

This is a sample chapter from a new report for 2005, “Next-Generation Data Centers.” To order or to learn more about the Gartner Strategic Planning Series, go to www.gartnerpress.com/reports.

10.0 Best Practices in Data Center Outsourcing

10.1.5 Data Center Outsourcing Service Providers

Tactical Guideline: *Because of economic pressures, the larger providers will be forced to be more restrictive in the deals that they will accept, which will open more opportunities for Tier 2 service providers.*

Several Tier 2 service providers can provide quality data center services. During this current economic situation, the largest global outsourcers are experiencing significant change or transition, visible failures, or depressed market capitalization. As a result, the door may open for Tier 2 or niche-focused outsourcers. These smaller vendors — which have less overhead and are less burdened by demanding growth targets — may offer greater stability, higher client relationship focus, and technical expertise at a more cost-effective price.

This enables enterprises to pursue these other providers. The Tier 2 or niche outsourcers with efficient operations and customer focus may have a window of opportunity to attract organizations that opt for a smaller, niche player to ensure stable project teams and more personalized customer support. Other data center outsourcing service providers include:

- Alltel
- Atos Origin
- Blue Hill Data Services
- Cap Gemini
- Digica
- Fiserv
- HCL Technologies
- OAO Technology Solutions
- One Neck IT Services
- Pemco Corp. Computer Services
- SAIC
- Siemens Business Systems
- SunGard
- T-Systems
- Verizon Information Technologies