Provider ↑	Strategy & vision	Lifecycle & portfolio width	Strategy & local reach	Features & portfolio depth	Architecture & service design	Innovations & viability
Amazon	◕	◕	◕	◕	◕	◕
BT	◑	◕	◕	◕	◕	◑
Data#3	●	●	●	●	●	●
Deutsche Telekom	◕	◕	◕	◕	◕	◕
DXC	◕	◕	◕	◕	◕	◕
Ericsson	◑	◕	◕	◕	◕	◑
HCLTech	◑	●	●	●	●	◑
IBM	◑	●	●	●	●	◕
KT	◕	◕	◕	◕	◕	◕
Microsoft	◕	◕	◕	◕	◕	◕
Nippon Telegraph and Telephone Corporation	◕	◕	◕	◕	◕	◕
Nokia	◕	◕	◕	◕	◕	◕
NTT DATA	◕	◕	◕	◕	◕	◕
Samsung Electronics Co., Ltd.	◕	◕	◕	◕	◕	◕
Tech Mahindra	◕	◕	◕	◕	◕	◑
Telstra	●	●	●	●	●	●

Provider ↑	Strategy & vision	Lifecycle & portfolio width	Strategy & local reach	Features & portfolio depth	Architecture & service design	Innovations & viability
Verizon	◑	●	◑	◑	◑	◑
Wipro	◑	●	●	●	◑	◑
ZTE Corporation	◑	◑	◑	◑	◑	◑

Strategy & vision

This lays down company s long-term interests. It also involves assessment of types of products or services offered, technology competence in terms of partnerships with relevant technology vendors, role of emerging technologies such as AI and ML in product/service portfolio, etc.

Lifecycle & portfolio width

Analysis of service providers products and service offerings and their completeness across horizontal and vertical portfolio

Strategy & local reach

This involves Sales offices, Delivery centers, Datacenters, human resources, channel partners and certified resellers in the relevant geographies. This parameter also assesses a provider s acquisition strength and ability to establish strategic vendor partnerships

Features & portfolio depth

This parameter represents a provider s capability in designing products that appeal to consumers, incorporating R&D, design, customer insight and media development. It also assesses a provider s capabilities to maintain effective service delivery with high level of transparency and engagement with their clients.

Architecture & service design

Provider s compliance and security revolves around Security certifications,IT Outsourcing transition Knowledge (compliance), and Data privacy commitments.

Innovations & viability

The innovation potential of a provider is generating new ideas, R&D, improving processes or revamping products and services to keep up with ever changing consumer preference and target market developments. The parameter measures the financial strength of a provider to honor its near and distant future commitments to its creditors and lenders. The viability aspect also assess profit margin strength of a provider to stay financially relevant in its target market.