



# Central and Eastern European IT Services Expanded Country Set

AN IDC REPORT SERIES

IDC's Central and Eastern European IT Services Expanded Country Set research delivers understanding and insight into the region's IT services markets at a multidimensional and strategic level. The service analyzes and quantifies opportunities and market dynamics across the region and pinpoints key trends in IT services delivery, such as outsourcing and business solutions. IDC provides the market intelligence that IT services players need to stay competitive.

## Markets and Subjects Analyzed

- Systems integration: network consulting and integration, systems integration proper
- Support services: hardware and software support and installation
- IS consulting
- Outsourcing: application management (AM), information systems, network and desktop outsourcing, hosted AM, hosting infrastructure services
- Custom application development, applications consulting and customization
- IT training and education
- Overall IT services spending
- Spending by IT services foundation market
- In-depth assessment of each IT services foundation market
- IT services vendor analysis
- Drivers and inhibitors of IT services spending
- Product and software vendor migration to IT services
- Key trends in IT services such as outsourcing and business solutions
- Spending forecast to 2015 by IT service

## Core Research

- IT Services 2011–2015 Forecast and 2010 Vendor Shares studies for the following countries: Adriatics (Albania, Bosnia and Herzegovina, Croatia, Macedonia, Montenegro, Serbia, Slovenia),
- The Baltic States (Estonia, Latvia, Lithuania), Bulgaria, Croatia, Greece, Romania, Serbia, Slovakia, Slovenia, Ukraine

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: [Central and Eastern European IT Services Expanded Country Set](#).

## Key Questions Answered

1. What is the size of the IT services market? How is it structured in each country?
2. How will the IT services markets in CEE grow over the next five years?
3. Which are the leading players in each competitive category and what are their future strategies?
4. Which services are in demand in each industrial sector of these markets?
5. What are the key growth areas in IT services?
6. To what extent will developments in the CEE IT services market mirror Western European and worldwide service trends?

## Central and Eastern European IT Services

Countries	Services	Vertical Markets
Adriatics	IT Consulting, Systems Integration,	Agriculture, Construction and Mining,
Baltic States	Network Consulting and Integration,	Oil and Gas, Discrete Manufacturing,
Bulgaria	IS Outsourcing, AM Outsourcing,	Transportation, Telecommunications,
Croatia	Hosted AM, Network and Desktop	Broadcasting and Media, Utilities,
Greece	Outsourcing, Hosting	Retail, Wholesale, Banking,
Romania	Infrastructure Services,	Insurance, Financial Services,
Serbia	Custom Application Development,	Business and Legal Services,
Slovakia	Applications Consulting and	Local Government, Central
Slovenia	Customization, Hardware and	Government, Healthcare, Education,
Ukraine	Software Support and Installation,	Home, Other
	IT Training and Education	

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## Competitive Analysis

IDC's Central and Eastern European IT Services research examines how leading IT providers are positioning themselves to compete in this dynamic market. The service reviews strategies, market positioning, and future direction of leading vendors, including but not limited to:

Accenture, Altec Group, Asseco, Singular Logic, HP, IBM, Intracom IT Services, LogicaCMG, Ness Technologies, Oracle,

Romsys, Siemens IT Solutions and Services, Sonex Group, S&T, and T-Systems.

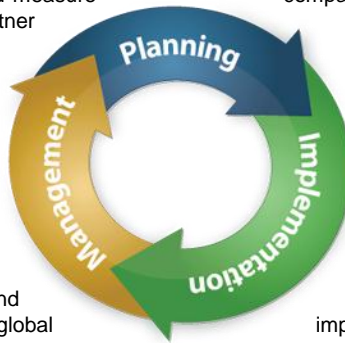
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IDC CEMA, Male namesti 13, Prague 1, Czech Republic, 110 00, P.420.2.2142.3140 F.420.2.2142.3150

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