

# Public Sector Services and Solutions

A research report comparing provider strengths,  
challenges and competitive differentiators



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## Introduction

Public sector leaders are navigating a critical moment in 2026 globally, where fiscal pressures are meeting bold innovation demands. Governments balance tight budgets while responding to citizens' demands for seamless, equitable services amid ongoing economic uncertainties.

After years of disruption from pandemics and geopolitical shifts, agencies now prioritize resilience over reaction.

Technology adoption is accelerating to achieve improved efficiency. Funding streams are tightening as taxpayers demand proof of impact, pushing public entities toward public-private partnerships.

The public sector's priorities centers on human-centered transformation. Agencies chase outcomes that matter: safer communities, healthier populations and sustainable infrastructure. Digital equity is rising as a core tenet, with interoperability becoming non-negotiable, linking siloed systems for fluid data sharing.

Service providers are adapting swiftly to these shifts. Traditional vendors are becoming strategic allies, offering modular solutions that scale with need. There is increasing competition among consultancies and tech firms vying for contracts that reward lifecycle value over upfront bids. Providers that master transparency and adaptability win trust, as procurement rules evolve to favor flexibility and proven social impact.

The market outlook points toward cautious optimism, anticipating accelerated modernization waves, with AI and automation easing administrative loads to free staff for strategic work. Fiscal discipline is focusing on invest-to-save strategies, such as digitizing legacy processes. By the end of 2026, the most adaptive governments are expected to emerge stronger, poised for a decade of purposeful re-invention.



# Key focus areas of the **Public Sector Services and Solutions 2026** study

Simplified Illustration Source: ISG 2026



## Scope of the report

**The ISG Provider Lens® Public Sector Services and Solutions 2026 study offers the following to business and IT decision-makers:**

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments on their competitive strengths and portfolio attractiveness
- Focus on the Australia, Brazil, the U.K. and the U.S. markets

Our study serves as an important decision-making basis for positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements.

**\* This quadrant is applicable only for the U.K.**



### Definition

Strategy and enablement services in the public sector are vital for governments and entities serving the public sector to navigate complex challenges. These services include specialized expertise, innovative strategies and actionable insights to improve governance, optimize operations and enhance service delivery. Using digital technologies, strategic planning and a systems approach, consultants help governments streamline processes, reduce inefficiencies and respond effectively to evolving citizen demands and global disruptions such as climate change and economic instability.

Consultants offering strategic management services in the public sector help organizations set measurable goals, analyze internal and external factors and adopt frameworks that align with long-term objectives. This structured approach enables firms to improve decision-making and resource allocation, while enabling accountability and transparency. Consultants also support organizations in adopting emerging technologies such as AI and blockchain to build agile organizations.

### Eligibility Criteria

1. Have **experience providing strategy and enablement services to public sector clients** in the relevant region covered in the study
2. Have successfully **engaged or are engaging with at least three public sector entities** on strategy and enablement services
3. Have at least three of the following capabilities related to **public sector strategy and enablement**:
  - \* Experience in **advising the region's central or provincial/devolved governments**
  - \* **Proven track record of delivering government digital strategies**
  - \* Familiarity with **public sector regulations and frameworks**, such as G-Cloud and Digital Marketplace
  - \* Ability to **integrate digital solutions with legacy systems**
  - \* Expertise in **cost optimization and efficiency planning**
  - \* Capability to **provide vendor-agnostic recommendations**
  - \* Strong **data governance and security advisory services**
  - \* Experience in **designing AI and automation road maps**
  - \* Capacity for **enterprise architecture and IT service redesign**
  - \* **Cybersecurity and risk assessment consulting expertise**
4. Demonstrate **strong partnerships** with industry associations, regulatory bodies, technology firms and startups specializing in the public sector
5. Offer **referenceable public sector use cases** across the value chain



### Definition

Managed IT services play a crucial role in the public sector, offering numerous benefits to government agencies and organizations. These services enable public institutions to focus on their core responsibilities by ensuring efficient and secure IT operations. Public sector entities can control costs, improve service delivery and enhance cybersecurity by outsourcing IT service management.

By offering managed IT services, service providers help public sector organizations adapt to the rapidly evolving digital landscape. These services ensure access to advanced technologies, expertise and resources that could be challenging to maintain in-house due to budget constraints. Providers enable the modernization of IT infrastructure, supporting digital transformation initiatives and smart city development. They offer services such as proactive monitoring, maintenance and support to improve organizations' operational efficiency and productivity, while reducing downtime and ensuring critical systems' stability.

### Eligibility Criteria

1. Have **experience providing managed IT services** to public sector clients in the relevant region covered in the study
2. Have successfully **engaged or are engaging with at least three public sector entities** on managed IT services
3. Have at least three of the following capabilities related to **public sector managed IT services**:
  - \* Ability to **provide end-to-end IT infrastructure management**
  - \* Region-specific **service delivery capabilities** for government security requirements
  - \* **Compliance with government security standards**, such as Cyber Essentials and ISO 27001
  - \* Experience in **managing cloud and hybrid IT environments**
  - \* Offer **around-the-clock service desk** and support capabilities
  - \* Proven ability to **handle secure data hosting** for government services
  - \* **Expertise in network and connectivity** for government operations
  - \* Expertise in **identity and access management**
  - \* Experience in **disaster recovery and resilience planning**
  - \* Proven capability in **handling large-scale IT operations**
4. **Demonstrate strong partnerships** with industry associations, regulatory bodies, technology firms and startups specializing in the public sector
5. Offer **referenceable public sector use cases** across the value chain



### Definition

The public sector increasingly relies on BPO and other outsourcing services to enhance efficiency, reduce costs and access specialized expertise. Public sector firms can focus on their primary objectives using advanced technologies such as AI and cloud computing and by delegating non-core functions such as IT services, payroll and customer support to external providers. This approach optimizes resource allocation and addresses challenges in recruiting highly skilled professionals, especially in areas such as data management and cybersecurity.

Providers offer outsourcing services, fostering competition and innovation among them, resulting in improved service delivery quality. However, careful management is required to mitigate risks such as contracting failures or reduced service quality in critical areas such as healthcare and education. By assisting public sector firms in establishing robust SLAs, providers enable successful outsourcing while ensuring accountability and performance.

### Eligibility Criteria

1. Have experience **providing business process and other outsourcing services** to public sector clients in the relevant region covered in the study
2. Have **successfully engaged or are engaging with at least three public sector entities** on BPO and outsourced services
3. Have at least three of the following capabilities related to **public sector BPO and outsourced services**:
  - \* Experience in **delivering outsourced services** to the region's government organizations
  - \* **Strong compliance with data protection and security** regulations
  - \* Proven **expertise in handling high-volume citizen services**
  - \* **Cost-effective service delivery** with proven efficiency gains
  - \* **Robust business continuity** and risk management processes
  - \* Secure **handling of sensitive government data**
  - \* Experience with **AI and RPA for process automation**
  - \* Strong track record in **benefits, welfare and HR services**
  - \* Offer **multi-channel citizen engagement** solutions (phone, web and mobile)
  - \* Capability to **provide scalable workforce solutions**
4. Demonstrate **strong partnerships with industry associations, regulatory bodies, technology firms and startups** specializing in the public sector
5. Offer **referenceable public sector use cases** across the value chain



### Definition

Public sector industries support local and devolved governments by providing essential services that directly impact community well-being and economic development. Local governments are responsible for infrastructure such as roads, water supply, waste management and information and communications technology (ICT) systems, which are prerequisites for economic activities. Devolving responsibilities to local authorities enhances accountability and responsiveness, aligning services with community needs.

Providers offer innovation within the public sector by addressing unique community challenges. By adopting creative solutions, leveraging technology and fostering partnerships with private entities, they help local governments improve service delivery and meet rising public expectations. They aim to support local governments in decentralizing decision-making, integrating cross-sector policies, promoting entrepreneurship and adopting digital tools to streamline operations.

### Eligibility Criteria

1. Have **experience providing services to local and devolved governments** in the relevant region covered in the study
2. Have successfully **engaged or are engaging with at least three public sector entities** on services for local and devolved governments
3. Have at least three of the following capabilities related to **services for local and devolved governments**:
  - \* **Experience working with the region's provincial authorities** and devolved governments
  - \* **Ability to support regional digital transformation initiatives**
  - \* **Compliance with local government IT standards** and regulations
  - \* Experience in **deploying digital citizen services**
  - \* Experience in **integrating with the existing local government's IT infrastructure**
  - \* Proven track record in **public safety and emergency response IT**
  - \* Scalable solutions for **multi-agency collaboration**
  - \* Expertise in **smart city** and IoT
  - \* Offer **AI-driven automation** for local government services
  - \* Offer **secure cloud** and data management solutions
4. Demonstrate **strong partnerships** with industry associations, regulatory bodies, technology firms and startups specializing in the public sector
5. Offer **referenceable public sector use cases** across the value chain



### Definition

Digital transformation and modernization in the public sector are crucial for modernizing government operations and enhancing service delivery to citizens. By leveraging digital technologies, governments can streamline processes, reduce operational costs and improve efficiency across various departments. This transformation enables the automation of manual tasks, allowing public sector employees to focus on high-priority work and deliver fast, responsive services to constituents.

Providers implement digital solutions such as self-service e-portals, electronic document management and open data platforms to help governments empower citizens to access government services and information easily. These innovations foster transparency, increase public trust and promote citizen engagement in governance. Providers facilitate data-driven decision-making enabled by digital transformation to help governments allocate resources effectively and develop innovative policies that address societal challenges.

### Eligibility Criteria

1. Have experience **providing digital transformation and modernization services** to public sector clients in the relevant region covered in the study
2. Have successfully **engaged or are engaging with at least three public sector entities** on digital transformation and modernization services
3. Have at least three of the following capabilities related to **public sector digital transformation and innovation services**:
  - \* Proven experience **delivering digital transformation** for government organizations
  - \* **Expertise in emerging technologies** such as blockchain and IoT
  - \* **Capability to integrate legacy systems** with modern digital solutions
  - \* Have adopted a **cloud-native** and API-first approach
  - \* Expertise in **cybersecurity** for digital government services
  - \* Experience in **data-driven decision-making** and analytics
  - \* Adoption of **Agile and DevOps methodologies**
  - \* **Experience in citizen-centric service design**
  - \* **Expertise in workforce upskilling** and digital technology adoption
  - \* Ability to **scale innovation** across government departments
4. **Demonstrate strong partnerships** with industry associations, regulatory bodies, technology firms and startups specializing in the public sector
5. Offer **referenceable public sector use cases** across the value chain



### Definition

AI and innovation services are reshaping the public sector in 2026, driving smarter governance and responsive citizen experiences. Governments harness AI to automate routine operations, predict and personalize interactions at scale. These advancements cut delays, optimize resource use to tackle complex issues such as urban planning and disaster response with precision.

Providers deploy AI solutions, including intelligent chatbots, predictive analytics platforms and generative tools, to enable seamless self-service for citizens. Virtual assistants handle inquiries 24x7, while AI-driven dashboards offer real-time insights into public needs.

Providers prioritize ethical AI frameworks to ensure fairness, transparency and compliance with evolving regulations. Workforce re-skilling programs build AI literacy, transitioning staff from manual to strategic oversight-driven roles. By delivering equitable, proactive services that evolve with community expectations, AI innovation rebuilds trust.

### Eligibility Criteria

1. Have experience **providing AI and Innovation services** to public sector clients in the relevant region covered in the study
2. Have successfully **engaged or are engaging with at least three public sector entities** on digital transformation and modernization services
3. Have at least three of the following capabilities related to **public sector digital transformation and innovation services**:
  - \* Proven track record in **AI-powered public service automation** for government entities
  - \* Deep **expertise in GenAI, ML models and ethical AI governance**
  - \* Offer **AI-first design with microservices**, APIs and serverless architectures for rapid deployment
  - \* Offer **human-centered AI design** focused on equitable, accessible citizen experiences
  - \* Provide scalable **AI innovation frameworks** adaptable across agencies and jurisdictions
  - \* Experience **deploying low-code AI platforms** for non-technical government users
  - \* Offer **robust AI ethics frameworks** ensuring transparency, fairness and regulatory compliance
4. **Demonstrate strong partnerships** with industry associations, regulatory bodies, technology firms and startups specializing in the public sector
5. Offer **referenceable public sector use cases** across the value chain



# ISG's Public Sector Services Framework\*

Key characteristics of the proprietary framework:

- Encapsulates what enterprises are doing in the public sector services market and helps connect them to digital solutions.
- Represents convergence of supply and demand within the market. The supply to local and devolved government aligns with that of the central/federal government.
- Inner tiles represent themes of enterprise objectives.
- Outer tiles represent initiatives.
- Behind each outer tile is a specific set of capabilities, with unique market leading providers and solutions.



## Quadrants by Region

As part of this ISG Provider Lens® quadrant study, we are introducing the following six quadrants on Public Sector Services and Solutions 2026:

Quadrant	Australia	Brazil	U.K.	U.S.
Strategy and Enablement Services (Consulting)	✓	✓	✓	✓
Managed IT Services	✓	✓	✓	✓
Business Process and Other Outsourcing Services	✓	✓	✓	✓
Services to Local and Devolved Governments+			✓	
Digital Transformation and Modernization Services	✓	✓	✓	✓
AI and Innovation Services	✓		✓	✓



The research phase falls in the period between April and May 2026, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in July 2026.

Milestones	Beginning	End
Survey Launch	April 2, 2026	
Survey Phase	April 2, 2026	May 4, 2026
Sneak Preview		July 2026
Press Release & Publication		September 2026

Collecting client testimonials via the Star of Excellence™ Program requires early client referrals (no official reference needed) because CX scores have a direct influence on the provider’s position in the IPL quadrant and the awards.

Please refer to the [ISG Provider Lens® 2026](#) research agenda to view and download the list of other studies conducted by ISG Provider Lens®.

**Access to Online Portal**

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

**Buyers Guide**

ISG Software Research, formerly “Ventana Research,” offers market insights by evaluating technology providers and products through its Buyers Guides. The findings are drawn from the research-based analysis of product and customer experience categories, ranking and rating software providers and products to help facilitate informed decision-making and selection processes for technology.

In the course of the Public Sector Services and Solutions 2026 IPL launch, we want to take advantage of the opportunity to draw your attention to related research and insights that ISG Research will publish in 2026. For more information, refer to the [Buyers Guide research schedule](#).

**Research Production Disclaimer:**

ISG collects data for the purposes of conducting research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens® reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.



### ISG Star of Excellence® — Call for nominations

The Star of Excellence® is an independent recognition of excellent service delivery based on the Voice of the Customer concept. ISG has designed the Star of Excellence® program to collect client feedback about service providers' success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts are continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

Our vision for the Star of Excellence® is to become acknowledged as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement, please use the "Nominate (for Providers)" section on the Star of Excellence® [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply.

Here is the email address:  
[star@cx.isg-one.com](mailto:star@cx.isg-one.com)



**ISG Star of Excellence**



The ISG Provider Lens® 2026 – Public Sector Services and Solutions study analyzes the relevant software vendors/service providers in the Australia, Brazil, U.K. and U.S. market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

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The research and analysis presented in this report includes research from the ISG Provider Lens® program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. The data collected for this report represent information that ISG believes to be current as of April 2026 for providers that actively participated and for providers that did not. ISG recognizes that many mergers and acquisitions may have occurred since then, but this report does not reflect these changes.

All revenue references are in U.S. dollars (\$US) unless noted otherwise.



## Contacts For This Study

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### ISG Provider Lens® Involvement Program

ISG Provider Lens® offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three consultant advisors participate as part of each study's quality and consistency review process. The consultant advisors ensure each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the consultant advisors' group and contribute at different levels depending on their availability and expertise.

The consultant advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.

## ISG Advisors for this study



James  
Deacon

**Head of Public Sector -  
Australia**



Mathew  
Hannon

**Account Director -  
U.K.**



## Invited Companies

**If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.**

\* Rated in previous iteration

31ten Consulting  
A1 Solutions  
AC3\*  
Accenture\*  
Acquire BPO  
Advanced  
Advens  
AeC  
Agenor Technology  
Agilisys\*  
Akamai  
Akita  
AlixPartners  
All Covered  
Almaviva Solutions

Alorica  
Alvarez & Marsal  
AND Digital  
ANS Group  
Appian  
Applexus (Absoft)  
Artefact  
Arup  
ASG Group  
Asper Technology  
AtkinsRéalis  
Atlassian  
Atos\*  
Avanade UK  
Avenue Code

Axians  
Babcock International  
BAE Systems  
BDO  
BearingPoint  
Bell Techlogix  
Benner  
Bentley Systems\*  
Betha Sistemas  
BeyondTrust  
Bitdefender  
BITS Technology Group  
Boomi  
Boston Consulting Group  
boxxe

Brasilcenter  
Brennan IT  
Bridewell  
BRQ  
BT\*  
Bytes Software  
Callink  
Canon Business Process Svcs  
Capco  
Capgemini\*  
Capita\*  
Cast group  
CDW  
Centorrino Technologies  
Central IT



## Invited Companies

CGI*	CTIS Tecnologia (Grupo SONDA)	Elastic Security	ForgeRock
Check Point Software	Curzon Consulting	ELCOM	Fortinet
CI&T	CyberCX	Elogroup	Fortra
CirrusHQ	Daisy Group	Embridge Consulting	Foundever
Civica	Darktrace	Enginebr	Fresche Solutions
CiX Citizen	Data#3*	EPAM Systems	Fujitsu*
Claranet	Datacom*	Equinix	G4F
Claro empresas	Datalink Networks	Espire Infolabs	Gamma Communications
Cognizant*	Dataprise	Excelerated Procurement	Gate One
Commsworld	De Novo Consulting	EXL	Genpact
Compass UOL / Grupo AI/R	Dedalus	Exponential-e	GFT
Computacenter*	Deloitte*	EY*	Global Hitss
Concentrix*	Digital Data & Tech (PUBLIC)	EY-Parthenon	Globalweb
Conduent	Digital Realty	Falconi	Globant
Connect Now	DXC Technology*	Fcamara	Google
Conta azul tecnologia ltda	dxw	First Decision	GRANT THORNTON
Corporate Technologies	eClerx	First Focus	Grupo LPM
CrowdStrike	EIS	Firstsource	HCLTech*



## Invited Companies

Hexagon	Integris	Kyndryl*	MV
Hexnode	Integrity360	Lakeside Software	MXM Sistemas
HGS	Intercity Technology	Lca consultores	MYOB
Hitachi Digital Services	iomart	Leidos*	Nasstar
HPE	IPM Sistemas	Logicalis	NAVA
HTC Global Services	Iron Mountain*	Lumen Technologies	NCC Group
Huawei	ISH Tecnologia	ManageEngine	NCS Australia
i3Works	Kainos*	Mastek*	NEC*
IBM*	KBR Public Services	Maximus	NEC Software Solutions
Idox	KCOM	McKinsey	Neoris
ILHA SERVICE	Kerv	Mendix	Neoway
IlhaService	Khipu Networks	Microsoft	Netcompany
Imprivata	Kinetic IT*	Minsait (Indra)	Nexthink
Infosys*	KM Tech	Mitie	Node4
Infosys BPM	Korn Ferry	Montreal Informática	Northdoor
InfraPrime	KPMG*	Moore Australia	Nous Group
Insight Direct	Kroll	Movate	NTT DATA*
Insight UK	Kryptus	Mphasis	NWN Carousel



## Invited Companies

NRI ANZ	Plansul	RSM	SRC (EBC Group)
Objective	Pomeroy	SCC*	Stefanini
Office Solutions IT	Probe Group*	Scott Logic	Sucesu MG
Oi Soluções	Protiviti	Secureworks	Sutherland
Okta	Publicis Sapient	SecurityHQ	Synectics Sol.
One Identity	Pulsant	Selbetti	Synergy Group
Openreach	PwC*	Serco*	SysMap
OpenText	Qbit IT Solutions	Service IT	Tata Communications
Optus*	Qualitest	Shearwater Group	TCS*
OutSystems	Quantiphi	Sitel Group	TDEC Network
PA Consulting*	Quorum Cyber	Six Degrees	Tecnospeed
Pegasystems	Rackspace Technology	Smartdesc	Telefonica
Penso Tecnologia	REA Group	Socura	Teleperformance
Perficient	Red River	Softcat	Telstra*
Phoenix Software	Redcentric	Softplan	Teltex tecnologia
Ping Identity	Resolve Tech Solutions	Solo Network	Tesseract
Pitcher Partners	Ricoh	Sopra Steria*	Thoughtworks
PKF Australia	Roc Technologies	SPREAD	TIM



## Invited Companies

Timico	Verint Systems
Tivia Tecnologia	Version 1*
TIVIT	Virgin Media Business*
Totally	Virtusa
TPS IT	Visagio
TPXimpact	VIVO
Trellix	VXI Global
Trinity	Vysiion
Trustwave	WatchGuard Technologies
TSA Group (Riley)	Wavex
TTEC	Wipro*
UDS	Xerox
UGL	XMA
UKCloud	Yash Technologies
Unisys*	Zayo
UST*	Zebra
V8 Tech	Zoho
Valid	Zup



### **\*ISG** Provider Lens®

The ISG Provider Lens® Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners.

ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens® research, please visit this [webpage](#).

### **\*ISG** Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties and cities) and higher education institutions. Visit: [Public Sector](#).

For more information about ISG Research™ subscriptions, please email [contact@isg-one.com](mailto:contact@isg-one.com), call +1.203.454.3900, or visit [research.isg-one.com](http://research.isg-one.com).

### **\*ISG**

ISG (Information Services Group) (Nasdaq: III) is a leading global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth.

The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

For more information, visit [isg-one.com](http://isg-one.com).





**APRIL, 2026**

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