

The Business Value of TEKsystems Global Services AI Solutions and Services



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Executive Summary

AI is transforming a diverse range of industries, from finance and manufacturing to agriculture and healthcare, by enhancing their operations and reshaping the nature of work. The application of generative AI (GenAI) in enterprises is just starting to unfold and has the potential to revolutionize customer experiences, boost employee productivity, enhance creativity and content creation, and accelerate process optimization. AI is a powerful driver of economic growth. IDC's research estimates the worldwide economic impact of generative AI by the end of 2033 to be close to \$10 trillion. The impact will encompass increased revenue, lowered expenses, and improved productivity.

As per IDC's research, lack of high-quality data and lack of talent are two of the top 5 inhibitors to scaling AI initiatives. Organizations face the frustrations of inaccurate information and siloed data, which limit their abilities regarding agile decision-making and business transformation. They are looking for trusted partnerships with professional services organizations, which can help develop a comprehensive data strategy and cocreate innovative AI solutions.

TEKsystems Global Services is at the forefront of helping organizations worldwide in systematic ideation, piloting, and execution. IDC conducted research that explored the value and benefits for organizations utilizing TEKsystems Global Services' experts and tools in their efforts to digitally transform their IT infrastructure.

Based on detailed interviews with organizations that had in-depth experience engaging with TEKsystems Global Services, IDC found that the key value drivers of TEKsystems Global Services include:

- Access to IT experts, best practices, and tools that aren't readily available in-house allowed companies to implement advanced technology solutions and embed AI/ML into developed applications.
- The ability to scale IT teams kept the flow of IT projects progressing and stable.
- Improved analytics capabilities through access to better data allowed IT departments to leverage knowledge across the enterprise.



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BUSINESS VALUE HIGHLIGHTS

23%
more efficient
IT infrastructure
administration and
management teams

43%
quicker completion
of IT transformation
projects

45%
more productive
IT transformation
project management
teams

17%
more productive
developers

23%
more AI-based
solutions released
per year

37%
more applications
released per year

Situation Overview

The era of AI is upon us. The pace of innovation is accelerating at an unprecedented rate, triggering a paradigm shift in how businesses think of digital experiences and deliver them to their customers. AI is enhancing more applications and digital experiences every day. Generative AI is a growth catalyst, transforming industries and reshaping the way businesses operate. Its ability to generate content, streamline processes, and drive innovation alongside traditional AI is propelling organizations into a future where creativity and efficiency go hand in hand. Striking the right balance between innovation and responsible use is crucial to ensure that GenAI continues to be a force for growth. Interestingly, 18% of the worldwide respondents to IDC's *Future Enterprise Resiliency and Spending Survey, Wave 3* (n = 887), have already introduced GenAI-enhanced applications and services into production and intend to expand.

AI isn't just a catalyst for new, intelligent services. It is changing the creation and deployment of applications and placing new requirements on businesses to modernize their infrastructure, processes, and application architectures. Simply put, many of the legacy models for supporting applications will not work for the wave of AI-enhanced, data-intensive applications that are arriving in this new era.

According to IDC's *Worldwide Artificial Intelligence Systems Spending Guide*, February (V1, 2024) — which tracks artificial intelligence software, hardware, and services across industries and use cases — enterprises worldwide are likely to invest \$233 billion in AI solutions in 2024. IDC expects this spending to grow to \$518 billion at a compound annual growth rate of 31% for 2023–2027.

While AI holds tremendous potential, most organizations worldwide are struggling to scale AI initiatives. High costs of training and inferencing, lack of talent, lack of high-quality data sets, and lack of responsible AI governance are the top inhibitors. Organizations are partnering with professional services providers for IT, business, and engineering services. Professional services providers are supporting a broad range of tasks ranging from responsible AI policy development and refinement to staff reskilling and change management to data/intelligence architecture design and engineering to overall AI strategy development.

TEKsystems Global Services Overview

From establishing business cases and AI foundations to helping set clear goals and good governance all the way through to design and deployment, TEKsystems Global Services has developed a multistage approach to helping its customers unleash the full power of AI. After deployment, TEKsystems Global Services also supports upgrade, audit, and refinement to drive continuous improvement as the company identifies future business cases to guide customers through the journey.

The transformative power of data fuels AI-powered business innovation, elevates the customer experience, saves money, generates new revenue streams, and maximizes returns on technology investments. TEKsystems Global Services collaborates with clients to develop a comprehensive data strategy. TEKsystems Global Services discovers the current state of data, determines where the client plans to be, and develops a complete road map to enable key capabilities such as data science and robust systems integrations.

Customers are demanding faster and better ways to speak with businesses, get questions answered, and resolve issues. This can be an aggressive ask for businesses, especially knowing how many touch points don't require human interaction.

TEKsystems Global Services is a Google Cloud Premier partner and the first to achieve Google Cloud's CCAI specialization.

TEKsystems Global Services is a Google GenAI launch partner. TEKsystems Global Services Generative AI Practice accelerates the adoption of Google Cloud's generative AI solutions. The company focuses on driving operational efficiencies, promoting financial resiliency, and generating net-new revenue streams.

The Business Value of TEKsystems Global Services

Study Firmographics

IDC conducted in-depth interviews that explored the benefits organizations achieved through the use of TEKsystems Global Services. The project included interviews with three

organizations that are currently using TEKsystems Global Services and have in-depth experience and knowledge of these benefits. IDC asked a variety of qualitative and quantitative questions about how accessing TEKsystems Global Services' expertise and tools impacted the efficiency of their IT, data analytics, DevOps, and compliance teams and the business benefits achieved.

Table 1 presents the aggregated firmographics of interviewed organizations. Companies had a base of 61,667 employees, including 7,183 IT employees. Each company ran an average of 228 business applications. Two companies were in the United States and one was in India, with vertical markets in the healthcare, manufacturing, and oil and gas sectors. Annual average revenue per company totaled \$5.2 billion.

TABLE 1
Firmographics of Interviewed Organizations

	Average	Median
Number of employees	61,667	35,000
Number of IT employees	7,183	650
Number of business applications	228	35
Annual company revenue	\$5.2B	\$2.6B
Countries	United States (2) and India	
Industries	Healthcare, manufacturing, and oil and gas	

n = 3; Source: IDC Business Value In-Depth Interviews, June 2024

Choice and Use of TEKsystems Global Services

The organizations that IDC interviewed selected TEKsystems Global Services to support their digital technology transformation agenda with the skills and tools that were lacking internally. Companies noted the difficulty of attracting, retaining, and developing the right talent to support evolving AI and cloud-based technologies. Changes in project volumes also required the addition of short-term staff, which was also challenging. TEKsystems Global Services solved these problems by providing companies with the technical expertise they required, as and when needed.

Study participants elaborated on why they specifically chose TEKsystems Global Services:

Qualified staff retention (manufacturing):

“One challenge we’ve faced that led us to select TEKsystems is that of retaining qualified employees, hiring them, keeping their knowledge updated, and making sure that as technology evolves, their skill set supports our latest technology, as we direct our digital transformation.”

Skill set staffing challenges (healthcare):

“Our use of TEKsystems is very much business driven. We have some challenges around staffing related to skill sets — you never feel you have all the skill sets needed for day-to-day operations, and you always want some people coming in to bring in a breath of fresh air to our work. The other challenge relates to the up-and-down needs of the staff, which mostly has to do with projects. When we have a project, we sometimes need to add staff to take on that work on top of the day-to-day, but it’s unfeasible to hire people for short periods of time. So that’s another driver behind our use of a staffing company such as TEKsystems.”

Need for support to get data into the cloud (oil and gas):

“Our core business is to produce oil and gas, so we’re not experts in data science or AI. Given this, our company mainly focuses on the business part, producing oil and gas — no one has bothered to collect the data, build a machine learning model, etc., the smart way of doing the business. We missed the data part of the business. We had some traditional software, databases, and ways of creating reports, which were developed using SAP, and all systems were on premises. But then we thought, why not bring that data into the cloud, and get data from multiple sources, put it in the cloud. We had no expertise on how to start this.”

Table 2 (next page) demonstrates how TEKsystems Global Services supported the interviewed organizations. As shown, TEKsystems Global Services provided services to 158 sites in 12 countries, supporting an average of 16 applications per company and 24% of organizational revenue.

TABLE 2
Organizational Usage of TEKsystems Global Services

	Average
Business applications	16
Sites/branches	158
Countries	12
Percentage of revenue supported	24%

n = 3; Source: IDC Business Value In-Depth Interviews, June 2024

Business Value and Quantified Benefits

IDC’s Business Value research evaluated the most significant benefits that interviewed organizations achieved in using TEKsystems Global Services. Participants appreciated the multilanguage IT agent support, noting how it increased the bandwidth and efficiency of IT teams. TEKsystems Global Services was able to scale staff quickly for interviewed organizations when needed, providing them with reliable and stable IT resources. TEKsystems Global Services experts also selected cloud resources that would allow companies to meet their growth objectives.

Study participants elaborated on the most significant benefits they achieved through the use of TEKsystems Global Services:

Multilanguage agent tool (manufacturing organization):

“My organization uses the TEKsystems agent tool for IT support. One of the biggest benefits is the multilanguage capability, especially for our global presence. It has worked really well in that space and has helped from a bandwidth standpoint. It has reduced staff time, so they can move cases quicker. This equates to better efficiency, reduced cost, better quality, and faster deployment.”

Steady staffing model (healthcare):

“A significant benefit of TEKsystems is that it runs our day-to-day operations as needed. When we tap into TEKsystems resources, they are able to turn things around quickly and get more staff in a short period of time. By leveraging them, we get a steady staffing model.”

Greater IT expertise (oil and gas):

“My organization lacked expertise on the IT side. TEKsystems did a great job outsourcing the staff to give us what we needed, because they understood our business purpose. As a result, we don’t have to expend time and effort recruiting and managing that staff for IT operations. TEKsystems selected cloud resources that favor scalability. Efficiency, flexibility, and competency, have all been great benefits.”

IDC then drilled down on the further benefits of TEKsystems Global Services. These benefits fall into two main groups. The first relates to IT productivity gains that the IT infrastructure management, IT transformation, and DevOps teams achieved as a result of having access to TEKsystems Global Services’ expert resources and tools. The second relates to the business benefits that the data analytics and compliance teams achieved, as well as the net increase in revenue attributed to TEKsystems Global Services’ support of business strategies.

By accessing TEKsystems Global Services’ expertise and tools, interviewed companies achieved a total average annual benefit of \$8.15 million, which included \$7 million in IT productivity gains and \$1.1 million in total business benefits:

- IDC valued the IT team productivity gains in terms of the staff time saved as a result of accessing TEKsystems Global Services’ expertise and tools , and they represented the lion’s share of the total benefits achieved. This included the value of the time that the infrastructure administration and management, IT transformation, and DevOps teams saved.
- IDC valued the business benefits in terms of staff time saved and revenue gained as a result of accessing TEKsystems Global Services’ expertise and tools. This included the value of the time that the data analytics and compliance teams saved and the increased revenue organizations achieved as a result of engaging TEKsystems Global Services to support their business objectives.

IT-Related Benefits from TEKsystems Global Services

Organizations appreciated how TEKsystems Global Services enabled their IT teams to better capture and leverage knowledge, and by increasing the efficiency of organizations’ IT teams, TEKsystems Global Services enabled them to better support their companies. Quality support combined with improved information increased job satisfaction among IT staff, and development teams benefited from increased exposure to advanced technologies. In addition, by utilizing TEKsystems Global Services’ expert resources, organizations were able to optimize IT head count during peak periods.

TEKsystems Global Services' customers discuss these important IT benefits:

Better ability to support organization (manufacturing):

“Our IT that is supporting business operations is more efficient, in terms of being able to leverage our knowledge database, capturing knowledge, and reusing knowledge, which has improved their bandwidth. From a quality standpoint, we don't reopen as many cases; the quality of the support and the information is better. That has improved both for the end-user base as well as our IT staff, from the standpoint of job satisfaction.”

Exposure to new technologies (manufacturing):

“Our developers have gained the ability to leverage some of the newer technology and some of the capabilities from machine learning and automation. TEKsystems exposes them to capabilities that they can leverage in their development and use more easily. That's been a plus.”

Reduced staffing requirements (healthcare):

“TEKsystems has reduced some of the requirements in terms of staff numbers, because they're able to offer more focused skilled staff during our times of peak need, so we can reduce regular hires for our internal resources.”

Increased knowledge (healthcare):

“TEKsystems gives our developers fresh ideas and knowledge from having new people with specific expertise around.”

IDC then validated these anecdotal observations by applying its Business Value methodology to quantify the efficiency gain TEKsystems provided IT infrastructure administration and management teams. In providing specialized staff, support, tools, and bandwidth, TEKsystems Global Services enabled this team to better manage workloads, applications, and services.

Table 3 (next page) quantifies benefits for this team in terms of efficiency gains. After utilizing TEKsystems Global Services, interviewed organizations needed 55.4 fewer FTEs to administer and manage their IT infrastructure. This resulted in an efficiency gain of 23%, which IDC valued at \$5,542,935 annually for each organization.

TABLE 3

IT Infrastructure Administration and Management Team Efficiency Gain

	Before/Without TEKsystems Global Services	With TEKsystems Global Services	Difference	Benefit
FTE count	237.6	182.1	55.4	23%
Value of staff time per year	\$23,755,435	\$18,212,500	\$5,542,935	23%

n = 3; Source: IDC Business Value In-Depth Interviews, June 2024

IT transformation and project management teams appreciated that TEKsystems Global Services provided extremely knowledgeable IT professionals and robust tools, which enabled their IT transformation projects to move forward with greater speed and agility. In fact, interview participants indicated that with TEKsystems Global Services, this team was able to complete transformation projects 43% faster. One interview respondent commented on the impact on their technology transformation process: *“TEKsystems has had a positive impact on the modernization of our toolsets, our DevOps, and our support, our engineering team. As a result, we have made strides on our digital transformation road map.”*

Taking this into account, **Table 4** indicates the productivity benefits achieved for the IT transformation and project management team after utilizing TEKsystems Global Services. These teams were able to work with the equivalent productivity level of having an additional 21 FTEs, resulting in a productivity gain of 45% valued at an annual benefit of \$2,100,000.

TABLE 4

IT Transformation Project Management Team Productivity Gain

	Before/Without TEKsystems Global Services	With TEKsystems Global Services	Difference	Benefit
Equivalent productivity level, FTEs	46.7	67.7	21.0	45%
Value of staff time per year	\$4,666,667	\$6,766,667	\$2,100,000	45%

n = 3; Source: IDC Business Value In-Depth Interviews, June 2024

Similarly, IDC evaluated the net productivity gain for interviewed organizations’ developer and DevOps teams. Importantly, customers noted that TEKsystems Global Services introduced developers to new knowledge and AI/ML support tools that improved the speed at which they could create new applications and features. One customer commented on the ability of their software engineering team to apply AI/ML tools in their software development process, improving both the quality of applications and time to deployment: *“The biggest impact of TEKsystems has been to our software engineering team. They use a couple of AI-supported tools in software development and deployment. This has really helped our development team in terms of velocity and has reduced time to market. Quality has improved across the board, and we’re seeing faster processing time and deployment.”*

By utilizing TEKsystems Global Services’ experts and tools, the productivity of developer/DevOps teams increased by 17% (see **Table 5**). These teams were able to work with the equivalent productivity level of having an additional 14.9 FTEs, valued at \$1,487,630 in staff time.

TABLE 5
Developer/DevOps Productivity Gain

	Before/Without TEKsystems Global Services	With TEKsystems Global Services	Difference	Benefit
Equivalent productivity level, FTEs	88.7	103.5	14.9	17%
Value of staff time per year	\$8,866,667	\$10,354,296	\$1,487,630	17%

n = 3; Source: IDC Business Value In-Depth Interviews, June 2024

Figure 1 (next page) further illustrates the significant impact of TEKsystems Global Services on application development and business transformation. Year over year, companies were able to release 39% more features, 37% more applications, and 23% more AI-based solutions than before they engaged with TEKsystems Global Services.

FIGURE 1
Application Development KPIs
 (% more)



n = 3; Source: IDC Business Value In-Depth Interviews, June 2024

Business Benefits of TEKsystems Global Services

In their detailed conversations with IDC, study participants zeroed in on specific business benefits achieved from accessing TEKsystems Global Services. TEKsystems Global Services’ experts and tools helped companies automate manual processes and improve the quality of their data and reduce financial penalties due to outdated technology. Customers appreciated the help they received in developing applications for end users and valued the support and the access to best practices that TEKsystems Global Services provided.

Study participants explained these benefits in greater detail:

Fewer late payment penalties (oil and gas):

“We were paying a lot of penalties to our vendors because of manual processes. TEKsystems has helped us to avoid those late payment penalties because we have data that can guide our decisions about what to pay and when. It’s also improved our reputation for, paying on time.”

Better end-user applications (healthcare):

“Business is able to be carried out because we can provide applications to our end users that help us take care of patients.”

Ability to learn best practices regarding IT tools (manufacturing):

“My organization has learned best practices from TEKsystems that we capture and roll out to the global staff. TEKsystems is basically IT support, especially when learning how to use and support a new tool. The business is better supported as a result.”

IDC then specifically asked organizations about the impact of utilizing TEKsystems Global Services on the productivity of their data analytics teams (i.e., business analysts, data scientists, business intelligence, and analytics engineers). Customers indicated that these team members benefited by gaining more effective ways to visualize and analyze data. One organization commented on achieving more timely and deeper insights because of increased visibility into its data as well as gaining efficiencies through understanding and applying industry standards to the development process: *“TEKsystems has enabled my organization to leverage existing routines as opposed to just developing them. It has given us better and more efficient ways of looking at data, visualizing it, and analyzing it, which provides better and quicker insights. In things that are more industry standard, we can just plug and play as opposed to developing.”*

Table 6 illustrates the benefits that participants achieved in terms of data analytics productivity gains. After utilizing TEKsystems Global Services, this team realized a net benefit of 38% by being able to work at an equivalent productivity level of having an additional 14.6 FTEs. This amounted to an added value of \$1,025,475 in staff time per year.

TABLE 6
Data Analytics Team Productivity Gain

	Before/Without TEKsystems Global Services	With TEKsystems Global Services	Difference	Benefit
Equivalent productivity level, FTEs	38.4	53.0	14.6	38%
Value of staff time per year	\$2,686,833	\$3,712,308	\$1,025,475	38%

n = 3; Source: IDC Business Value In-Depth Interviews, June 2024

Interviewed organizations also indicated that access to TEKsystems Global Services’ experts and tools helped their compliance teams reduce risk and manage compliance-related concerns effectively. The added productivity gained resulted in a net benefit of 5% to the compliance team, or the equivalent of adding 1.1 FTEs and a net value of \$76,417 per year (see **Table 7**, next page).

TABLE 7
Compliance Team Productivity Gain

	Before/Without TEKsystems Global Services	With TEKsystems Global Services	Difference	Benefit
Equivalent productivity level, FTEs	21.8	22.9	1.1	5%
Value of staff time per year	\$1,528,333	\$1,604,750	\$76,417	5%

n = 3; Source: IDC Business Value In-Depth Interviews, June 2024

IDC then evaluated the increase in revenue organizations achieved by utilizing TEKsystems Global Services. By providing customers with the necessary knowledge, tools, and specialized staff, TEKsystems Global Services enabled better pursuit and support of business strategies. Factoring in a 15% assumed operating margin, this resulted in a net revenue gain to each organization of \$375,000 per year, or \$23,936 per supported application (see **Table 8**).

TABLE 8
Business Enablement — Higher Revenue

	Per Organization	Per Supported Application
Total additional gross revenue per year	\$2,500,000	\$159,574
Assumed operating margin	15%	15%
Total additional net revenue (IDC model)	\$375,000	\$23,936

n = 3; Source: IDC Business Value In-Depth Interviews, June 2024

Challenges/Opportunities

GenAI is likely to drive transformational change for the professional services industry. IDC has predicted that by 2025, 40% of services engagements will include GenAI-enabled delivery, triggering a shift in human-delivered services to strategy, change, and training to prepare organizations for AI everywhere. GenAI will disrupt how services providers deliver services to their customers, creating an opportunity to increase efficiency, deliver at a faster pace, and reduce costs.

For example, the increased utilization of AI in application modernization services delivery can yield multiple effects. For one, it can ease heavy data aggregation and data processing workloads for services providers, especially in areas such as testing and DevOps analytics. The increased utilization of AI in application modernization can also impact application development activities that labor had traditionally executed and create downward pressures on application development services pricing. In situations where GenAI substitute for labor for highly standardized or more routine code development activities, providers could lower carrying costs for development staff. Although higher services margins could be a short-term benefit of such a strategy, increased competition could result as more providers seek to gain higher profits in the market. The increase in providers, in turn, could then cause pricing for standardized application development services to push lower and make application services procurement easier for buying organizations.

Three services offerings IDC expects the rather quick transformation of are customer care BPO services, app modernization services, and IT managed services. TEKsystems Global Services has an opportunity to continue to strengthen its value proposition through ecosystem partnerships.

Conclusion

Organizations that want to stay relevant and compete in the AI era must embrace AI solutions responsibly. While AI holds tremendous potential, most organizations worldwide are struggling to scale AI initiatives. High costs of training and inferencing, lack of talent, lack of high-quality data sets, and lack of responsible AI governance are the top inhibitors. Organizations are partnering with professional services providers for IT, business, and engineering services. TEKsystems Global Services provides access to IT experts and best practices and tools, and it empowers companies to build and deploy advanced AI technology solutions and embed AI/ML into developed applications.

IDC believes that professional services providers will play a trusted partner role in companies' AI journey. This study evaluated and quantified TEKsystems Global Services customers' improvement for AI initiatives. TEKsystems Global Services enabled companies to release 23% more AI solutions each year and delivered significant business value for organizations competing in an AI era.

Appendix: Methodology

IDC's standard Business Value methodology is based on gathering data from organizations currently using TEKsystems as the foundation for its model.

Based on interviews with organizations using TEKsystems, IDC calculates benefit metrics as follows:

- IDC measures the savings from reduced IT infrastructure costs, IT staff efficiencies, increased user productivity, and higher revenue over the term of the deployment attributable to the organizations' use of TEKsystems.
- IDC bases calculations on a number of assumptions, which are summarized as follows:
 - Time values are multiplied by burdened salary to quantify efficiency and productivity savings. For this study, IDC used its standard salary assumptions of an average fully loaded IT salary of \$100,000 per year and a user salary of \$70,000 per year.
 - Downtime values are a product of the number of hours of downtime multiplied by the number of users affected. The impact of unplanned downtime is quantified in terms of impaired end-user productivity and lost revenue. Lost productivity is a product of downtime multiplied by burdened salary.
 - IDC applies a margin assumption (15%) for other user productivity gains and additional gross revenue attributed to interviewed organizations' use of TEKsystems resulting in the net productivity and revenue calculations applied to IDC's model.

Note: All numbers in this document may not be exact due to rounding.

About the IDC Analysts



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Ritu Jyoti is group vice president/general manager of the Worldwide Artificial Intelligence, Automation, Data and Analytics Research Practice with IDC's Software Market Research and Advisory Practice. Ms. Jyoti is responsible for leading the development of IDC's thought leadership for AI research and management of the worldwide AI, automation, data and analytics software research team. Her research focuses on the state of enterprise AI efforts and global market trends for the rapidly evolving AI and ML including GenAI innovations and ecosystems. Ms. Jyoti also leads insightful research that addresses the needs of AI technology vendors and provides actionable guidance to them on how to crisply articulate their value proposition, differentiate, and thrive in the AI era.

[More about Ritu Jyoti](#)



Megan Szurley

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Megan Szurley is manager for the Business Value Strategy Practice, responsible for creating custom business value research that determines the ROI and cost savings for enterprise technology products. Megan's research focuses on the financial and operational impact of these products for organizations once deployed and in production. Prior to joining the Business Value Strategy Practice, Megan was a consulting manager within IDC's Custom Solutions division, delivering consultative support across every stage of the business life cycle: business planning and budgeting, sales and marketing, and performance measurement. In her position, Megan partners with IDC analyst teams to support deliverables that focus on thought leadership, business value, custom analytics, buyer behavior, and content marketing. These customized deliverables are often derived from primary research and yield content marketing, market models, and customer insights.

[More about Megan Szurley](#)

Message from the Sponsor



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Learn more at [TEKsystems.com](https://www.teksystems.com)

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