

Report



Service Providers in Manufacturing Operations: Who Has the Goods?

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Executive Summary

The Bottom Line: The urgent need for manufacturing services presents a compelling opportunity for service providers to capitalize on manufacturing as their next big revenue-generating opportunity.

Global manufacturers are starting to make long-overdue investments in their manufacturing architectures. With overblown claims of manufacturing functionality from ERP vendors and internal concerns about the risk of investing in small MES vendors, which alone make the final technology decision a difficult one, global manufacturers are discovering that finding a global service provider to assist with this transformation is even tougher.

To understand the current services landscape for manufacturing IT, we reviewed projects performed in the past 18 months. We also spoke to references to understand how these providers performed relative to project goals and review best practices in managing these projects.

Key findings

While the majority of projects are being driven by global organizations, project work is small in scope and performed on a local basis.

Manufacturing application development and framework development comprise the majority of projects being performed.

While able to boast client lists featuring prominent manufacturing companies, ERP-focused service providers have limited penetration into manufacturing operations beyond configuring ERP's extension into high-level manufacturing processes.

With the exception of vertically focused service providers, manufacturing operations practices remain well hidden, often retained in industry practices rather than having a horizontal focus.

Service providers featured in this Report

Atos Origin, Axon Global, BearingPoint, CSC Consulting, EnteGreat, HCL Technologies, Infosys, Patni, Satyam, Tata Consultancy Services (TCS), TR Group, Wipro

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