

High-Tech Industry Digital Services 2024-2025 RadarView™

Navigating the next wave of
high-tech transformation

March 2025

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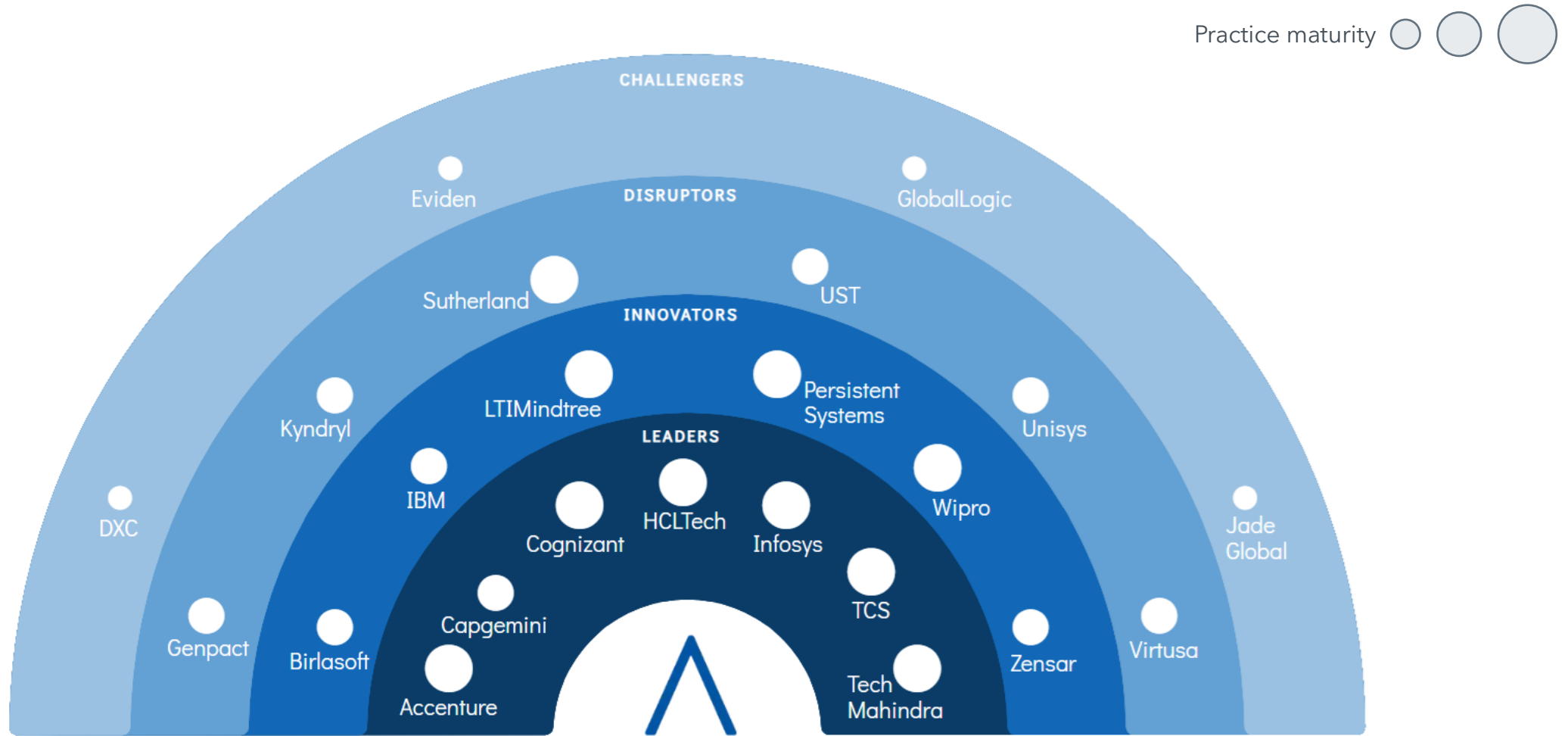
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Avasant recognizes 23 top-tier service providers supporting the high-tech industry in digital transformation



Note: Please refer to Avasant's *High-Tech Industry Digital Services 2024-2025 Market Insights* for detailed insights on the enterprises and demand-side trends.

Service providers are leveraging AI, edge computing, cloud, 5G, and cybersecurity solutions to drive digital transformation in the high-tech industry (1/2)

To meet evolving enterprise demands, service providers are reimagining their offerings by utilizing AI, 5G, cloud, edge, and data analytics with a strong focus on cybersecurity and sustainability to drive real-time connectivity, secure operations, data-driven decisions, and greener outcomes across the high-tech landscape. The capability analysis of 23 service providers has shown interesting trends and insights, as shared below.

Enterprise focus

Service provider initiatives

Examples*

Integrating AI into business processes and ensuring responsible adoption

- **Eighty-three percent** of the service providers are channeling R&D efforts into building advanced AI capabilities that are tailored to the specific needs of the high-tech sector, such as intelligent automation, predictive operations, and design optimization, ensuring relevance and measurable outcomes.
- **Thirty-nine percent** of service providers are establishing robust AI governance frameworks to ensure ethical AI deployment and alignment with regulatory standards.



Building seamless, intelligent environments through next-gen connectivity

- **Thirty-five percent** of the service providers are deploying 5G integrated IoT infrastructures that enable real-time data exchange, device interoperability, and high-speed communication across enterprise assets, driving efficiency and scalability.
- **Sixty-one percent** of the service providers are leveraging AI at the edge and in the cloud, enabling IoT data analytics and delivering real-time insights, optimizing operations, and enabling smarter automation.



Embedding intelligent protection to safeguard operational technology

- **Thirty-nine percent** of the service providers are enhancing threat detection and response with AI-driven tools that identify suspicious patterns, automate incident handling, and reduce response time across complex digital environments.
- **Twenty-two percent** of the service providers are developing solutions to secure operational technology (OT) environments, including IoT and connected devices, protecting them from vulnerabilities and cyberattacks.



*Companies in the box are examples of service providers offering the initiatives. This is not an exhaustive list.

Sources: Avasant Research; percentages are based on capability discussions.

Service providers are leveraging AI, edge computing, cloud, 5G, and cybersecurity solutions to drive digital transformation in the high-tech industry (2/2)

To meet evolving enterprise demands, service providers are reimagining their offerings by utilizing AI, 5G, cloud, edge, and data analytics with a strong focus on cybersecurity and sustainability to drive real-time connectivity, secure operations, data-driven decisions, and greener outcomes across the high-tech landscape. The capability analysis of 23 service providers has shown interesting trends and insights, as shared below.

Enterprise focus

Service provider initiatives

Examples*

Reshaping IT architectures with hybrid and edge computing models

- **Eighty-three percent** of the service providers are building hybrid cloud ecosystems that bridge legacy and modern infrastructure, enabling enterprises to flexibly manage workloads, ensure compliance, and scale services efficiently.
- **Fifty-seven percent** of the service providers are enabling low-latency processing by moving computation closer to the data, which is critical for high-performance applications and real-time decision-making.



Helping enterprises harness the value of data while ensuring security and compliance

- **Fifty-two percent** of the service providers are delivering scalable analytics engines that unify data from various sources, support real-time dashboards, and empower users with actionable insights for faster, smarter decisions.
- **Thirty-five percent** of service providers are supporting high-tech enterprises with tools and frameworks to ensure their data practices meet evolving privacy regulations, enforce quality standards, and maintain data lineage.



Embedding sustainability into transformation

- **Sixty-one percent** of the service providers are offering AI, IoT, and cloud-enabled platforms that support energy optimization, emissions tracking, ESG data management, and life cycle assessments, helping enterprises operationalize their sustainability goals.
- Through dedicated ESG practices, CoEs, and strategic alliances, service providers are delivering structured approaches to sustainable product design, circular economy adoption, responsible IT operations, and regulatory reporting compliance.



*Companies in the box are examples of service providers offering the initiatives. This is not an exhaustive list.

Sources: Avasant Research; percentages are based on capability discussi

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