, and casualty insurance implementations; and other forms of EDI.

Value-Added Network and Data Services European Market Directions

Examines growth opportunities for VAN and applications services, including EDI, on-line data bases, EFT/POS, and others. Key issues affecting vendors and users are discussed and the European telecommunications environment analyzed. Market sizes and forecasts are provided with recommendations for existing and future participants.

X.400 Products and Services

Describes the nature of this emerging international messaging standard, its relationship to electronic mail and voice and video communications, and its implications for EDI. Directions toward universal messaging through internetworking are discussed, as are services and software supporting the standard.

EDI and Professional Services

Examines software customization, systems integration, education/training, and facilities management in relationship to EDI implementations. Vendor offerings are described, opportunities identified, and recommendations to users and providers offered.

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INPUT Customer Service Program—Europe Library

Western European Service Market Analysis Report, 1988-1993

This annual report presents and summarizes the data collected from INPUT's annual survey of the customer service users in the European computer industry. Presents customer service data that Service/Marketing management can use to compare their company performance to that of their competitors and to contrast varied performance factors between different country markets (hardware systems are categorized as Small, Medium, or Large). Covers Service/support for both information systems and software, including importance and satisfaction levels for response times, fix times, and systems availability. Market size and vendor share information, user preferences on bundling, training requirements, and future service needs are also included.

Independent Maintenance (TPM), Western Europe, 1988-1993

Examines and analyzes trends and opportunities for TPMs in Europe. The report includes evaluation of the largest individual-country markets and TPM vendor profiles. User attitudes toward TPM are analyzed.

Pricing Trends: Western European Customer Service

This report examines and analyzes customer perceptions of the level of importance and acceptability of service pricing for software and hardware support.

Information Systems Education and Training, 1988-1993

The education and training market will exceed \$3 billion in Western Europe by the early 1990s. Growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technology changes, increased range of software productivity tools, and the growth of end-user computing. The report examines this market in detail and identifies areas of future growth, marketing strategies being adopted, and user attitudes/needs in an area with a scarcity of skilled people but a burgeoning need.

Automated Service Systems

This concise report provides a synopsis of the state of the art and opportunities for implementing automated service systems.

Disaster Recovery in Western Europe

Hot and cold recovery services are examined, together with an analysis of customer importance perceptions for these backup services. Market opportunities are discussed.

Inventory Control of Spares in Western Europe

This report provides a consultative review of the range of spares inventory strategies available to the service manager to achieve service and cost optimization. User attitudes and experience with spares-related issues are presented.

Changing User Requirements, 1988-1993

This report provides an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis is broken down by country and by industry.

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1988 INPUT Systems Integration Program Library

Systems Integration Buyer Issues and Trends Report

Assesses the driving forces behind systems integration and the issues facing this systems development process from three points of view: corporate/senior management, the Information System function, and the users of the resulting system. INPUT draws on its ongoing assessment of the IS environment of large organizations and numerous systems integration case studies.

Systems Integration Competitive Analysis Report

Examines competitive environment, prime and subcontractor relationships, primary and secondary marketplaces, and alliances.

Systems Integration Forecast and Trends Report

Forecasts user expenditures for systems integration over the next five years; also covers industry segmentation and SI component service segmentation. Includes reconciliation of prior forecasts. Identifies trends and forces driving growth.

Systems Integration Project Profiles

Systems Integration Project Profiles identify and track both federal and nonfederal systems integration projects. The data base covers important projects already awarded and also contains preaward Systems Integration project information.

Project Profiles include:

- Contractor Information
- Business Problems
- Major Tasks
- Contract Information
- Project Component Analysis
- INPUT insights



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INPUT Customer Service Program Library

U.S. Customer Service Market Analysis: 1988-1993

Illustrates the size of the current market for customer services in the U.S. and growth expectations over a five-year forecast period. Also discusses key trends and occurrences that will affect service growth and delivery over the next 5 years.

Analysis of Large-Systems Service

Analyzes the performance of leading large-systems vendors in the areas of hardware maintenance, software support, and professional services. Third-party maintenance issues, such as system availability and the key elements of service and support, are also identified.

Analysis of Small-Systems Service

Analyzes the service requirements of users of the following small-systems products: AT&T 3B, Concurrent Computer Corporation 32XX, Data General MV Series, DEC PDP 11/XX, DEC VAX 8XXX, HP 3000, IBM 9370, IBM Systems 38, Prime 9X5X, and Wang USSS. Each analysis examines contracted service coverage, product reliability, and vendors' abilities to optimize system availability.

Analysis of Third-Party Maintenance

Examines the ever-changing requirements for service and support, as reported by third-party maintenance users. Measures TPMs' ability to satisfy service and support needs, both in traditional hardware maintenance activities and in the increasingly important areas of software support and professional services. Analyzes what draws users to TPM and points out future growth areas for TPM organizations.

