

# United Kingdom (UK) Digital Services 2023-2024 RadarView

Supporting digital innovation using  
emerging technologies

December 2023

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- Banking, financial services, and telecom enterprises are leading the digital transformation in the UK
- With a prominent presence in England, service providers are now focusing on expanding in Scotland and Northern Ireland
- Service providers are helping UK enterprises elevate customer experience using AI and analytics
- They are pushing the sustainability agenda by collaborating with diverse regional players in the UK
- They are also working closely with UK enterprises to enhance their cybersecurity posture

## Service provider profiles (Pages 17-95)

- Detailed profiles for Accenture, Atos, Capgemini, Capita, CGI, Coforge, Cognizant, Computacenter, DXC, Fujitsu, HCLTech, Hitachi Digital Services, IBM, Infosys, Kainos, LTIMindtree, NTT DATA, Sopra Steria, TCS, Tech Mahindra, Unisys, UST, Version 1, Virtusa, Wipro, and Zensar

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- RadarView assessment
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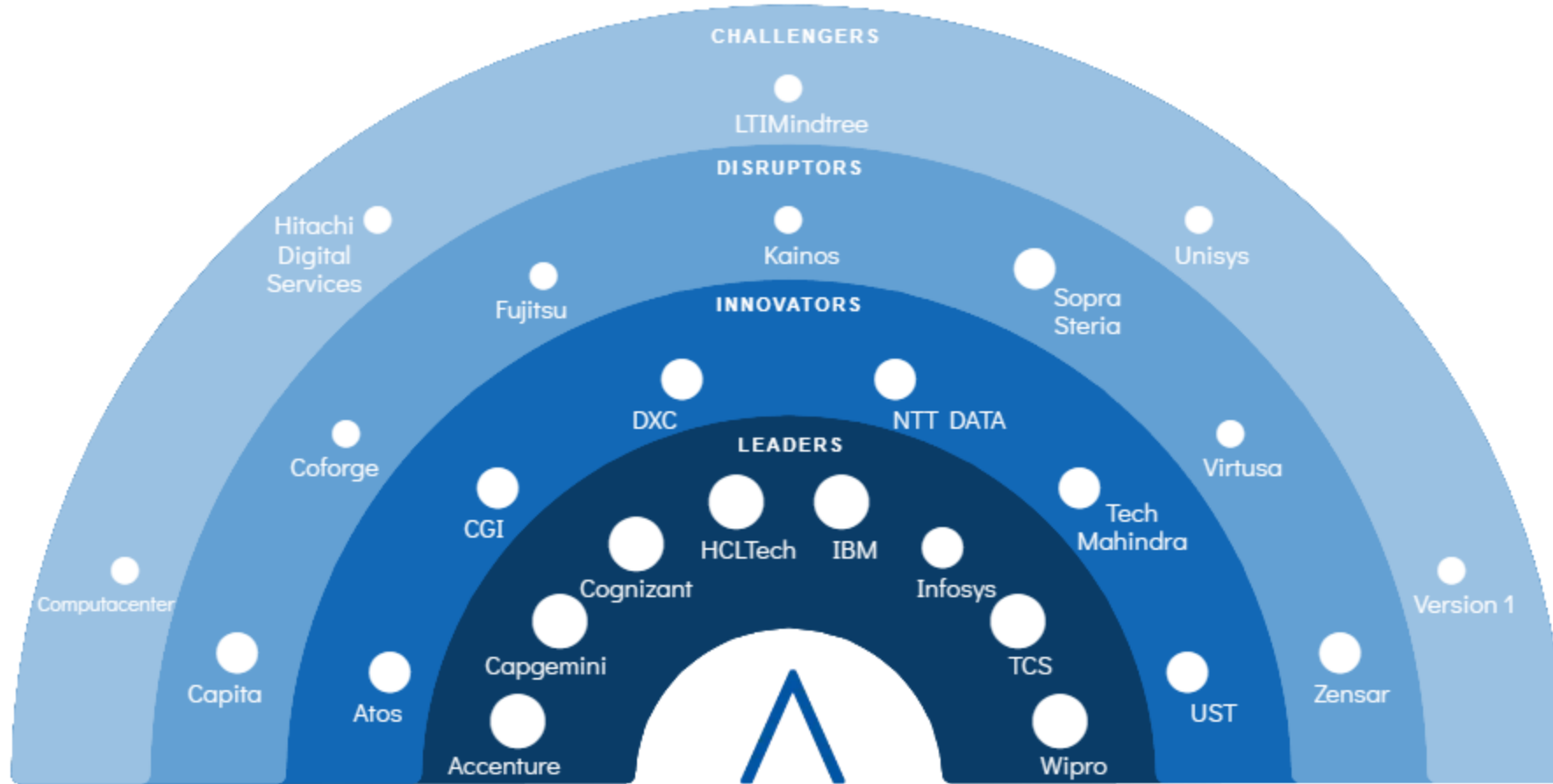
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# Avasant recognizes 26 top-tier service providers supporting the UK region in digital transformation

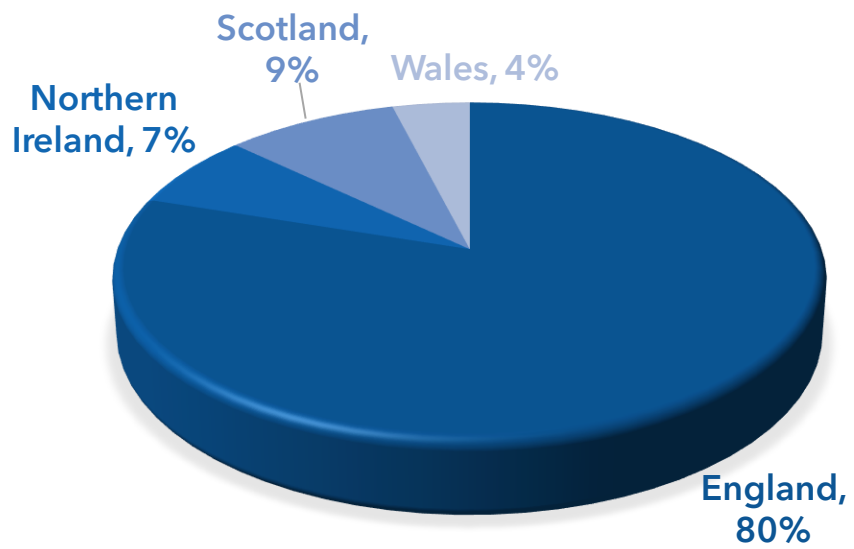


Practice maturity ○ ○ ○



# With a prominent presence in England, service providers continue to expand their initiatives in Scotland and Northern Ireland

## Region-wise distribution of UK revenue for service providers



## Illustrative service provider initiatives to expand in the following regions:

### Scotland



In 2021, TCS collaborated with the Heriot-Watt University in Edinburgh for research, co-innovation, and talent development with an aim of transforming higher education industry in Scotland.



In 2022, Version 1 acquired Scotland-based Instinctive BI, a data and business intelligence specialist, to expand its presence in Scotland and help clients with data-driven transformation.



In 2021, Fujitsu teamed up with the University of Glasgow to develop a quantum-inspired artificial neural network-based rapid trajectory design algorithm to remove space debris.

### Northern Ireland



In 2023, CGI inaugurated a CoE in Belfast and said it will recruit 50 highly skilled local professionals to enhance its presence and clientele across private and public sectors in Northern Ireland.



In 2023, Kainos supported the launch of an AI research center at Ulster University's new Belfast campus, demonstrating its dedication to fostering research and skills development in Northern Ireland.



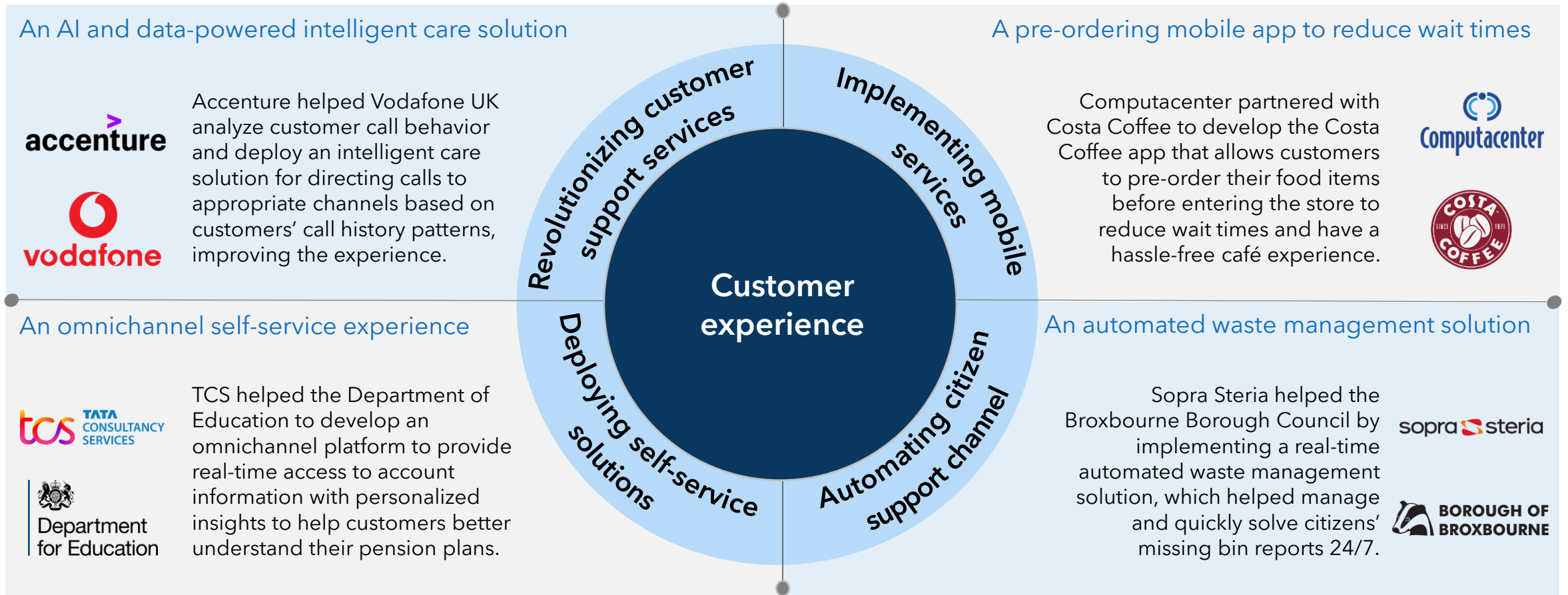
In 2021, Capita and Immersive Labs, a cybersecurity skills platform, partnered with Northern Ireland's Department of Economy to support locals in developing cybersecurity skills and gaining jobs in the field.

Note: Examples from selected service providers

Source: Avasant United Kingdom Digital Services RadarView \$

# Service providers are helping UK enterprises elevate customer experience using AI and analytics

Providers are using emerging technologies to develop innovative solutions for providing an omnichannel experience, reducing wait times, implementing mobile services, and automating customer support channels to revolutionize the customer experience.



Note: Examples from selected service providers

Source: Avasant Research

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