

F R O S T & S U L L I V A N

ICT

GLOBAL RESEARCH UPDATE

2018



ICT GLOBAL RESEARCH INSIGHTS 2018

New technologies, services, and software are transforming every single industry, and the pace of change is accelerating more quickly than most companies can plan for. Frost & Sullivan’s Digital Transformation practice delivers strategic insights and actionable tools to enable your business to flourish in a hyper-competitive market. Combining our continuous research coverage of the ICT industry with deep expertise in vertical markets enables us to identify how industries will transform, and how ICT providers can make this a reality. Our capabilities not only cover the Descriptive (what happened) and Diagnostic (why did it happen) but go well beyond to help you become Predictive (what will happen) and Prescriptive (what should I do).

Companies increasingly expect their technology providers to help them solve specific business challenges. Our global team of research analysts, industry experts, and consultants allow you to understand your market dynamics and we give you the insight and confidence to drive disruptive changes that will ensure your survival and prosperity.

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CONNECTED WORK

RECENT RESEARCH

- Global Audio Conferencing Endpoints Market, Forecast to 2021
- Global Enterprise Communications Platforms and Endpoints Market, Forecast to 2024
- Global Video Conferencing Endpoints and Infrastructure Market, Forecast to 2022
- Global Web Event Services Market Outlook, Forecast to 2021
- Growth Opportunities for Video Conferencing in Huddle Rooms, Global, Forecast to 2022
- Growth Opportunities in the Communications Endpoints Market, Forecast to 2021
- Growth Opportunities in the Global Professional Headset Market, Forecast to 2024
- Growth Opportunities in the North American VoIP Access and SIP Trunking Services Market, Forecasts to 2024
- 2017 Global UCC Industry Outlook
- Cloud Communications Buyers' Guide, North America, 2018
- North American Conferencing Services Market, Forecast to 2023
- North American Hosted IP Telephony and UCaaS Market
- Asia-Pacific Enterprise Telephony Market H1 2017 Tracker, Forecast to 2021
- Asia-Pacific Video Conferencing Endpoints and Infrastructure Market Analysis, Forecast to 2024
- End-user and Decision-maker survey of South-East Asian PACS Markets
- Latin American Cloud IP Telephony & UCC Market
- Latin American Conferencing Services Market, Forecast to 2023
- Latin American Enterprise Communications Platforms & Endpoints and Video Conferencing Markets, Forecast to 2023
- Cloud IP Telephony and UC&C Services Market in Latin America, Forecast to 2024
- Brazil's Total Telecommunications Services Market and the Impact of Mega Trends Outlook, Forecast to 2022
- EMEA Conferencing Services Market, Forecast to 2021
- European Hosted IP Telephony and UCaaS Market, Forecast to 2023
- Indian Unified Communications (UC) Applications and Services Market, Forecast to 2022
- An Overview of the Middle East and North Africa Over the Top (OTT) Video Services Market
- South Africa ICT Enterprise Spend in Oil and Gas Sector, Forecast to 2019
- Impact of the Star2Star and Blueface Merger
- A Sustainable Approach to CPaaS and Communications API Integration
- An End User Perspective on Workplace Communications and Collaboration, Global, 2017
- Cloud Communications Providers Boost Portfolios with Contact Center Solutions

CONTACT CENTERS AND CUSTOMER EXPERIENCE**RECENT RESEARCH**

- Capitalizing on Opportunities in the Global Contact Center Outsourcing Market with Digital Transformation, 2018 to 2020
- Contact Center Market Opportunities for UC Solutions
- Growth Opportunities in the North American Contact Center Market, Forecast to 2022
- Cloud Contact Center Buyers Guide, North America, 2018
- Contact Center Systems Buyers Guide, North America, 2018
- Artificial Intelligence Applied to the Customer Experience in Latin America, 2018
- Future of Customer Engagement in Latin America, 2018
- ASEAN Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- Asia-Pacific Contact Center Applications Market, Forecast to 2023
- Asia-Pacific Hosted/Cloud Contact Center Market Update, Forecast to 2023
- Japan Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- Japanese Contact Center Applications Market, Forecast to 2023
- Australia and New Zealand Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- Australian Contact Center Applications Market, Forecast to 2023
- Malaysian Contact Center Applications Market, Forecast to 2023
- Indonesian Contact Center Applications Market, Forecast to 2023
- New Zealand Contact Center Applications Market, Forecast to 2023
- Philippine Contact Center Applications Market, Forecast to 2023
- Singaporean Contact Center Applications Market, Forecast to 2023
- Chinese Contact Center Applications Market, Forecast to 2023
- Greater China Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- Hong Kong Contact Center Applications Market, Forecast to 2023
- India Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- Indian Contact Center Applications Market, Forecast to 2023
- South Korea Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- South Korean Contact Center Applications Market, Forecast to 2023
- Taiwanese Contact Center Applications Market, Forecast to 2023
- Thai Contact Center Applications Market, Forecast to 2023
- Vietnamese Contact Center Applications Market, Forecast to 2023

CYBER SECURITY

RECENT RESEARCH

- Global Network Firewall Market, Forecast to 2022 - Emerging Business Practices Demands New Technologies
- Analysis of the Global Cloud Access Security Broker Market (CASB), Forecast 2021
- Analysis of the Global Endpoint Management Market, Forecast to 2021
- Analysis of the Global Endpoint Security Market, Forecast 2021
- Analysis of the Global Web and Email Content Security Market, Forecast to 2021
- Advanced Malware Sandbox (AMS) Solutions Market, Global, Forecast to 2022
- Global Holistic Web Protection Market Analysis, Forecast to 2022
- Global Web Application Firewall (WAF) Market Analysis, Forecast to 2021
- Global Bot Risk Management (BRM) Market Analysis, Forecast to 2022
- The Global Network Firewall Market
- Vulnerability Management (VM) Market Analysis, Global, Forecast to 2022
- Security Information and Event Management (SIEM)
- DDoS Mitigation Global Market Analysis, Forecast to 2021
- Network Access Control (NAC) Market, Global, Forecast to 2022
- Analysis of the North America Managed & Professional Security Services Market, Forecast to 2021
- Network Security Forensics in the Incident Detection and Response Lifecycle - The Proof is in the Packet
- Okta: Rebuilding the Perimeter through Identity
- Remote Browser Isolation in a New Market Chapter: Poised to Change Customer Expectations
- SailPoint: Keeping Identities Secure & Manageable with Smarter Governance, Best Practices, and Analytics
- Security in the Serverless Architecture: A Tectonic Shift in Responsibilities
- Burgeoning Demand for Third-Party Risk Management: A Ripe Business Opportunity for Security Service Providers
- Centrify: Taking Identity & Access to the Cloud with Zero Trust Security
- Deception is Not a Vanishing Mirage: It is Real and the Next Chapter is Managed Security Services
- Dynamic Cyber Defenses: A Fresh Approach to an Old Problem
- EU GDPR Compliance Deadline Looms: What are Cyber Security Vendors Doing to Prepare Customers?
- GDPR – To Comply is a Given; Improving the Business is the Goal: SAP's Gigya Solutions Turn GDPR from Onerous to Advantageous
- In the Cybersecurity Battleground, Location Matters (But Not Exclusively)
- Microsoft: A Cybersecurity Company – Really?
- Mid-2018 DDoS Attack Trends: Record-Breaking Attacks, Familiar Tricks, and Emerging Tactics

DIGITAL MEDIA

RECENT RESEARCH

- Global Blu-ray Media and Players Market, Forecast to 2023
- Global Content Protection Market, Forecast to 2024
- Global Embedded Computing Ecosystem Market, Forecast to 2023
- Global Engineering Information Management Solutions, Forecast to 2023
- Global Enterprise Video Platforms Market, Forecast to 2023
- Global Media and Entertainment Video Transcoders Market, Forecast to 2024
- Global Media Streaming Devices Market, Forecast to 2023
- Global Pay TV Encoders Market, Forecast to 2024
- Global PC Market, Forecast to 2023
- Global Set-top Box Market, Forecast to 2022
- Global Smart TVs Market, Forecast to 2023
- Global Tablet Devices Market, Forecast to 2024
- Global Video Game Systems Market, Forecast to 2023
- Global Video Servers Market, Forecast to 2023
- Growth Opportunities in the Education Technology Market, Forecast to 2022
- US B2B eCommerce Platforms, 2018
- European Over-the-top (OTT) Video Equipment Market Outlook, 2018
- Overview of Television Broadcast, Pay TV and Video-on-Demand Landscape in Germany
- Over-the-Top (OTT) Video Executive Brief, Europe, January 2018
- OTT Video Services Market, MENA, 2017–2022
- State of the Video Industry, MENA, 2017–2022
- Over-the-top (OTT) Video Services Market, India, 2017–2022
- The Challenges with Ultra-Low Latency Delivery for Real-Time Applications
- Analysis of Fastly's New Approach to Load Balancing in the Cloud
- Apple's HEVC Adoption to Drive Hikes in Encoding Costs Requiring Cloud Hardware Acceleration
- Digital Commerce Platforms—Beyond Seamless Shopping Journeys to Ambient Commerce
- Every Publisher and Broadcaster Must Proactively Address the Challenges Posed by Bots
- Hardware May Fix the OTT Infrastructure Challenge Rather Than Better Video Compression
- Key Criteria in Evaluating Enterprise Video Streaming Solutions
- OTT Services Yet to Achieve Service & Monetization Parity Across Traditional & Online Broadcasts
- The Current Infrastructure Strategy to Support OTT Services is not Economically Sustainable
- WebRTC is the Most Promising Future Technology for Low-Latency Live Video Streaming

FINTECH**RECENT RESEARCH**

- Global InsurTech Market, Forecast to 2022
- Global IoT in Financial Services Market, 2017
- Global Securetech Market, 2018
- RegTech in Financial Services, Global, Forecast to 2020
- Disruption in Global Financial Services, 2017—Machine Learning is Imperative
- Growth Opportunities in the FinTech Market, Moving from One-off to Comprehensive Products and Services
- Growth Opportunities in the APAC Fintech Market
- Global Securetech Market, 2018
- FinTech—Growth Opportunities in the Global Market
- Digital Transformation and Fintech Strategies of Bank of America
- European Fintech Market Outlook, 2018
- European NeoBanks Market, 2018
- Australian Fintech, Forecast for 2020
- Banking-as-a-Service to Bring Agility and Flexibility to Financial Services, Forecast to 2023
- Biometrics in Financial Services, Forecast to 2022
- Cloud Platforms Powering FinTech in Europe, 2017
- Convergence of Artificial Intelligence (AI) and the Finance Industry
- Digital Disruption in the Global Financial Services Sector
- Digital Transformation and Fintech Strategies of Citigroup
- Digital Transformation and Fintech Strategies of JPMorgan Chase
- FinTech Watchlist Company Profile – ZhongAn
- Fintech Watchlist Company Profile—Betterment
- FinTech Watchlist Company Profile—Credit Karma
- FinTech Watchlist Company Profile—SoFi

INTERNET OF THINGS AND DIGITAL TRANSFORMATION

RECENT RESEARCH

- Global Blockchain Applications, 2018
- Internet of Things (IoT) Connectivity Protocols, Global, 2018
- Global Industrial Cybersecurity Services Market, Forecast to 2022
- Global Infotainment and Human Machine Interface (HMI) Strategy of Premium OEMs, 2016–2017
- Growth Opportunities in the Global Medical Imaging Artificial Intelligence Market, Forecast to 2022
- Impact of Wearable Technology on the Global Energy Sector, 2017
- RFID in Global Manufacturing 4.0 Market, Forecast to 2025
- Analysis of Growth & Security of the Global RFID Market in Retail, Forecast to 2022
- Capitalizing on Opportunities in the Global Contact Center Outsourcing Market with Digital Transformation, 2018 to 2020
- Innovative Use Cases of IoT in the Transport and Logistics Sector
- Industrial Internet of Things (IIoT) and the Future of Manufacturing, Forecast to 2021
- Application of Big Data Analytics in Construction Industry, Forecast to 2022
- Future of Global Digital Reality Market, Forecast to 2021
- Impact of Digitisation on the Chemical Industry, 2018
- Industrial Internet of Things Market in Asia-Pacific, Forecast to 2022
- Asia-Pacific Industrial IoT Platform Market, Forecast to 2021
- Digitalisation of the European Waste Recycling Market
- Operator Strategies and Vertical Perspectives for 5G in Europe, Forecast to 2024
- Intelligent Transportation ICT in the North American Smart City Market, Forecast to 2022
- Internet of Things-based Solutions for Customer Support, US, 2018
- Internet of Things—Creating Smart Cities and Engaged Communities Across the US Market
- IoT in Agriculture, Africa, 2017
- The African eCommerce Market: An End User’s Perspective
- The Role of African Start-ups in Driving Smart Agriculture in the Continent, 2018
- Latin American Internet of Things (IoT) Devices Market, Forecast to 2023
- Mexican Industrial Internet of Things Market, Forecast to 2022
- Securing the Connected Ecosystem—Leading Security Solutions and Approaches for IoT
- The Emerging IIoT Start-up Ecosystem—Innovative Start-ups in the IIoT Landscape
- Future of Personal Robots—AI Advancements Drive the Use Case of Robots in Personal Environments, Forecast to 2025
- Evolving Smart Retail Through In-store Analytics
- Digital Commerce Platforms—Growing in State and Stature Along With Customers
- Artificial Intelligence—Potential to Disrupt and Transform Verticals
- Automotive Industrial Internet of Things (IIoT) Growth Insights

NETWORK CLOUD AND DATA CENTER SERVICES

RECENT RESEARCH

- Global SD-WAN Vendor Market Mid-Year Forecasts, 2018
- 2018 SD-WAN End User Survey Results: Deployment Rates Double, Superior WAN Performance a Key Driver
- Capitalizing on Opportunities in the Global Contact Center Outsourcing Market with Digital Transformation, 2018 to 2020
- Adoption Trends in Managed Cloud Services
- Dedicated Internet Access Services Market Forecasts, 2018
- Latin America Outlook of the Information Technology Services Market, 2018
- Latin American Internet of Things (IoT) Devices Market, Forecast to 2023
- Latin American SD-WAN Market, Forecast to 2023
- Latin American Software- and Platform-as-a-Service Market, Forecast to 2022
- Managed Security Services Market in Latin America, Forecast to 2022
- Beyond the Uptime Percentage: Assessing Cloud Availability SLAs
- Disaster Recovery-as-a-Service 2018 Buyer's Guide: Cloud-Based Solutions for Effective Data Availability
- Evolving the Enterprise Hybrid Cloud – Tata Communications: The Dark Horse in the Hybrid Cloud Race
- Frost Industry Quotient (IQ) - Australia Data Centre Service Providers, 2018
- Innovative Solutions to Data Storage Challenges: Four Storage Companies to Watch in 2018
- Innovative Use Cases of IoT in the Transport and Logistics Sector
- Security in the Serverless Architecture: A Tectonic Shift in Responsibilities
- Stratecast Predictions 2018: The Year Ahead – Digital Transformation is Affecting Everything
- Survey Shows Shifts in Business App Placement: Managed Services, SaaS, and Co-Lo Steal Share from IaaS
- The Impact of SD-WAN on Network Functions – Traditional WAN Edge as We Know It is Fast Vanishing
- The Journey to a Software-defined Branch: It is a Marathon, Not a Sprint
- The Veeam Availability Suite: A Robust Disaster Recovery Platform with Strong Opportunities for MSPs
- Beyond the Big Three: Cloud Service Providers that Should Be Part of Your Multi-Cloud Strategy

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