



Worldwide

Information Services Program

Worldwide Market Forecast Compendium 1995-2000

October 1996

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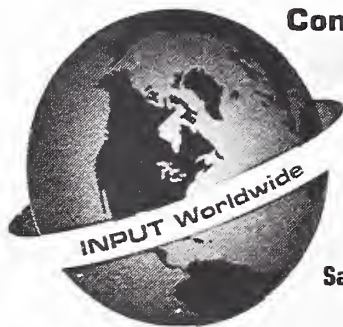
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- Product/service opportunities
- Customer satisfaction levels
- Competitive positioning
- Acquisition targets

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- Peer position

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Worldwide Information Services Program

***Worldwide Market Forecast Compendium,
1995-2000***

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Introduction

A

Objective

This *Worldwide Market Forecast Compendium, 1995-2000* is a compilation of all the country and regional forecasts published in the 1996 profiles issued as part of INPUT's *Worldwide Information Services Program*.

The intent of this compendium is to provide a concise reference document containing all INPUT *Worldwide* forecasts. For those wishing to refer only to forecast data, it is simply structured, easy to use and can be readily transported. Those wishing a more complete analysis—including (for each country) a geographic area definition, economic overview, market forecast analysis, leading vendors and IT spending—will find that information in each country or regional profile.

B

Report Size and Scope

This Compendium provides the full information services market forecasts for the world, five regions, 31 countries and three country groupings. Each forecast provides five year market size estimates for up to eight product or service categories. The following forecasts are included in this report:

Worldwide Forecast

Regional Forecasts

- Asia/Pacific
- Europe
- Latin America
- Middle East/Africa
- North America

Country Forecasts

- Argentina
- Australia
- Austria
- Belgium
- Brazil
- Canada
- China
- Denmark
- Finland
- France
- Germany
- Greece
- Hong Kong
- India
- Ireland
- Italy
- Japan
- Mexico
- Netherlands
- Norway
- New Zealand
- Portugal
- Singapore
- South Korea
- Spain
- Sweden
- Switzerland
- Taiwan
- United Kingdom
- United States
- Venezuela

Country Groupings

- Central/Eastern Europe
- Other Asia/Pacific
- Other Latin America

C**Report Structure****1. Forecast Matrices**

This report contains five-year forecasts for eight product/service categories—professional services, systems integration, outsourcing, processing services, network services, applications software, systems software and turnkey systems—for each country and region. Where information is available, sub-categories—e.g. electronic information services and network applications as subsets of network services—have also been included. When sufficient data is not available to make a forecast for any information sub-element, or where the expenditures for a product or service are too small to be effectively measured, that element is not included in the forecast matrix.

Each matrix provides the 1994 actual market size, and 1995 through 2000 forecasts of market size for the measured entity. All forecasts are in millions of U.S. dollars (\$M). Growth percentages for 1994 to 1995 are provided, and compound annual growth rates (CAGR) are indicated for the 1995 through 2000 forecasts.

2. Report Chapters

The balance of this report is organized as follows:

- Chapter II contains the worldwide forecast
- Chapter III contains the Asia/Pacific regional forecast and ten country or country-grouping forecasts
- Chapter IV contains the European regional forecast and 17 country or country-grouping forecasts
- Chapter V contains the Latin American regional forecast and four country or country-grouping forecasts
- Chapter VI contains the Middle East/Africa regional forecast
- Chapter VII contains the North American regional forecast and three country forecasts

In prior worldwide reports, Mexico was included in the Latin American region, but as a result of the North American Free Trade Agreement (NAFTA), Mexico's economic ties with the United States have been further strengthened, and it is now included in the North American region, where INPUT feels it more logically belongs. Because of its growing economic influence, China has been included in the Asia/Pacific market for the first time, and a separate forecast provided for that nation.

D

Definitions

The reader of this forecast compendium is referred to INPUT's 1996 document, *Definition of Terms*, for clarification of the definition of any product/service category or sub-category. That document offers definitions and explanations of all product/service terms used by INPUT in preparing its market analyses and forecasts. The *Definitions* book is available without charge from your local INPUT office.

E**Methodology**

Much of the data on which this compendium is based was gathered as part of INPUT's ongoing Market Analysis Program. Market sizes and growth rates are based upon INPUT research and interviews with both local and multi-national vendors serving the indicated geographies.

Rounding - In some instances, sub-totals in a forecast may not add to indicated totals due to rounding at either the sub-total or total levels (or both). Such differences are minor and do not affect the validity of the forecast.

F**Forecast Data Base**

This report is also shipped with a 3.5" disk containing all forecast matrices in Excel spreadsheet format. All the spreadsheets, except for the European region, use summation algorithms and percentage and compound growth formulas to calculate some values. If a client wishes to try different expenditure levels for various product/service sub-categories, the product/service total and yearly total will be recalculated automatically, and percentages updated accordingly. The result should be saved under a new file name to protect the integrity of the data base for this report.

The data in the European spreadsheets has been "hard-entered." That is, the totals and percentages are all entered directly into the cells and are not the result of calculations. If desired, the total cells can be redefined as calculated values, with only small changes to the printed values, and percentages (if changed to formulas) will remain unchanged.

For ease of reference, the following is a list of file names on the disk:

<u>File Name</u>	<u>Country or Region</u>
RAPAF06.XLS	Asia/Pacific Region
LARGF06.XLS	Argentina
AAUSF06.XLS	Australia
EAUSF06.XLS	Austria
EBELF06.XLS	Belgium
LBRAF06.XLS	Brazil
NCANF06.XLS	Canada
ECEUF06.XLS	Central/Eastern Europe
ACHIF06.XLS	China

EDENF06.XLS	Denmark
REURF06.XLS	European Region
EFINF06.XLS	Finland
EFRAF06.XLS	France
EGERF06.XLS	Germany
EGREF05.XLS	Greece
AHKGF06.XLS	Hong Kong
AINDF06.XLS	India
EIREF06.XLS	Ireland
EITAF06.XLS	Italy
AJPNF06.XLS	Japan
RLAMF06.XLS	Latin American Region
RMEAF06.XLS	Middle East/Africa Region
NMEXF06.XLS	Mexico
RNAMF06.XLS	North American Region
ENETF06.XLS	Netherlands
ENORF06.XLS	Norway
ANWZF06.XLS	New Zealand
AOAPF06.XLS	Other Asia/Pacific
LOLAF06.XLS	Other Latin America
EPORF06.XLS	Portugal
ASINF06.XLS	Singapore
ASOKF06.XLS	South Korea
ESPAF06.XLS	Spain
ESWEF06.XLS	Sweden
ESWIF06.XLS	Switzerland
ATAIF06.XLS	Taiwan
EUKF06.XLS	United Kingdom
NUSAF06.XLS	United States
LVENF06.XLS	Venezuela
WWF06.XLS	Worldwide

For those wishing to save these files on another medium, there are 40 files occupying 489K bytes of storage.

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Worldwide

This chapter presents the information services market forecast for the world for the period 1995-2000. The forecast is a consolidation of the following five regional forecasts:

- Asia/Pacific
- Europe
- Latin America
- Middle East/Africa
- North America

The individual regional forecasts are presented as the first exhibit in each of the five following chapters. The worldwide forecast is offered at the product/service category level only, since a consolidation can be made only at the lowest level provided for any of the five regional forecasts. For the period 1995-2000, all regional forecasts, except Europe, were made at the product/service category level.

Exhibit 1

Information Services Market Worldwide, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
WORLDWIDE TOTAL	318,696	11%	352,586	392,316	439,805	490,518	553,459	619,008	12%
Professional Services	76,121	8%	82,473	89,254	98,164	107,220	118,315	128,344	9%
Systems Integration	22,036	11%	24,492	27,938	32,057	36,536	41,870	47,527	14%
Outsourcing	26,829	19%	32,016	37,220	44,038	51,908	61,500	72,155	18%
Processing Services	42,596	8%	45,961	49,040	53,319	57,249	61,912	66,250	8%
Network Services	26,124	15%	29,981	34,614	40,759	47,757	56,618	67,002	17%
Applications SW Products	47,885	14%	54,492	63,707	73,239	83,239	96,780	111,114	15%
Systems SW Products	43,688	9%	47,414	51,866	56,231	60,976	66,897	72,998	9%
Turnkey Systems	33,417	7%	35,757	38,677	41,998	45,633	49,567	53,618	8%

Source: INPUT



Asia/Pacific

This chapter presents the information services market forecast for the Asia/Pacific region. A regional summary at the product/service category level is provided, and separate country (or country grouping) forecasts are included for:

- Australia
- China
- Hong Kong
- India
- Japan
- New Zealand
- Singapore
- South Korea
- Taiwan
- Other Asia/Pacific

Exhibit 2

Information Services Market Asia/Pacific, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
REGIONAL TOTAL	66,319	10%	72,904	78,972	89,619	99,038	112,093	120,827	11%
Professional Services	26,769	8%	28,963	31,254	34,704	37,856	42,090	44,435	9%
Systems Integration	4,956	12%	5,566	6,019	6,969	7,917	9,205	10,216	13%
Outsourcing	5,164	12%	5,795	6,136	7,109	8,170	9,684	10,756	13%
Processing Services	9,304	10%	10,259	10,844	12,246	13,090	14,328	14,800	8%
Network Services	5,574	12%	6,237	6,825	7,975	9,095	10,716	12,417	15%
Applications SW Products	5,581	15%	6,418	7,324	8,662	9,771	11,606	12,867	15%
Systems SW Products	4,497	10%	4,944	5,392	6,246	6,928	7,818	8,451	11%
Turnkey Systems	4,474	6%	4,722	5,178	5,708	6,211	6,646	6,885	8%

Source: INPUT

Exhibit 3

Information Services Market Australia, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	3,199	9%	3,495	3,851	4,268	4,754	5,317	5,951	11%
Professional Services	712	11%	792	886	990	1,120	1,265	1,434	13%
- IS Consulting	192	14%	218	248	280	320	365	415	14%
- Education & Training	75	5%	79	84	90	96	104	114	8%
- Software Development	445	11%	495	554	620	704	796	905	13%
Systems Integration	261	10%	288	323	363	406	458	515	12%
- Equipment	112	9%	122	135	151	169	189	212	12%
- Software Products	27	11%	30	33	36	40	45	50	11%
- Professional Services	117	11%	130	147	166	185	210	237	13%
- Other	5	20%	6	8	10	12	14	16	22%
Outsourcing	145	7%	155	165	177	191	206	223	8%
- Platform Operations	84	6%	89	94	100	108	116	125	7%
- Applications Operations	61	8%	66	71	77	83	90	98	8%
Processing Services	310	7%	332	353	377	404	435	470	7%
- Transaction Processing	264	7%	283	300	320	343	370	400	7%
- Utility Processing	15	7%	16	17	18	19	20	21	6%
- Other Processing	31	6%	33	36	39	42	45	49	8%
Network Services	330	10%	364	410	468	535	622	717	15%
- Electronic Information Svcs	238	9%	259	287	322	365	425	490	14%
- Network Applications	92	14%	105	123	146	170	197	227	17%
Applications SW Products	665	10%	731	815	921	1,041	1,176	1,328	13%
Systems SW Products	475	7%	508	544	587	640	700	766	9%
Turnkey Systems	301	8%	325	355	385	417	455	498	9%
- Equipment	137	7%	146	158	170	183	200	220	9%
- Software Products	71	6%	75	80	86	93	101	110	8%
- Professional Services	93	12%	104	117	129	141	154	168	10%

Source: INPUT

Exhibit 4

Information Services Market China, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	249	21%	301	368	453	564	712	924	25%
Professional Services	75	20%	90	111	136	170	215	275	25%
Systems Integration	12	8%	13	14	15	17	20	23	12%
Outsourcing	10	10%	11	13	15	18	21	25	18%
Processing Services	15	20%	18	21	25	29	34	39	17%
Network Services	12	42%	17	24	33	47	65	90	40%
Applications SW Products	105	24%	130	160	200	250	320	430	27%
Systems SW Products	5	0%	5	6	7	8	9	10	15%
Turnkey Systems	15	13%	17	19	22	25	28	32	13%

Source: INPUT

Exhibit 5

Information Services Market Hong Kong, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	745	15%	856	995	1,164	1,367	1,598	1,861	17%
Professional Services	146	11%	162	183	207	232	259	292	13%
- IS Consulting	39	15%	45	52	61	70	80	91	15%
- Education & Training	13	8%	14	15	16	17	17	18	5%
- Software Development	94	10%	103	116	130	145	162	183	12%
Systems Integration	41	11%	46	52	58	67	79	93	15%
- Equipment	19	11%	21	25	28	32	38	44	16%
- Software Products	4	10%	4	5	5	6	8	11	22%
- Professional Services	15	13%	17	19	21	25	28	33	14%
- Other	3	10%	3	3	4	4	5	5	11%
Outsourcing	39	23%	48	59	73	90	110	134	23%
- Platform Operations	24	25%	30	37	45	55	67	81	22%
- Applications Operations	15	20%	18	22	28	35	43	53	24%
Processing Services	80	6%	85	92	99	108	119	131	9%
- Transaction Processing	58	5%	61	66	71	77	82	88	8%
- Utility Processing	13	8%	14	15	17	19	23	27	14%
- Other Processing	9	11%	10	11	11	12	14	16	10%
Network Services	55	18%	65	77	92	110	131	157	19%
- Electronic Information Svcs	24	17%	28	33	39	46	55	66	19%
- Network Applications	31	19%	37	44	53	64	76	91	20%
Applications SW Products	162	19%	192	230	278	340	410	490	21%
Systems SW Products	165	18%	194	230	275	325	380	440	18%
Turnkey Systems	57	12%	64	72	82	95	110	124	14%
- Equipment	27	15%	31	34	39	45	52	59	14%
- Software Products	13	8%	14	15	17	20	24	28	15%
- Professional Services	17	12%	19	23	26	30	34	37	14%

Source: INPUT

Exhibit 6

Information Services Market India, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	618	31%	807	1,053	1,382	1,814	2,385	3,144	31%
Professional Services	258	31%	338	443	585	775	1,030	1,374	32%
Systems Integration	3	33%	4	5	6	7	8	9	18%
Processing Services	20	10%	22	24	27	31	36	41	13%
Network Services	12	25%	15	18	22	27	34	43	23%
Applications SW Products	185	36%	252	343	465	630	850	1,150	35%
Systems SW Products	115	26%	145	182	230	287	358	444	25%
Turnkey Systems	25	24%	31	38	47	57	69	83	22%

Source: INPUT

Exhibit 7

Information Services Market Japan, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	56,152	9%	61,016	64,938	72,937	79,042	87,976	91,574	8%
Professional Services	24,540	7%	26,359	28,183	31,070	33,514	36,862	38,094	8%
- IS Consulting	1,620	-1%	1,608	1,691	1,864	2,011	2,175	2,209	7%
- Education & Training	1,006	5%	1,054	1,127	1,212	1,274	1,364	1,486	7%
- Software Development	21,914	8%	23,697	25,365	27,994	30,229	33,323	34,399	8%
Systems Integration	4,323	11%	4,820	5,131	5,907	6,639	7,654	8,334	12%
- Equipment	1,535	10%	1,692	1,785	2,044	2,291	2,625	2,842	11%
- Software Products	445	8%	482	503	579	637	712	767	10%
- Professional Services	2,231	14%	2,545	2,740	3,166	3,605	4,202	4,600	13%
- Other	112	-10%	101	103	118	106	115	125	4%
Outsourcing	4,548	11%	5,064	5,260	6,053	6,877	8,094	8,791	12%
- Platform Operations	4,057	11%	4,522	4,713	5,436	6,203	7,317	7,973	12%
- Applications Operations	491	10%	542	547	617	674	777	818	9%
Processing Services	8,254	10%	9,091	9,545	10,794	11,461	12,493	12,729	7%
- Transaction Processing	7,025	11%	7,764	8,238	9,369	10,005	10,981	11,214	8%
- Utility Processing	404	6%	427	410	443	436	400	382	-2%
- Other Processing	825	9%	900	897	982	1,020	1,112	1,133	5%
Network Services	4,604	10%	5,065	5,390	6,199	6,876	7,918	8,882	12%
- Electronic Information Svcs	2,348	16%	2,725	2,857	3,248	3,555	4,054	4,521	11%
- Network Applications	2,256	4%	2,340	2,533	2,951	3,321	3,864	4,361	13%
Applications SW Products	3,425	12%	3,844	4,221	4,887	5,138	5,894	5,769	8%
Systems SW Products	2,864	7%	3,051	3,182	3,647	3,873	4,223	4,212	7%
Turnkey Systems	3,594	4%	3,722	4,026	4,380	4,664	4,838	4,763	5%
- Equipment	1,154	-1%	1,143	1,188	1,243	1,292	1,306	1,267	2%
- Software Products	1,448	4%	1,500	1,598	1,680	1,763	1,814	1,767	3%
- Professional Services	992	9%	1,079	1,240	1,457	1,609	1,718	1,729	10%

Source: INPUT

Exhibit 8

Information Services Market New Zealand, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	1,050	11%	1,161	1,296	1,446	1,623	1,817	2,037	12%
Professional Services	292	12%	326	372	422	480	545	617	14%
- IS Consulting	80	13%	90	102	116	134	152	170	14%
- Education & Training	30	10%	33	37	43	48	55	62	13%
- Software Development	182	12%	203	233	263	298	338	385	14%
Systems Integration	68	16%	79	90	104	120	139	161	15%
- Equipment	25	12%	28	29	33	37	43	51	13%
- Software Products	8	25%	10	12	14	16	20	24	19%
- Professional Services	33	18%	39	47	55	64	73	83	16%
- Other	2	0%	2	2	2	3	3	3	8%
Outsourcing	42	10%	46	52	59	67	76	86	13%
- Platform Operations	23	13%	26	30	35	40	46	52	15%
- Applications Operations	19	5%	20	22	24	27	30	34	11%
Processing Services	139	8%	150	160	170	183	197	213	7%
- Transaction Processing	120	8%	129	137	145	155	167	180	7%
- Utility Processing	11	9%	12	13	14	16	18	20	11%
- Other Processing	8	13%	9	10	11	12	12	13	8%
Network Services	57	14%	65	74	86	99	115	135	16%
- Electronic Information Svcs	45	16%	52	59	68	78	90	105	15%
- Network Applications	12	8%	13	15	18	21	25	30	18%
Applications SW Products	144	11%	160	179	200	224	250	279	12%
Systems SW Products	151	10%	166	184	206	231	258	290	12%
Turnkey Systems	157	8%	169	185	199	219	237	256	9%
- Equipment	69	6%	73	80	87	95	102	110	9%
- Software Products	42	10%	46	51	55	61	67	73	10%
- Professional Services	46	9%	50	54	57	63	68	73	8%

Source: INPUT

Exhibit 9

Information Services Market Singapore, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	921	15%	1,056	1,210	1,389	1,602	1,858	2,160	15%
Professional Services	198	16%	229	263	302	349	408	480	16%
Systems Integration	39	18%	46	54	64	77	93	112	19%
Outsourcing	10	10%	11	12	14	16	18	21	14%
Processing Services	203	11%	226	252	282	315	353	395	12%
Network Services	115	21%	139	168	203	247	302	370	22%
Applications SW Products	152	17%	178	208	243	286	338	400	18%
Systems SW Products	122	11%	135	150	166	183	202	222	10%
Turnkey Systems	82	12%	92	103	115	129	144	160	12%

Source: INPUT

Exhibit 10

Information Services Market South Korea, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	2,197	28%	2,814	3,612	4,631	5,960	7,683	9,898	29%
Professional Services	325	25%	406	508	634	793	1,007	1,279	26%
Systems Integration	170	32%	224	296	390	511	669	870	31%
Outsourcing	305	27%	387	492	625	806	1,040	1,341	28%
Processing Services	172	22%	210	256	312	378	457	553	21%
Network Services	295	34%	395	530	710	960	1,295	1,740	35%
Applications SW Products	420	28%	537	688	880	1,135	1,465	1,890	29%
Systems SW Products	385	26%	485	611	770	962	1,200	1,500	25%
Turnkey Systems	125	36%	170	231	310	415	550	725	34%

Source: INPUT

Exhibit 11

Information Services Market Taiwan, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	716	16%	828	961	1,117	1,301	1,515	1,769	16%
Professional Services	186	16%	216	250	291	341	399	469	17%
- IS Consulting	49	14%	56	64	74	86	101	118	16%
- Education & Training	15	13%	17	19	22	25	28	31	13%
- Software Development	122	17%	143	167	195	230	270	320	17%
Systems Integration	29	17%	34	40	46	54	63	74	17%
- Equipment	13	8%	14	16	18	21	24	28	15%
- Software Products	3	67%	5	7	9	11	13	15	25%
- Professional Services	2	0%	2	2	2	3	3	4	15%
- Other	11	18%	13	15	17	19	23	27	16%
Outsourcing	65	12%	73	83	93	105	119	135	13%
- Platform Operations	41	12%	46	52	58	65	74	84	13%
- Applications Operations	24	13%	27	31	35	40	45	51	14%
Processing Services	86	14%	98	111	126	143	161	181	13%
- Transaction Processing	48	17%	56	65	75	86	98	111	15%
- Utility Processing	22	9%	24	26	28	31	34	37	9%
- Other Processing	16	13%	18	20	23	26	29	33	13%
Network Services	68	19%	81	97	118	141	170	205	20%
- Electronic Information Svcs	56	18%	66	78	95	112	133	158	19%
- Network Applications	12	25%	15	19	23	29	37	47	26%
Applications SW Products	83	18%	98	118	142	172	208	252	21%
Systems SW Products	105	16%	122	142	165	190	218	250	15%
Turnkey Systems	94	13%	106	120	136	155	177	203	14%
- Equipment	43	7%	46	50	53	57	61	65	7%
- Software Products	20	15%	23	26	30	34	39	46	15%
- Professional Services	31	19%	37	44	53	64	77	92	20%

Source: INPUT

Exhibit 12

Information Services Market Other Asia/Pacific, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
AREA TOTAL	472	21%	570	688	832	1,011	1,232	1,509	21%
Professional Services	37	22%	45	55	67	82	100	121	22%
Systems Integration	10	20%	12	14	16	19	22	25	16%
Processing Services	25	8%	27	30	34	38	43	48	12%
Network Services	26	19%	31	37	44	53	64	78	20%
Applications SW Products	240	23%	296	362	446	555	695	879	24%
Systems SW Products	110	21%	133	161	193	229	270	317	19%
Turnkey Systems	24	8%	26	29	32	35	38	41	10%

Source: INPUT



Europe

This chapter presents the information services market forecast for the European region. A regional summary is provided, and separate country (or country grouping) forecasts are included for:

- Austria
- Belgium
- Denmark
- Finland
- France
- Germany
- Greece
- Ireland
- Italy
- Netherlands
- Norway
- Portugal
- Spain
- Sweden
- Switzerland
- United Kingdom
- Central/Eastern Europe

For this region only, totals in the forecast may be rounded and may not equal the sum of subordinate values.

Exhibit 13

Information Services Market Europe, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
REGIONAL TOTAL	83,460	7%	89,100	97,610	105,270	113,080	123,280	133,350	8%
Professional Services	23,290	3%	23,930	24,660	25,610	26,510	27,630	28,860	4%
- IS Consulting	3,590	10%	3,940	4,290	4,700	5,160	5,700	6,270	10%
- Education & Training	2,650	6%	2,820	3,010	3,210	3,420	3,650	3,870	7%
- Software Development	16,760	0%	16,780	16,930	17,330	17,440	17,700	17,810	1%
- Application Management	230	26%	290	360	460	570	710	850	24%
Systems Integration	4,710	12%	5,260	5,900	6,710	7,550	8,490	9,600	13%
- Equipment	1,190	6%	1,260	1,260	1,300	1,370	1,420	1,560	4%
- Applications Software	830	19%	990	1,190	1,490	1,800	2,220	2,640	22%
- Systems Software	350	11%	390	430	480	530	590	670	11%
- Professional Services	2,150	12%	2,400	2,780	3,140	3,480	3,860	4,260	12%
- Other	200	10%	220	260	290	370	380	460	16%
Outsourcing	3,620	26%	4,570	5,670	6,880	8,200	9,640	11,180	20%
- Platform Operations	1,030	14%	1,170	1,350	1,490	1,690	1,860	2,010	11%
- Applications Operations	2,080	31%	2,730	3,450	4,250	5,100	6,040	6,990	21%
- Desktop Services	490	33%	650	860	1,110	1,410	1,750	2,160	27%
Processing Services	8,290	3%	8,560	8,800	9,130	9,510	9,840	10,300	4%
- Transaction Processing	7,090	2%	7,240	7,390	7,600	7,840	8,060	8,320	3%
- Utility Processing	270	0%	270	270	270	270	270	280	1%
- Other Processing	950	8%	1,030	1,140	1,260	1,390	1,540	1,690	10%
Network Services	6,110	13%	6,890	7,930	9,210	10,710	12,580	14,780	16%
- Electronic Information Svcs	3,740	9%	4,090	4,520	4,960	5,380	5,850	6,270	9%
- Network Applications	1,800	21%	2,180	2,720	3,460	4,410	5,630	7,180	27%
- Network Management	560	11%	620	700	800	920	1,080	1,310	16%
Applications SW Products	11,100	10%	12,230	15,010	16,680	17,830	20,130	21,730	12%
- Mainframe	860	-7%	800	770	720	690	670	630	-5%
- Minicomputer	3,080	6%	3,250	3,460	3,750	4,110	4,450	4,830	8%
- Workstation/PC	7,120	15%	8,190	10,870	12,300	12,990	14,930	16,180	15%
Systems SW Products	13,450	5%	14,130	15,340	15,700	16,170	16,960	17,440	4%
- Mainframe	5,550	-4%	5,310	5,090	4,820	4,500	4,210	3,840	-6%
- Minicomputer	4,270	5%	4,480	4,720	4,940	5,210	5,470	5,750	5%
- Workstation/PC	3,590	21%	4,330	5,470	5,920	6,420	7,250	7,890	13%
Turnkey Systems	12,890	5%	13,530	14,300	15,350	16,600	18,010	19,460	8%
- Equipment	6,260	2%	6,410	6,620	6,870	7,160	7,480	7,760	4%
- Applications Software	2,580	10%	2,840	3,050	3,420	3,840	4,350	4,870	11%
- Systems Software	730	3%	750	800	840	900	950	1,000	6%
- Professional Services	3,310	8%	3,560	3,850	4,230	4,690	5,240	5,790	10%

Source: INPUT

Exhibit 14

Information Services Market Austria, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	1,515	9%	1,650	1,835	1,970	2,110	2,250	2,340	7%
Professional Services	335	5%	355	365	385	395	405	415	3%
- IS Consulting	48	10%	53	58	64	68	73	77	8%
- Education & Training	40	4%	41	43	45	46	47	49	3%
- Software Development	250	2%	255	265	275	280	280	280	2%
- Application Management	2	10%	2	2	3	3	4	5	21%
Systems Integration	51	15%	58	64	73	82	93	106	13%
- Equipment	13	8%	14	15	16	17	18	18	5%
- Applications Software	11	16%	13	14	17	19	23	30	18%
- Systems Software	4	16%	5	6	6	6	7	7	10%
- Professional Services	21	16%	25	28	32	35	42	47	14%
- Other	1	25%	1	2	2	5	3	4	25%
Outsourcing	20	19%	23	28	34	41	48	56	20%
- Platform Operations	4	16%	5	6	6	7	8	9	12%
- Applications Operations	11	21%	14	16	21	24	28	31	19%
- Desktop Services	4	22%	5	6	7	10	12	17	27%
Processing Services	175	2%	178	179	183	186	190	191	1%
- Transaction Processing	154	1%	155	156	159	162	164	164	1%
- Utility Processing	6	-3%	6	6	6	6	6	5	-3%
- Other Processing	16	6%	17	17	19	20	20	21	5%
Network Services	81	11%	90	102	116	131	150	170	14%
- Electronic Information Svcs	62	9%	68	75	83	91	100	109	10%
- Network Applications	14	23%	18	22	28	34	42	52	24%
- Network Management	4	11%	5	5	6	7	8	9	14%
Applications SW Products	200	14%	230	290	325	350	395	415	12%
- Mainframe	15	0%	15	15	15	15	15	14	-1%
- Minicomputer	59	9%	64	71	78	86	94	98	9%
- Workstation/PC	130	17%	150	205	230	250	285	300	15%
Systems SW Products	280	8%	305	335	355	370	395	400	6%
- Mainframe	114	-1%	113	111	110	109	108	101	-2%
- Minicomputer	95	9%	103	112	122	133	144	150	8%
- Workstation/PC	74	19%	88	111	120	130	145	150	11%
Turnkey Systems	375	10%	411	452	492	535	586	612	8%
- Equipment	179	8%	193	208	221	236	253	258	6%
- Applications Software	79	16%	91	105	121	139	159	175	14%
- Systems Software	22	8%	24	26	28	29	31	32	6%
- Professional Services	96	9%	104	113	122	131	142	147	7%

Source: INPUT

Exhibit 15

Information Services Market Belgium, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	2,800	7%	2,985	3,270	3,520	3,740	4,025	4,245	7%
Professional Services	925	2%	945	975	1,000	1,035	1,070	1,100	3%
- IS Consulting	157	9%	171	189	207	228	252	274	10%
- Education & Training	76	2%	78	80	83	85	88	92	3%
- Software Development	690	0%	690	700	705	715	725	725	1%
- Application Management	3	15%	4	4	6	7	9	12	26%
Systems Integration	132	12%	148	164	186	209	244	282	14%
- Equipment	31	12%	34	38	41	44	46	48	7%
- Applications Software	29	12%	33	36	43	48	61	79	19%
- Systems Software	11	26%	13	14	15	15	19	20	8%
- Professional Services	54	15%	62	71	82	90	110	124	15%
- Other	8	-25%	6	6	6	13	7	11	14%
Outsourcing	101	16%	117	135	159	188	222	265	18%
- Platform Operations	32	15%	36	41	47	52	58	65	12%
- Applications Operations	63	15%	73	84	98	118	142	173	19%
- Desktop Services	6	37%	8	11	14	18	22	28	28%
Processing Services	241	-2%	235	233	235	234	236	231	0%
- Transaction Processing	213	-3%	206	203	203	202	202	195	-1%
- Utility Processing	7	-3%	6	6	6	6	6	6	-2%
- Other Processing	22	4%	23	24	26	27	29	30	6%
Network Services	170	11%	189	214	246	277	318	352	13%
- Electronic Information Svcs	101	8%	109	120	131	142	156	164	9%
- Network Applications	63	18%	74	90	107	128	153	176	19%
- Network Management	5	10%	5	6	7	8	9	12	17%
Applications SW Products	460	14%	530	665	750	800	875	935	12%
- Mainframe	33	0%	33	33	33	33	33	32	-1%
- Minicomputer	134	11%	148	164	181	200	220	238	10%
- Workstation/PC	295	18%	350	465	535	570	625	665	14%
Systems SW Products	450	6%	475	515	530	550	580	590	4%
- Mainframe	202	-1%	200	198	197	195	195	189	-1%
- Minicomputer	148	6%	157	167	178	189	202	209	6%
- Workstation/PC	99	19%	118	146	156	167	184	192	10%
Turnkey Systems	335	8%	361	385	410	437	469	491	6%
- Equipment	157	4%	164	167	170	173	179	179	2%
- Applications Software	74	13%	84	93	104	117	129	140	11%
- Systems Software	15	5%	16	17	17	18	19	19	4%
- Professional Services	89	10%	98	108	118	129	142	152	9%

Source: INPUT

Exhibit 16

Information Services Market Denmark

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	2,105	6%	2,235	2,420	2,580	2,730	2,895	3,045	6%
Professional Services	500	7%	535	565	610	650	690	740	7%
- IS Consulting	94	11%	104	115	129	143	160	176	11%
- Education & Training	45	5%	47	50	53	55	58	61	5%
- Software Development	360	5%	380	395	420	445	470	495	5%
- Application Management	4	20%	5	5	6	7	9	12	18%
Systems Integration	50	8%	55	60	69	78	90	101	13%
- Equipment	12	4%	12	13	14	14	15	17	7%
- Applications Software	8	14%	9	10	13	18	23	28	25%
- Systems Software	4	8%	4	5	5	5	6	7	11%
- Professional Services	24	6%	25	29	33	37	43	44	12%
- Other	3	28%	4	4	4	4	3	4	1%
Outsourcing	38	17%	45	53	63	74	86	101	18%
- Platform Operations	10	17%	12	13	15	17	18	21	12%
- Applications Operations	18	14%	21	24	27	32	38	44	16%
- Desktop Services	9	27%	12	16	20	25	30	36	26%
Processing Services	487	-1%	484	479	474	466	456	443	-2%
- Transaction Processing	444	-1%	439	434	428	420	408	395	-2%
- Utility Processing	9	-2%	9	9	8	8	8	7	-3%
- Other Processing	34	6%	36	36	38	39	40	41	3%
Network Services	110	13%	125	145	166	189	211	235	13%
- Electronic Information Svcs	64	8%	69	78	86	92	99	104	8%
- Network Applications	43	19%	51	63	76	91	106	124	19%
- Network Management	4	9%	4	5	5	6	7	8	15%
Applications SW Products	265	9%	290	360	405	435	475	510	12%
- Mainframe	15	-5%	14	14	14	13	13	12	-3%
- Minicomputer	78	5%	82	89	97	105	111	117	7%
- Workstation/PC	170	15%	190	260	295	315	355	380	14%
Systems SW Products	295	8%	320	355	370	385	405	410	5%
- Mainframe	112	1%	114	112	112	110	109	106	-1%
- Minicomputer	104	8%	112	120	129	137	142	147	6%
- Workstation/PC	79	21%	96	121	131	139	155	162	11%
Turnkey Systems	357	6%	380	405	433	459	481	499	6%
- Equipment	165	3%	170	174	179	182	183	182	1%
- Applications Software	69	10%	76	83	92	100	107	114	8%
- Systems Software	22	6%	24	25	26	28	29	29	4%
- Professional Services	101	11%	112	124	137	150	163	175	9%

Source: INPUT

Exhibit 17

Information Services Market Finland, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	1,280	5%	1,340	1,460	1,560	1,665	1,810	1,960	8%
Professional Services	340	2%	350	365	385	410	445	485	7%
- IS Consulting	60	5%	64	69	75	84	94	106	11%
- Education & Training	32	1%	32	33	34	36	38	40	5%
- Software Development	250	1%	250	260	270	290	310	340	6%
- Application Management	2	14%	2	2	2	3	3	4	20%
Systems Integration	45	14%	51	58	67	76	86	98	14%
- Equipment	10	10%	11	12	13	14	15	17	8%
- Applications Software	6	31%	8	10	13	18	21	25	26%
- Systems Software	4	12%	4	5	5	5	5	6	8%
- Professional Services	21	14%	24	28	32	35	41	44	13%
- Other	4	0%	4	4	4	5	5	6	10%
Outsourcing	68	17%	79	91	105	122	141	162	15%
- Platform Operations	23	15%	27	31	35	39	43	48	12%
- Applications Operations	39	15%	45	52	59	70	81	95	16%
- Desktop Services	5	32%	7	8	11	13	15	19	22%
Processing Services	201	0%	201	201	201	202	200	200	0%
- Transaction Processing	180	-1%	179	179	177	177	175	174	0%
- Utility Processing	6	-4%	5	5	5	4	4	4	-6%
- Other Processing	16	4%	17	18	19	20	21	21	5%
Network Services	66	13%	74	85	95	108	123	142	14%
- Electronic Information Svcs	35	9%	38	42	47	51	55	60	10%
- Network Applications	22	19%	27	32	38	46	54	65	20%
- Network Management	8	11%	9	10	11	12	14	17	14%
Applications SW Products	185	10%	205	255	285	310	350	385	14%
- Mainframe	13	-8%	12	11	11	11	10	10	-4%
- Minicomputer	54	8%	58	65	72	79	89	98	11%
- Workstation/PC	115	14%	130	180	205	220	250	275	16%
Systems SW Products	165	-3%	160	170	170	175	180	185	3%
- Mainframe	61	-14%	53	48	43	40	37	35	-8%
- Minicomputer	57	0%	57	58	60	64	68	72	5%
- Workstation/PC	48	11%	53	62	65	69	74	79	8%
Turnkey Systems	211	5%	222	237	253	268	287	304	7%
- Equipment	97	2%	99	104	107	110	113	116	3%
- Applications Software	42	10%	47	51	56	61	68	74	10%
- Systems Software	13	5%	14	15	15	16	17	18	6%
- Professional Services	58	7%	62	69	75	81	89	96	9%

Source: INPUT

Exhibit 18

Information Services Market France, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	20,225	4%	20,975	22,470	23,595	24,720	26,590	28,275	6%
Professional Services	7,265	2%	7,380	7,510	7,640	7,715	7,830	7,940	1%
- IS Consulting	899	10%	993	1,040	1,105	1,171	1,255	1,339	6%
- Education & Training	676	6%	717	767	821	870	922	977	6%
- Software Development	5,635	-1%	5,600	5,610	5,600	5,535	5,480	5,420	-1%
- Application Management	49	35%	66	86	112	139	174	206	26%
Systems Integration	1,011	8%	1,096	1,217	1,339	1,480	1,629	1,807	11%
- Equipment	253	8%	274	279	280	282	296	308	2%
- Applications Software	182	14%	208	255	307	370	444	506	20%
- Systems Software	81	8%	87	85	93	104	115	127	8%
- Professional Services	476	6%	503	558	614	682	723	796	10%
- Other	20	8%	22	36	40	44	49	72	27%
Outsourcing	880	18%	1,038	1,255	1,489	1,723	1,985	2,294	17%
- Platform Operations	296	12%	332	375	412	459	506	543	10%
- Applications Operations	487	18%	575	702	843	965	1,105	1,283	17%
- Desktop Services	97	35%	131	178	234	300	375	468	29%
Processing Services	1,667	0%	1,667	1,658	1,676	1,714	1,789	1,873	2%
- Transaction Processing	1,433	-1%	1,423	1,395	1,395	1,414	1,470	1,526	1%
- Utility Processing	67	0%	67	65	64	64	65	66	0%
- Other Processing	164	10%	181	199	217	237	257	276	9%
Network Services	1,564	9%	1,704	1,908	2,156	2,483	2,946	3,517	16%
- Electronic Information Svcs	880	9%	955	1,030	1,105	1,189	1,311	1,433	8%
- Network Applications	526	7%	565	662	799	997	1,284	1,667	24%
- Network Management	158	17%	185	216	252	297	351	418	18%
Applications SW Products	2,790	5%	2,920	3,390	3,615	3,725	4,100	4,325	8%
- Mainframe	161	-14%	139	120	106	95	87	81	-10%
- Minicomputer	813	1%	820	834	879	949	1,005	1,031	5%
- Workstation/PC	1,815	8%	1,960	2,435	2,625	2,690	3,015	3,220	10%
Systems SW Products	2,960	4%	3,090	3,275	3,295	3,350	3,500	3,615	3%
- Mainframe	1,180	-4%	1,133	1,086	1,021	946	880	796	-7%
- Minicomputer	993	4%	1,030	1,049	1,077	1,124	1,189	1,264	4%
- Workstation/PC	787	18%	924	1,144	1,203	1,279	1,438	1,555	11%
Turnkey Systems	2,060	4%	2,135	2,229	2,341	2,528	2,734	2,959	7%
- Equipment	1,011	2%	1,030	1,049	1,077	1,114	1,161	1,208	3%
- Applications Software	487	6%	515	553	590	665	740	824	10%
- Systems Software	36	5%	37	40	43	45	48	51	6%
- Professional Services	525	6%	555	594	633	702	791	880	10%

Source: INPUT

Exhibit 19

Information Services Market Germany, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	17,400	8%	18,800	20,700	22,600	24,500	26,900	29,300	9%
Professional Services	3,400	3%	3,500	3,600	3,800	3,900	4,100	4,100	3%
- IS Consulting	600	12%	670	750	860	950	1,050	1,150	11%
- Education & Training	710	8%	770	840	900	970	1,030	1,090	7%
- Software Development	2,000	-2%	2,000	2,000	2,000	1,900	1,900	1,800	-2%
- Application Management	21	36%	29	39	48	61	77	90	25%
Systems Integration	710	14%	810	870	1,000	1,100	1,230	1,390	11%
- Equipment	200	6%	210	180	180	190	200	220	1%
- Applications Software	145	21%	175	186	228	274	332	388	17%
- Systems Software	51	9%	55	62	69	77	86	97	12%
- Professional Services	300	7%	320	420	480	500	550	610	14%
- Other	36	11%	40	35	39	55	61	70	12%
Outsourcing	310	58%	490	650	830	1,050	1,250	1,460	24%
- Platform Operations	60	15%	70	80	90	110	120	130	12%
- Applications Operations	180	80%	320	430	560	710	840	970	25%
- Desktop Services	68	38%	94	129	174	226	290	368	31%
Processing Services	1,680	8%	1,810	1,970	2,130	2,290	2,390	2,550	7%
- Transaction Processing	1,390	7%	1,480	1,610	1,710	1,840	1,900	2,000	6%
- Utility Processing	80	0%	80	80	80	80	80	80	0%
- Other Processing	230	13%	250	290	330	370	420	460	13%
Network Services	1,150	15%	1,320	1,550	1,860	2,220	2,660	3,240	20%
- Electronic Information Svcs	770	10%	850	950	1,050	1,120	1,190	1,260	8%
- Network Applications	250	34%	340	460	650	910	1,250	1,720	38%
- Network Management	120	8%	130	150	160	180	210	250	14%
Applications SW Products	2,400	14%	2,700	3,400	3,800	4,200	4,900	5,500	15%
- Mainframe	250	-5%	240	230	220	210	210	200	-3%
- Minicomputer	680	10%	740	810	910	1,050	1,220	1,460	15%
- Workstation/PC	1,500	18%	1,700	2,300	2,700	2,900	3,400	3,800	17%
Systems SW Products	3,400	6%	3,600	3,850	3,950	4,030	4,210	4,300	4%
- Mainframe	1,550	-4%	1,480	1,420	1,320	1,160	1,030	870	-10%
- Minicomputer	1,000	3%	1,030	1,100	1,160	1,230	1,290	1,350	6%
- Workstation/PC	870	23%	1,070	1,330	1,470	1,640	1,890	2,110	15%
Turnkey Systems	4,390	4%	4,580	4,840	5,290	5,680	6,190	6,710	8%
- Equipment	2,130	0%	2,130	2,190	2,260	2,320	2,390	2,450	3%
- Applications Software	840	12%	940	1,000	1,190	1,320	1,550	1,740	13%
- Systems Software	297	2%	303	319	332	352	368	384	5%
- Professional Services	1,130	9%	1,230	1,340	1,510	1,680	1,900	2,100	11%

Source: INPUT

Exhibit 20

Information Services Market Greece, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	287	10%	316	362	403	449	507	565	12%
Professional Services	81	9%	89	97	106	118	131	144	10%
- IS Consulting	9	11%	10	12	13	15	17	19	13%
- Education & Training	7	6%	8	8	9	9	10	11	7%
- Software Development	65	9%	71	77	84	94	103	114	10%
- Application Management	0	0%	0	0	0	0	0	0	0%
Systems Integration	5	13%	6	7	8	9	10	11	15%
- Equipment	1	5%	1	1	1	1	2	2	6%
- Applications Software	1	30%	1	1	2	2	2	3	27%
- Systems Software	0	15%	0	1	1	1	1	1	12%
- Professional Services	2	14%	3	3	4	4	5	5	15%
- Other	0	15%	0	1	1	1	1	1	12%
Outsourcing	4	24%	4	5	6	7	9	10	18%
- Platform Operations	1	17%	1	1	2	2	2	2	15%
- Applications Operations	2	20%	3	3	4	4	6	6	19%
- Desktop Services	0	19%	0	0	1	1	1	1	27%
Processing Services	42	9%	46	50	54	59	65	70	9%
- Transaction Processing	37	9%	41	44	48	53	58	63	9%
- Utility Processing	2	5%	2	2	2	2	2	2	5%
- Other Processing	3	9%	4	4	4	5	5	5	8%
Network Services	15	16%	18	21	25	30	35	41	18%
- Electronic Information Svcs	10	13%	11	12	14	16	18	20	13%
- Network Applications	5	25%	6	8	10	13	16	20	26%
- Network Management	1	10%	1	1	1	1	1	1	14%
Applications SW Products	33	19%	39	52	62	69	81	92	18%
- Mainframe	3	-3%	2	2	2	2	2	2	-3%
- Minicomputer	9	15%	10	11	13	15	18	20	16%
- Workstation/PC	22	21%	27	39	46	51	61	70	21%
Systems SW Products	48	9%	52	59	64	70	77	85	10%
- Mainframe	19	-4%	18	17	17	16	16	16	-2%
- Minicomputer	17	12%	19	22	25	29	33	37	14%
- Workstation/PC	13	22%	16	20	22	25	29	32	16%
Turnkey Systems	57	10%	62	69	77	88	100	113	13%
- Equipment	27	6%	29	31	33	36	40	43	9%
- Applications Software	12	14%	14	16	18	22	26	30	17%
- Systems Software	3	6%	3	3	4	4	4	5	9%
- Professional Services	15	13%	16	19	22	26	30	35	16%

Source: INPUT

Exhibit 21

Information Services Market Ireland, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	564	7%	603	657	703	750	811	866	8%
Professional Services	145	2%	148	156	164	176	193	209	7%
- IS Consulting	17	0%	17	18	19	20	22	23	6%
- Education & Training	14	0%	14	14	16	16	17	17	4%
- Software Development	114	3%	117	124	130	141	155	168	7%
- Application Management	0	0%	0	0	0	0	0	0	0%
Systems Integration	14	22%	17	17	19	23	23	26	9%
- Equipment	3	0%	3	3	3	5	3	5	8%
- Applications Software	2	100%	3	3	3	5	6	8	20%
- Systems Software	2	0%	2	2	2	2	2	2	0%
- Professional Services	6	25%	8	8	9	11	11	11	7%
- Other	2	0%	2	2	2	2	2	2	0%
Outsourcing	14	22%	17	20	23	26	33	39	18%
- Platform Operations	8	20%	9	11	12	14	17	19	15%
- Applications Operations	5	33%	6	6	8	8	11	14	18%
- Desktop Services	2	0%	2	3	3	5	5	6	32%
Processing Services	56	0%	56	56	56	55	56	56	0%
- Transaction Processing	42	-4%	40	40	39	37	37	36	-2%
- Utility Processing	2	0%	2	2	2	2	2	2	0%
- Other Processing	12	6%	13	14	15	16	17	18	6%
Network Services	22	14%	25	29	34	40	45	53	16%
- Electronic Information Svcs	12	13%	14	16	19	21	23	26	14%
- Network Applications	8	20%	9	11	13	16	19	22	19%
- Network Management	2	0%	2	2	2	3	3	3	15%
Applications SW Products	82	11%	91	110	121	125	134	142	9%
- Mainframe	8	0%	8	6	6	6	5	5	-10%
- Minicomputer	20	4%	21	22	24	26	27	29	7%
- Workstation/PC	54	14%	62	80	90	93	102	108	12%
Systems SW Products	91	2%	93	97	100	103	104	104	2%
- Mainframe	39	-8%	36	33	32	30	28	26	-6%
- Minicomputer	29	3%	30	31	33	34	35	36	3%
- Workstation/PC	23	17%	27	33	36	39	42	43	10%
Turnkey Systems	139	11%	155	170	186	201	224	240	9%
- Equipment	71	5%	75	80	84	87	91	95	5%
- Applications Software	29	16%	34	39	44	50	57	65	14%
- Systems Software	5	0%	5	5	5	5	5	5	0%
- Professional Services	37	15%	43	48	54	61	69	77	13%

Source: INPUT

Exhibit 22

Information Services Market Italy, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	7,300	6%	7,800	8,600	9,200	9,900	10,700	11,500	8%
Professional Services	2,100	0%	2,100	2,100	2,200	2,200	2,300	2,500	3%
- IS Consulting	340	10%	370	390	420	470	540	610	10%
- Education & Training	160	6%	170	170	180	190	210	220	5%
- Software Development	1,600	-4%	1,500	1,500	1,600	1,600	1,600	1,600	1%
- Application Management	19	10%	20	22	25	31	39	49	19%
Systems Integration	330	9%	360	400	440	490	550	600	11%
- Equipment	90	1%	90	90	90	100	100	100	4%
- Applications Software	59	16%	69	83	101	113	136	169	20%
- Systems Software	23	11%	25	28	31	35	38	43	11%
- Professional Services	150	12%	170	190	200	230	250	270	9%
- Other	7	9%	7	12	13	20	22	24	27%
Outsourcing	270	33%	350	440	550	650	780	910	21%
- Platform Operations	70	13%	80	90	100	120	130	140	12%
- Applications Operations	150	40%	220	280	350	420	510	580	22%
- Desktop Services	40	38%	56	71	93	117	148	185	27%
Processing Services	710	0%	710	710	710	740	740	770	2%
- Transaction Processing	640	-2%	620	620	630	640	650	660	1%
- Utility Processing	10	0%	10	10	10	10	10	10	0%
- Other Processing	70	4%	70	80	80	90	100	100	7%
Network Services	460	14%	520	610	700	820	960	1,140	17%
- Electronic Information Svcs	260	5%	270	290	300	310	310	310	3%
- Network Applications	160	31%	210	270	350	450	590	740	29%
- Network Management	40	8%	40	50	50	60	60	80	15%
Applications SW Products	1,300	11%	1,400	1,800	2,000	2,200	2,500	2,700	13%
- Mainframe	90	-6%	80	80	70	70	70	60	-6%
- Minicomputer	300	-8%	280	290	290	290	250	190	-7%
- Workstation/PC	900	20%	1,100	1,500	1,700	1,800	2,200	2,400	17%
Systems SW Products	1,500	8%	1,600	1,800	1,900	1,900	2,000	2,000	5%
- Mainframe	530	-4%	510	480	450	430	410	380	-6%
- Minicomputer	490	5%	520	550	560	580	590	600	3%
- Workstation/PC	460	24%	570	740	810	870	970	1,050	13%
Turnkey Systems	670	2%	680	720	770	830	890	950	7%
- Equipment	330	3%	340	360	370	390	400	410	4%
- Applications Software	160	0%	160	170	190	210	230	250	10%
- Systems Software	8	8%	9	9	10	11	11	12	7%
- Professional Services	170	2%	170	180	200	220	240	270	10%

Source: INPUT

Exhibit 23

Information Services Market The Netherlands, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	4,945	7%	5,285	5,745	6,150	6,610	7,185	7,875	8%
Professional Services	1,760	6%	1,855	1,970	2,090	2,225	2,425	2,735	8%
- IS Consulting	242	10%	265	290	319	351	394	460	12%
- Education & Training	207	7%	222	237	254	274	296	323	8%
- Software Development	1,280	4%	1,340	1,400	1,465	1,535	1,655	1,850	7%
- Application Management	26	22%	32	40	52	66	83	103	27%
Systems Integration	178	13%	201	233	265	299	334	371	13%
- Equipment	45	8%	49	49	51	54	54	59	4%
- Applications Software	25	30%	32	44	53	69	83	97	25%
- Systems Software	14	12%	16	18	21	21	24	26	10%
- Professional Services	81	13%	91	108	125	141	160	174	14%
- Other	14	0%	14	14	16	15	13	15	1%
Outsourcing	167	21%	201	242	290	354	426	515	21%
- Platform Operations	46	19%	55	63	72	84	95	107	14%
- Applications Operations	81	14%	92	107	127	150	181	222	19%
- Desktop Services	40	36%	55	72	92	121	149	187	28%
Processing Services	592	6%	627	661	696	742	782	828	6%
- Transaction Processing	523	5%	552	581	609	650	684	724	6%
- Utility Processing	16	0%	16	16	16	17	17	17	2%
- Other Processing	54	9%	59	63	69	75	81	89	9%
Network Services	288	14%	328	382	451	535	635	747	18%
- Electronic Information Svcs	155	7%	167	184	204	227	250	273	10%
- Network Applications	115	23%	141	178	224	282	354	437	25%
- Network Management	17	10%	19	20	23	26	32	38	15%
Applications SW Products	700	7%	745	875	920	925	975	1,000	6%
- Mainframe	55	-5%	52	52	49	46	46	43	-4%
- Minicomputer	213	8%	230	250	273	296	322	351	9%
- Workstation/PC	430	8%	465	570	600	580	610	605	5%
Systems SW Products	690	0%	690	745	745	805	805	805	3%
- Mainframe	313	-6%	293	282	270	259	242	227	-5%
- Minicomputer	199	1%	201	210	219	227	230	233	3%
- Workstation/PC	176	16%	204	253	273	293	316	331	10%
Turnkey Systems	592	4%	615	632	661	713	782	868	7%
- Equipment	270	0%	270	265	265	270	285	302	2%
- Applications Software	138	10%	153	164	181	204	233	270	12%
- Systems Software	37	0%	37	37	37	38	40	43	3%
- Professional Services	150	6%	158	170	181	199	222	250	10%

Source: INPUT

Exhibit 24

Information Services Market Norway, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	1,730	3%	1,790	1,910	1,995	2,100	2,235	2,350	6%
Professional Services	430	0%	430	435	450	475	490	505	3%
- IS Consulting	66	4%	69	73	79	85	91	98	7%
- Education & Training	53	3%	54	56	59	62	65	69	5%
- Software Development	305	0%	305	305	310	320	325	325	1%
- Application Management	4	12%	4	4	5	6	8	10	20%
Systems Integration	37	10%	41	46	52	58	64	72	12%
- Equipment	10	0%	10	10	10	10	10	11	3%
- Applications Software	5	26%	7	8	10	13	15	18	22%
- Systems Software	3	10%	3	4	4	5	4	5	9%
- Professional Services	17	12%	19	21	25	27	31	35	13%
- Other	3	-5%	3	3	3	4	3	4	5%
Outsourcing	39	19%	47	55	65	75	88	102	17%
- Platform Operations	14	17%	16	18	20	22	25	28	12%
- Applications Operations	19	16%	22	25	28	33	39	45	16%
- Desktop Services	7	30%	10	13	16	20	24	30	25%
Processing Services	494	0%	494	490	491	491	493	494	0%
- Transaction Processing	451	0%	451	447	447	447	447	447	0%
- Utility Processing	9	-3%	9	9	8	8	8	8	-3%
- Other Processing	34	2%	34	35	36	37	39	39	3%
Network Services	68	7%	73	79	89	101	113	127	12%
- Electronic Information Svcs	41	2%	42	43	47	51	54	57	7%
- Network Applications	23	13%	26	31	36	44	51	61	19%
- Network Management	5	10%	5	6	6	7	8	10	15%
Applications SW Products	215	11%	240	300	335	360	410	445	13%
- Mainframe	16	-5%	15	15	15	15	14	14	-1%
- Minicomputer	61	6%	65	70	76	82	88	96	8%
- Workstation/PC	140	16%	160	215	245	265	305	335	16%
Systems SW Products	210	4%	215	235	245	255	275	285	6%
- Mainframe	87	-4%	83	82	81	80	79	79	-1%
- Minicomputer	69	4%	72	76	82	88	93	100	7%
- Workstation/PC	53	15%	61	77	83	90	101	109	12%
Turnkey Systems	243	4%	252	261	269	286	304	317	5%
- Equipment	121	2%	123	125	127	132	137	140	3%
- Applications Software	48	9%	53	57	62	69	76	83	10%
- Systems Software	15	0%	15	16	16	16	17	17	3%
- Professional Services	59	4%	61	63	65	69	73	76	5%

Source: INPUT

Exhibit 25

Information Services Market Portugal, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	198	14%	226	262	299	344	388	433	14%
Professional Services	52	12%	58	64	71	79	87	95	11%
- IS Consulting	7	17%	9	10	12	14	16	18	16%
- Education & Training	6	12%	6	7	8	9	9	10	10%
- Software Development	36	11%	40	43	47	52	56	59	8%
- Application Management	3	9%	3	4	4	5	6	8	20%
Systems Integration	12	16%	14	16	19	21	24	27	14%
- Equipment	3	11%	3	4	4	4	4	4	4%
- Applications Software	2	32%	2	3	4	5	6	7	26%
- Systems Software	1	1%	1	1	2	1	2	2	14%
- Professional Services	5	18%	6	8	9	10	11	12	14%
- Other	1	1%	1	1	1	1	1	2	11%
Outsourcing	8	20%	10	12	14	18	21	25	20%
- Platform Operations	3	19%	3	4	4	5	5	6	15%
- Applications Operations	4	20%	5	5	6	8	9	11	19%
- Desktop Services	2	20%	2	3	3	5	6	8	27%
Processing Services	22	13%	25	27	30	34	36	39	9%
- Transaction Processing	20	11%	22	24	26	29	31	33	9%
- Utility Processing	1	7%	1	1	1	1	1	1	4%
- Other Processing	2	15%	2	3	3	4	4	5	14%
Network Services	11	23%	14	17	22	28	34	41	25%
- Electronic Information Svcs	7	21%	9	11	13	16	19	22	21%
- Network Applications	3	34%	4	5	7	10	13	17	34%
- Network Management	1	10%	1	1	1	1	2	2	14%
Applications SW Products	20	19%	24	31	36	41	45	50	16%
- Mainframe	1	5%	1	2	2	2	2	2	4%
- Minicomputer	6	11%	6	7	8	9	10	11	12%
- Workstation/PC	13	22%	16	22	26	29	34	37	18%
Systems SW Products	33	11%	37	43	47	53	58	64	12%
- Mainframe	13	0%	13	14	14	14	14	14	1%
- Minicomputer	12	14%	13	15	17	20	22	25	13%
- Workstation/PC	8	27%	10	14	16	19	22	25	20%
Turnkey Systems	40	14%	45	52	60	71	82	93	15%
- Equipment	19	10%	20	22	25	28	31	34	10%
- Applications Software	8	20%	10	12	15	18	22	26	21%
- Systems Software	2	12%	2	3	3	4	4	4	14%
- Professional Services	11	18%	13	15	18	21	25	29	18%

Source: INPUT

Exhibit 26

Information Services Market Spain, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	2,455	7%	2,620	2,905	3,160	3,440	3,790	4,140	10%
Professional Services	690	4%	720	760	820	890	955	1,035	7%
- IS Consulting	107	11%	118	133	152	175	202	228	14%
- Education & Training	65	1%	65	67	70	74	77	82	5%
- Software Development	515	3%	530	555	595	630	670	705	6%
- Application Management	5	10%	6	7	8	10	13	15	21%
Systems Integration	145	11%	161	181	203	225	255	296	13%
- Equipment	36	2%	37	40	39	39	41	45	4%
- Applications Software	20	27%	26	31	41	50	61	77	25%
- Systems Software	12	11%	13	15	16	18	20	21	10%
- Professional Services	65	13%	74	85	96	106	120	139	13%
- Other	12	-3%	11	11	12	14	13	15	6%
Outsourcing	64	19%	76	92	112	132	158	184	19%
- Platform Operations	30	17%	35	41	47	54	61	68	14%
- Applications Operations	28	20%	34	42	53	64	76	91	22%
- Desktop Services	6	20%	7	9	12	15	20	25	28%
Processing Services	262	4%	273	282	293	306	318	332	4%
- Transaction Processing	224	4%	233	240	250	261	272	284	4%
- Utility Processing	17	2%	17	17	17	17	17	18	1%
- Other Processing	23	5%	24	25	26	28	29	30	5%
Network Services	171	12%	192	219	253	293	339	385	15%
- Electronic Information Svcs	105	9%	115	128	142	160	177	190	11%
- Network Applications	44	21%	53	65	79	98	120	142	22%
- Network Management	22	10%	25	27	31	36	43	53	17%
Applications SW Products	320	13%	360	465	540	595	685	765	16%
- Mainframe	23	-5%	22	21	20	20	19	19	-3%
- Minicomputer	86	7%	92	101	110	120	131	143	9%
- Workstation/PC	210	19%	250	345	410	450	535	600	19%
Systems SW Products	375	5%	390	420	430	450	480	510	5%
- Mainframe	139	-7%	130	121	113	107	102	98	-6%
- Minicomputer	136	4%	142	148	154	164	174	184	5%
- Workstation/PC	99	20%	119	151	164	180	206	228	14%
Turnkey Systems	429	4%	448	480	511	555	603	642	7%
- Equipment	202	1%	204	212	219	230	243	250	4%
- Applications Software	91	8%	99	110	121	136	152	167	11%
- Systems Software	25	2%	25	27	28	30	32	33	5%
- Professional Services	111	8%	120	131	143	159	177	192	10%

Source: INPUT

Exhibit 27

Information Services Market Sweden, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	3,215	7%	3,445	3,795	4,160	4,565	5,035	5,480	10%
Professional Services	1,360	4%	1,415	1,505	1,630	1,790	1,950	2,085	8%
- IS Consulting	150	6%	159	174	193	216	240	261	10%
- Education & Training	92	5%	96	102	110	118	126	135	7%
- Software Development	1,105	3%	1,135	1,205	1,300	1,420	1,535	1,630	7%
- Application Management	20	10%	22	25	30	38	47	55	21%
Systems Integration	50	8%	54	61	68	74	84	90	11%
- Equipment	13	3%	13	13	13	14	14	15	2%
- Applications Software	7	23%	9	10	13	16	20	24	22%
- Systems Software	4	7%	4	5	5	5	6	6	8%
- Professional Services	23	8%	24	28	32	36	40	42	11%
- Other	4	-7%	4	4	4	4	4	5	4%
Outsourcing	288	22%	353	429	516	611	720	835	19%
- Platform Operations	68	18%	80	94	111	127	142	162	15%
- Applications Operations	168	20%	202	243	286	337	397	458	18%
- Desktop Services	53	36%	71	92	120	148	182	215	25%
Processing Services	384	0%	384	382	383	385	387	391	0%
- Transaction Processing	346	0%	345	342	342	342	342	343	0%
- Utility Processing	8	-1%	7	7	7	7	7	7	-1%
- Other Processing	31	4%	32	33	35	37	39	41	5%
Network Services	144	12%	162	189	221	259	302	353	17%
- Electronic Information Svcs	74	8%	80	90	101	113	124	136	11%
- Network Applications	50	19%	59	74	92	113	139	168	23%
- Network Management	20	10%	22	24	29	33	39	49	17%
Applications SW Products	335	15%	385	490	560	605	690	755	14%
- Mainframe	24	-3%	23	22	22	21	20	20	-3%
- Minicomputer	86	9%	94	103	112	122	133	146	9%
- Workstation/PC	225	19%	270	365	425	460	535	590	17%
Systems SW Products	310	2%	320	345	355	365	390	400	5%
- Mainframe	147	-5%	140	136	132	128	124	120	-3%
- Minicomputer	87	4%	90	96	102	108	115	121	6%
- Workstation/PC	77	14%	88	115	123	132	150	162	13%
Turnkey Systems	350	6%	370	397	424	471	518	566	9%
- Equipment	158	2%	160	166	173	183	194	202	5%
- Applications Software	74	10%	82	91	102	116	133	149	13%
- Systems Software	22	3%	22	23	24	25	26	28	4%
- Professional Services	94	14%	108	115	128	148	168	189	12%

Source: INPUT

Exhibit 28

Information Services Market Switzerland, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR
		94-95 (%)							95-00 (%)
COUNTRY TOTAL	3,015	8%	3,245	3,590	3,895	4,275	4,735	5,155	10%
Professional Services	740	3%	765	800	855	925	1,010	1,105	8%
- IS Consulting	92	8%	99	111	126	145	168	195	14%
- Education & Training	122	2%	125	128	134	141	148	156	5%
- Software Development	525	2%	535	555	590	635	685	745	7%
- Application Management	5	17%	5	5	6	8	10	11	16%
Systems Integration	161	10%	176	191	218	241	264	283	10%
- Equipment	41	0%	41	43	41	41	43	45	2%
- Applications Software	22	21%	27	33	41	56	63	73	22%
- Systems Software	13	6%	14	14	15	17	18	20	8%
- Professional Services	73	12%	81	90	105	114	128	133	10%
- Other	13	6%	14	14	15	15	13	11	-4%
Outsourcing	79	19%	94	115	141	173	210	250	22%
- Platform Operations	18	17%	21	25	28	33	38	42	15%
- Applications Operations	50	20%	60	73	90	111	134	161	22%
- Desktop Services	11	20%	14	18	23	29	38	47	28%
Processing Services	370	7%	397	420	451	481	519	558	7%
- Transaction Processing	321	7%	344	363	390	416	447	481	7%
- Utility Processing	13	0%	13	14	14	14	15	15	2%
- Other Processing	37	8%	40	44	48	51	57	61	9%
Network Services	203	11%	225	264	306	355	416	481	16%
- Electronic Information Svcs	145	8%	157	176	199	222	248	271	12%
- Network Applications	50	23%	61	77	96	122	153	191	26%
- Network Management	9	9%	9	10	12	13	16	18	14%
Applications SW Products	405	13%	460	575	650	695	785	855	13%
- Mainframe	46	-3%	45	44	42	41	40	38	-3%
- Minicomputer	115	10%	126	138	153	168	183	203	10%
- Workstation/PC	245	19%	290	395	450	485	560	615	16%
Systems SW Products	580	4%	605	645	670	695	745	780	5%
- Mainframe	256	-4%	245	233	225	218	214	206	-3%
- Minicomputer	183	4%	191	199	210	222	237	252	6%
- Workstation/PC	141	19%	168	214	233	256	294	325	14%
Turnkey Systems	481	6%	512	565	619	695	771	848	11%
- Equipment	256	4%	267	287	306	332	363	390	8%
- Applications Software	69	11%	77	88	99	115	134	153	15%
- Systems Software	27	0%	27	31	34	38	42	46	11%
- Professional Services	130	9%	141	161	180	206	233	260	13%

Source: INPUT

Exhibit 29

Information Services Market United Kingdom, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	13,600	10%	15,000	16,700	18,300	20,000	21,900	23,800	10%
Professional Services	3,100	3%	3,200	3,300	3,300	3,400	3,400	3,500	2%
- IS Consulting	700	10%	770	860	930	1,030	1,130	1,240	10%
- Education & Training	310	5%	330	350	370	390	420	440	6%
- Software Development	2,000	-2%	2,000	1,900	1,900	1,800	1,700	1,500	-5%
- Application Management	70	33%	94	117	149	188	227	266	23%
Systems Integration	1,370	14%	1,560	1,790	2,060	2,350	2,650	3,030	14%
- Equipment	340	5%	360	360	390	420	420	480	6%
- Applications Software	247	20%	296	377	474	563	717	847	23%
- Systems Software	95	15%	110	125	144	164	186	211	14%
- Professional Services	640	16%	750	860	970	1,080	1,190	1,330	12%
- Other	41	15%	47	72	83	117	133	152	26%
Outsourcing	1,250	28%	1,600	2,020	2,440	2,910	3,410	3,900	20%
- Platform Operations	340	11%	380	440	470	520	560	590	9%
- Applications Operations	770	35%	1,030	1,350	1,680	2,030	2,430	2,790	22%
- Desktop Services	133	29%	172	227	282	352	423	509	24%
Processing Services	890	7%	950	980	1,030	1,080	1,130	1,200	5%
- Transaction Processing	670	5%	700	700	730	740	750	770	2%
- Utility Processing	20	0%	20	20	20	20	20	20	0%
- Other Processing	200	16%	230	250	280	320	360	410	12%
Network Services	1,580	16%	1,830	2,120	2,450	2,820	3,250	3,700	15%
- Electronic Information Svcs	1,020	12%	1,140	1,280	1,420	1,560	1,710	1,830	10%
- Network Applications	420	26%	530	670	840	1,040	1,260	1,530	24%
- Network Management	140	11%	160	170	200	230	270	340	17%
Applications SW Products	1,300	15%	1,500	1,800	2,100	2,200	2,500	2,600	12%
- Mainframe	100	-5%	90	90	80	80	70	70	-5%
- Minicomputer	340	9%	380	400	430	460	490	530	7%
- Workstation/PC	800	20%	1,000	1,400	1,600	1,700	1,900	2,000	15%
Systems SW Products	2,000	8%	2,100	2,300	2,400	2,500	2,600	2,700	5%
- Mainframe	780	-5%	740	700	670	640	610	560	-6%
- Minicomputer	630	10%	690	740	780	820	860	910	6%
- Workstation/PC	550	24%	680	880	950	1,010	1,130	1,210	12%
Turnkey Systems	2,140	6%	2,270	2,370	2,500	2,720	2,900	3,140	7%
- Equipment	1,060	5%	1,120	1,170	1,230	1,310	1,380	1,450	5%
- Applications Software	360	11%	400	410	430	490	520	590	8%
- Systems Software	180	4%	188	203	219	235	258	274	8%
- Professional Services	530	6%	560	590	630	690	750	830	8%

Source: INPUT

Exhibit 30

Information Services Market Central and Eastern Europe, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
AREA TOTAL	715	16%	830	990	1,175	1,385	1,655	1,955	19%
Professional Services	71	14%	81	93	107	125	144	165	15%
- IS Consulting	2	0%	2	2	2	2	2	2	0%
- Education & Training	41	15%	47	55	64	76	89	105	17%
- Software Development	28	14%	32	36	41	47	53	58	13%
- Application Management	0	0%	0	0	0	0	0	0	0%
Systems Integration	410	12%	460	530	625	735	865	1,010	17%
- Equipment	94	7%	101	111	119	125	147	172	11%
- Applications Software	57	30%	74	90	125	162	207	262	29%
- Systems Software	33	-3%	32	37	44	52	52	71	17%
- Professional Services	193	12%	216	249	294	346	405	444	16%
- Other	33	12%	37	42	44	52	52	61	11%
Outsourcing	20	35%	27	32	42	50	60	72	22%
- Platform Operations	9	33%	12	15	20	25	28	35	24%
- Applications Operations	8	38%	11	12	15	15	20	22	15%
- Desktop Services	3	33%	4	5	7	10	12	15	30%
Processing Services	20	25%	25	29	36	45	59	79	26%
- Transaction Processing	10	20%	12	13	15	17	20	24	15%
- Utility Processing	6	17%	7	7	8	8	9	10	7%
- Other Processing	4	50%	6	9	13	20	30	45	49%
Network Services	8	13%	9	13	19	27	39	57	45%
- Electronic Information Svcs	1	0%	1	1	2	2	3	3	43%
- Network Applications	4	50%	6	9	14	21	31	47	51%
- Network Management	3	-7%	3	3	4	4	5	7	20%
Applications SW Products	94	20%	113	148	173	194	228	260	18%
- Mainframe	10	0%	10	11	11	11	11	11	2%
- Minicomputer	30	17%	35	41	47	54	62	71	15%
- Workstation/PC	54	26%	68	96	115	129	155	178	21%
Systems SW Products	67	21%	81	101	119	141	170	202	20%
- Mainframe	15	0%	15	16	16	16	16	16	1%
- Minicomputer	21	19%	25	29	35	42	50	60	19%
- Workstation/PC	31	32%	41	57	69	84	104	126	25%
Turnkey Systems	27	22%	33	43	54	69	88	111	27%
- Equipment	13	23%	16	20	25	31	39	48	25%
- Applications Software	5	20%	6	8	10	13	17	22	30%
- Systems Software	1	0%	1	2	2	3	3	4	32%
- Professional Services	8	25%	10	13	17	22	29	37	30%

Source: INPUT

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Latin America

This chapter presents the information services market forecast for the Latin American region. A regional summary at the product/service category level is provided, and separate country (or country grouping) forecasts are included for:

- Argentina
- Brazil
- Venezuela
- Other Latin America

Exhibit 31

Information Services Market Latin America, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
REGIONAL TOTAL	4,763	15%	5,501	6,364	7,401	8,699	10,251	12,104	17%
Professional Services	818	17%	955	1,105	1,282	1,506	1,789	2,123	17%
Systems Integration	164	11%	182	204	232	266	302	345	14%
Outsourcing	289	15%	331	379	435	502	578	670	15%
Processing Services	334	8%	360	389	423	469	522	582	10%
Network Services	160	13%	180	210	245	290	340	400	17%
Applications SW Products	1,487	18%	1,759	2,082	2,487	2,996	3,609	4,356	20%
Systems SW Products	870	15%	997	1,145	1,314	1,520	1,759	2,037	15%
Turnkey Systems	641	15%	737	850	983	1,150	1,352	1,591	17%

Source: INPUT

Exhibit 32

Information Services Market Argentina, 1995-2000

PRODUCT/SERVICE CATEGORIES	Growth		1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
	1994 (\$M)	94-95 (%)							
COUNTRY TOTAL	813	17%	949	1,110	1,308	1,543	1,808	2,128	18%
Professional Services	135	22%	165	201	245	295	355	429	21%
- IS Consulting	35	20%	42	50	60	70	85	100	19%
- Education & Training	18	17%	21	26	30	35	40	49	18%
- Software Development	82	24%	102	125	155	190	230	280	22%
Systems Integration	55	15%	63	74	87	103	120	141	17%
- Equipment	15	13%	17	20	23	27	31	36	16%
- Software Products	21	14%	24	28	34	40	48	57	19%
- Professional Services	17	18%	20	23	27	32	37	44	17%
- Other	2	6%	2	3	3	4	4	4	15%
Outsourcing	170	17%	199	232	272	318	371	434	17%
- Platform Operations	104	18%	123	143	167	194	226	263	16%
- Applications Operations	66	15%	76	89	105	124	145	171	18%
Processing Services	44	11%	49	56	65	75	86	99	15%
- Transaction Processing	22	18%	26	31	37	44	53	64	20%
- Utility Processing	12	8%	13	14	16	17	18	19	8%
- Other Processing	10	0%	10	11	12	14	15	16	10%
Network Services	29	17%	34	40	49	60	72	87	21%
- Electronic Information Svcs	21	14%	24	28	35	43	52	63	21%
- Network Applications	8	25%	10	12	14	17	20	24	19%
Applications SW Products	195	15%	224	259	302	360	420	495	17%
Systems SW Products	105	14%	120	138	159	183	210	241	15%
Turnkey Systems	80	19%	95	110	129	149	174	202	16%
- Equipment	40	18%	47	53	60	67	75	84	12%
- Software Products	25	20%	30	36	43	51	61	72	19%
- Professional Services	15	20%	18	21	26	31	38	46	21%

Source: INPUT

Exhibit 33

Information Services Market Brazil, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	2,202	15%	2,533	2,929	3,400	3,989	4,697	5,530	17%
Professional Services	422	17%	492	568	656	770	920	1,092	17%
- IS Consulting	124	19%	148	175	208	247	292	352	19%
- Education & Training	61	13%	69	78	89	105	123	140	15%
- Software Development	237	16%	275	315	359	418	505	600	17%
Systems Integration	80	9%	87	97	109	122	135	150	12%
- Equipment	30	7%	32	34	37	41	45	50	9%
- Software Products	6	0%	6	7	7	8	8	9	8%
- Professional Services	42	12%	47	54	62	70	78	87	13%
- Other	2	0%	2	2	3	3	4	4	15%
Outsourcing	102	10%	112	124	138	154	172	194	12%
- Platform Operations	56	9%	61	68	76	84	94	105	11%
- Applications Operations	46	11%	51	56	62	70	78	89	12%
Processing Services	88	7%	94	103	110	120	131	143	9%
- Transaction Processing	39	10%	43	49	55	62	71	80	13%
- Utility Processing	31	3%	32	33	33	34	34	35	2%
- Other Processing	18	6%	19	21	22	24	26	28	8%
Network Services	98	12%	110	129	149	175	204	238	17%
- Electronic Information Svcs	83	12%	93	109	127	149	174	204	17%
- Network Applications	15	13%	17	20	22	26	30	34	15%
Applications SW Products	678	18%	803	950	1,140	1,380	1,670	2,020	20%
Systems SW Products	497	15%	570	658	759	883	1,027	1,194	16%
Turnkey Systems	237	12%	265	300	339	385	438	499	13%
- Equipment	90	7%	96	104	112	121	131	141	8%
- Software Products	84	17%	98	115	134	156	181	209	16%
- Professional Services	63	13%	71	81	93	108	126	149	16%

Source: INPUT

Exhibit 34

Information Services Market Venezuela, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	631	8%	680	705	739	789	851	917	6%
Professional Services	139	9%	152	159	167	178	191	205	6%
Systems Integration	17	12%	19	19	20	22	25	28	8%
Outsourcing	7	14%	8	9	9	10	11	12	8%
Processing Services	106	6%	112	114	118	125	134	144	5%
Network Services	20	0%	20	21	22	24	25	26	5%
Applications SW Products	174	9%	189	198	212	230	252	276	8%
Systems SW Products	88	6%	93	96	100	106	115	124	6%
Turnkey Systems	80	9%	87	89	91	94	98	102	3%

Source: INPUT

Exhibit 35

Information Services Market Other Latin America, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
AREA TOTAL	1,125	20%	1,349	1,632	1,968	2,395	2,915	3,553	21%
Professional Services	122	20%	146	177	214	263	323	397	22%
Systems Integration	12	8%	13	14	16	19	22	26	15%
Outsourcing	10	20%	12	14	16	20	24	30	20%
Processing Services	96	9%	105	116	130	149	171	196	13%
Network Services	21	24%	26	32	39	48	59	73	23%
Applications SW Products	440	23%	543	675	833	1,026	1,267	1,565	24%
Systems SW Products	188	17%	220	260	305	360	424	500	18%
Turnkey Systems	236	20%	284	344	415	510	625	766	22%

Source: INPUT



Middle East/Africa

This chapter presents the information services market forecast for the Middle East/Africa region. Separate country forecasts are not available for this region since there is limited information availability.

The forecast is based primarily upon data from Egypt, Israel, Saudi Arabia and South Africa. Information regarding regional economics, and IT and information services expenditures has been obtained from both primary and secondary sources, and used by INPUT in the preparation of the forecast for this region.

Exhibit 36

Information Services Market Middle East/Africa, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
REGIONAL TOTAL	1,715	16%	1,991	2,339	2,764	3,293	3,928	4,666	19%
Professional Services	505	22%	615	765	945	1,170	1,450	1,800	24%
Systems Integration	40	10%	44	50	55	62	69	78	12%
Outsourcing	8	13%	9	11	14	17	20	23	21%
Processing Services	400	11%	445	490	545	600	675	750	11%
Network Services	25	12%	28	31	35	39	44	50	12%
Applications SW Products	510	18%	600	715	860	1,060	1,290	1,550	21%
Systems SW Products	92	11%	102	114	125	140	155	170	11%
Turnkey Systems	135	10%	148	163	185	205	225	245	11%

Source: INPUT



North America

This chapter presents the information services market forecast for the North American region. A regional summary at the product/service category level is provided, and separate country forecasts are included for:

- Canada
- Mexico
- United States

In last year's *Worldwide Forecast Compendium* Mexico was moved from the Latin American Region to the North American Region. INPUT feels that this adjustment more accurately reflects the interdependence of the Canadian, United States and Mexican economies as a result of the recent passage of the North American Free Trade Agreement (NAFTA).

Exhibit 37

Information Services Market North America, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
REGIONAL TOTAL	162,439	13%	183,090	207,031	234,751	266,408	303,907	348,061	14%
Professional Services	24,739	13%	28,010	31,470	35,623	40,178	45,356	51,126	13%
Systems Integration	12,166	10%	13,440	15,765	18,091	20,741	23,804	27,288	15%
Outsourcing	17,748	20%	21,311	25,024	29,600	35,019	41,578	49,526	18%
Processing Services	24,268	9%	26,337	28,517	30,975	33,580	36,547	39,818	9%
Network Services	14,255	17%	16,646	19,618	23,294	27,623	32,938	39,355	19%
Applications SW Products	29,207	15%	33,485	38,576	44,550	51,582	60,145	70,611	16%
Systems SW Products	24,779	10%	27,241	29,875	32,846	36,218	40,205	44,900	11%
Turnkey Systems	15,277	9%	16,620	18,186	19,772	21,467	23,334	25,437	9%

Source: INPUT

Exhibit 38

Information Services Market Canada, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	7,424	16%	8,631	9,843	11,278	12,889	14,842	17,090	15%
Professional Services	1,473	12%	1,646	1,837	2,053	2,280	2,540	2,820	11%
- IS Consulting	541	13%	611	690	780	870	975	1,085	12%
- Education & Training	266	12%	298	333	373	415	465	520	12%
- Software Development	666	11%	737	814	900	995	1,100	1,215	11%
Systems Integration	914	10%	1,005	1,104	1,215	1,341	1,510	1,660	11%
- Equipment	358	8%	387	419	454	493	532	570	8%
- Software Products	172	9%	187	203	222	244	272	302	10%
- Professional Services	342	13%	387	435	490	552	651	731	14%
- Other	42	5%	44	47	49	52	55	57	5%
Outsourcing	1,895	33%	2,526	3,107	3,834	4,684	5,739	7,011	23%
- Platform Operations	900	39%	1,250	1,550	1,950	2,420	3,010	3,760	25%
- Applications Operations	230	16%	267	311	362	420	489	560	16%
- Desktop Services	210	22%	256	312	380	463	562	685	22%
- Network Management	190	23%	233	289	352	431	528	646	23%
- Business Operations	365	42%	520	645	790	950	1,150	1,360	21%
Processing Services	783	7%	839	900	966	1,028	1,102	1,179	7%
- Transaction Processing	483	8%	522	564	609	650	700	750	8%
- Utility Processing	247	3%	255	264	272	280	287	294	3%
- Other Processing	53	17%	62	72	85	98	115	135	17%
Network Services	334	18%	393	460	536	614	705	825	16%
- Electronic Information Svcs	120	17%	140	163	187	214	240	280	15%
- Network Applications	214	18%	253	297	349	400	465	545	17%
Applications SW Products	885	12%	992	1,115	1,256	1,421	1,613	1,836	13%
- Mainframe	213	6%	226	236	246	257	268	281	4%
- Minicomputer	252	6%	266	281	295	310	325	335	5%
- Workstation/PC	420	19%	500	598	715	854	1,020	1,220	20%
Systems SW Products	790	9%	864	936	1,016	1,100	1,197	1,305	9%
- Mainframe	348	6%	368	379	391	400	409	417	3%
- Minicomputer	252	7%	270	285	299	312	325	335	4%
- Workstation/PC	190	19%	226	272	326	388	463	553	20%
Turnkey Systems	350	5%	366	384	402	421	436	454	4%
- Equipment	109	4%	113	117	121	125	127	129	3%
- Software Products	198	5%	207	218	228	238	247	258	5%
- Professional Services	43	7%	46	49	53	58	62	67	8%

Source: INPUT

Exhibit 39

Information Services Market Mexico, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00
COUNTRY TOTAL	989	12%	1,111	1,280	1,497	1,771	2,118	2,552	18%
Professional Services	165	9%	180	206	238	279	335	408	18%
- IS Consulting	70	14%	80	91	105	123	147	178	17%
- Education & Training	15	0%	15	15	16	18	20	22	8%
- Software Development	80	6%	85	100	117	138	168	208	20%
Systems Integration	17	6%	18	22	27	34	42	50	23%
- Equipment	5	0%	5	6	8	10	13	16	26%
- Software Products	2	0%	2	3	3	4	5	6	25%
- Professional Services	9	11%	10	12	15	18	22	26	21%
- Other	1	0%	1	1	1	2	2	2	15%
Outsourcing	113	7%	121	132	147	165	188	218	12%
- Platform Operations	69	6%	73	79	87	97	109	123	11%
- Applications Operations	44	9%	48	53	60	68	79	95	15%
Processing Services	70	4%	73	79	88	100	114	133	13%
- Transaction Processing	39	3%	40	44	51	60	72	88	17%
- Utility Processing	26	4%	27	28	29	30	30	31	3%
- Other Processing	5	20%	6	7	8	10	12	14	18%
Network Services	15	20%	18	21	26	32	40	51	23%
- Electronic Information Svcs	12	17%	14	16	19	23	28	35	20%
- Network Applications	3	33%	4	5	7	9	12	16	32%
Applications SW Products	319	20%	382	463	570	710	890	1,120	24%
Systems SW Products	144	15%	165	186	212	242	273	305	13%
Turnkey Systems	146	5%	154	171	189	209	236	267	12%
- Equipment	58	3%	60	64	69	74	80	86	7%
- Software Products	33	6%	35	40	44	48	52	55	9%
- Professional Services	55	7%	59	67	76	87	104	126	16%

Source: INPUT

Exhibit 40

Information Services Market United States, 1995-2000

PRODUCT/SERVICE CATEGORIES	1994 (\$M)	Growth 94-95 (%)	1995 (\$M)	1996 (\$M)	1997 (\$M)	1998 (\$M)	1999 (\$M)	2000 (\$M)	CAGR 95-00 (%)
COUNTRY TOTAL	154,026	13%	173,348	195,908	221,976	251,748	286,947	328,419	14%
Professional Services	23,101	13%	26,184	29,427	33,332	37,619	42,481	47,898	13%
- IS Consulting	5,982	16%	6,950	7,986	9,234	10,675	12,312	14,192	15%
- Education & Training	3,492	12%	3,915	4,402	4,957	5,583	6,296	7,114	13%
- Software Development	13,627	12%	15,319	17,039	19,141	21,361	23,873	26,592	12%
Systems Integration	11,235	11%	12,417	14,639	16,849	19,366	22,252	25,578	16%
- Equipment	5,067	9%	5,514	6,562	7,422	8,376	9,407	10,589	14%
- Software Products	899	11%	1,002	1,202	1,372	1,563	1,790	2,055	15%
- Professional Services	4,849	12%	5,429	6,307	7,414	8,704	10,231	11,999	17%
- Other	420	12%	472	568	641	723	824	935	15%
Outsourcing	15,740	19%	18,664	21,785	25,619	30,170	35,651	42,297	18%
- Platform Operations	4,542	12%	5,083	5,639	6,283	6,951	7,645	8,404	11%
- Applications Operations	6,353	21%	7,668	8,878	10,329	12,003	13,961	16,234	16%
- Desktop Services	1,802	22%	2,192	2,686	3,315	4,092	5,080	6,322	24%
- Network Management	1,737	22%	2,117	2,603	3,224	4,031	5,065	6,382	25%
- Application Managem't	703	20%	841	1,004	1,203	1,439	1,725	2,072	20%
- Business Operations	603	27%	763	975	1,265	1,654	2,175	2,883	30%
Processing Services	23,415	9%	25,425	27,538	29,921	32,452	35,331	38,506	9%
- Transaction Processing	18,320	7%	19,581	20,877	22,310	23,746	25,351	27,056	7%
- Utility Processing	1,085	4%	1,132	1,171	1,211	1,251	1,290	1,325	3%
- Other Processing	4,010	18%	4,712	5,490	6,400	7,455	8,690	10,125	17%
Network Services	13,906	17%	16,235	19,137	22,732	26,977	32,193	38,479	19%
- Electronic Information Svcs	11,210	17%	13,068	15,419	18,268	21,609	25,652	30,481	18%
- Network Applications	2,696	17%	3,167	3,718	4,464	5,368	6,541	7,998	20%
Applications SW Products	28,003	15%	32,111	36,998	42,724	49,451	57,642	67,655	16%
- Mainframe	5,907	7%	6,305	6,734	7,171	7,615	8,093	8,639	7%
- Minicomputer	6,904	9%	7,517	8,179	8,864	9,583	10,379	11,257	8%
- Workstation/PC	15,192	20%	18,289	22,085	26,689	32,253	39,170	47,759	21%
Systems SW Products	23,845	10%	26,212	28,753	31,618	34,876	38,735	43,290	11%
- Mainframe	9,475	2%	9,688	9,798	9,810	9,744	9,685	9,584	0%
- Minicomputer	7,591	8%	8,235	8,922	9,699	10,578	11,627	12,820	9%
- Workstation/PC	6,779	22%	8,289	10,033	12,109	14,554	17,423	20,886	20%
Turnkey Systems	14,781	9%	16,100	17,631	19,181	20,837	22,662	24,716	9%
- Equipment	6,152	6%	6,516	6,946	7,333	7,736	8,167	8,631	6%
- Software Products	5,685	10%	6,245	6,873	7,539	8,247	9,011	9,852	10%
- Professional Services	2,944	13%	3,339	3,812	4,309	4,854	5,484	6,233	13%

Source: INPUT

