

Mobile Professional Services Providers Set to Make Substantial Gains, According to New Research by VDC

Due to limited mobile IT support capabilities, organizations will be expanding their relationships with third-party solution providers that specialize in mobile solution support and integration.

“A new forecast from VDC Research indicates strong growth for mobile professional services as enterprise mobility trends mature and become engrained in daily workflows.”

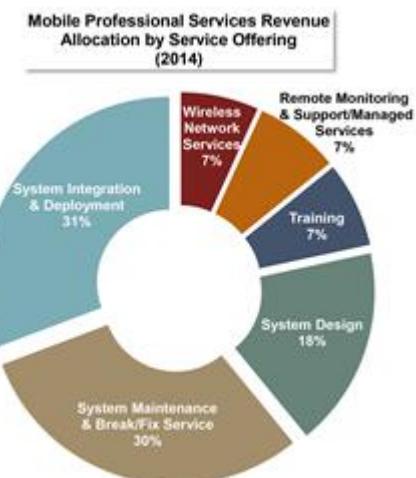
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The continued influx of mobile devices into enterprise settings has led to an expanded mobile services opportunity across the IT landscape and throughout the channel, according to a new report by VDC Research (click [here](#) for more info). VDC expects to see a shift to more sophisticated professional services over the next 2-3 years as enterprises focus on “mobile-enabling” their backend and client management infrastructure, which is where much of the major investments are concentrated. Consequently, demand for mobile infrastructure, security, application, and content management services will become more prevalent. However, according to VDC’s research among IT decision-makers, key factors influencing the sourcing of third-party mobile services today remain focused around operational cost reductions and include the reduction of deployment timeframes, reduction of complexity and ensuring mobile best practices. When selecting a third-party service provider, key considerations include the organization’s mobile technical expertise, pricing, and security capabilities. Considering the early stages of true mobile enablement in the enterprise, there are no clear mobile professional service leaders with a broad spectrum of service providers – from enterprise system integrators, communication service providers (CSPs) to specialized vertical-focused system integrators – all addressing this opportunity.

VDC forecasts that the global market for mobile professional services (inclusive of mobile systems design, application development, help desk, maintenance, depot services – repair and replace – hardware configuration, software provisioning, and training) will grow by 9.5% annually through 2018. Systems integration and deployment and maintenance (inclusive of depot services) accounted for 61% of the enterprise mobility professional service market in 2014. A recent report from VDC details revenues, regional breakouts, vertical markets, and leading vendor share for this rapidly evolving market.

VDC’s research also points to increasing interest in mobile managed services with overall mobile devices under management by these service providers reaching almost 15 million units in 2014. Especially for organizations with large deployments of mobile devices supporting frontline workflows or with a broadly distributed geographic profile, the benefits of mobile managed services addressing needs spanning deployment, depot, advanced exchange, application provision, and telecom expense management can be immense.

“The competitive landscape for mobile professional services remains very fluid,” said Eric Klein, Director of VDC’s Enterprise Mobility and Connected Devices practice. “As the market for these services evolves, we see new partnership models emerging, especially from hardware OEMs who are keen on expanding their service footprint to offset the ongoing challenges they are encountering with their hardware business. For mobile applications to truly become the new face of a business, choosing the right partners is critical, as third parties can reduce the complexity of managing and securing mobile deployments while delivering the level of service required for business-critical deployments.”



About VDC Research:

Founded in 1971, VDC Research provides in-depth insights to technology vendors, end users, and investors across the globe. As a market research and consulting firm, VDC's coverage of AutoID, enterprise mobility, industrial automation, and IoT and embedded technologies is among the most advanced in the industry, helping our clients make critical decisions with confidence. Offering syndicated reports and custom consultation, our methodologies consistently provide accurate forecasts and unmatched thought leadership for deeply technical markets. Located in Natick, Massachusetts, VDC prides itself on its close personal relationships with clients, delivering an attention to detail and a unique perspective that is second to none.