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# The Forrester Wave™: Managed Security Services, Q4 2007

by Thomas Raschke  
for Security & Risk Professionals



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## The Forrester Wave™: Managed Security Services, Q4 2007

VeriSign And IBM Lead, With Symantec And Unisys Close Behind

by **Thomas Raschke**

with Jonathan Penn and Matthew McCormack

### EXECUTIVE SUMMARY

Forrester evaluated leading managed security service providers (MSSPs) across 56 criteria and found that VeriSign and IBM have established early managed security services (MSS) leadership, thanks to their managed security services capabilities and well-balanced offerings. Vendors Symantec, Unisys, SecureWorks, Solutionary, Getronics, and BT Global Services are all Strong Performers but fall short in the areas of completeness and balance compared with the Leaders. Verizon Business has a strong offering but has yet to assemble a strategy adequate for its potential. And despite exceptionally strong mobile and wireless capabilities, Sprint has not gotten traction in MSS and trails the field.

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Forrester conducted services evaluations between June and August 2007 and interviewed 10 vendor and 20 user companies, including: BT Global Services, Getronics, IBM, SecureWorks, Solutionary, Sprint, Symantec, Unisys, VeriSign, and Verizon Business.

#### **Related Research Documents**

["Making A Success Of A Managed Security Services Engagement"](#)

February 6, 2007

["Security & Risk Management Peer Practices For Sourcing MSSP"](#)

October 13, 2006

["Where Do Users Go For Managed Security Services?"](#)

August 11, 2006

## ORGANIZATIONS INCREASINGLY TURN TO SECURITY OUTSOURCING

The question of whether to outsource security is an almost existential dilemma for many firms — and the answer often depends on whether a company considers security part of its core business. Is it inherently insecure to let someone else handle your security? Not at all, if a trustworthy outsourcer will do a better job than you can for less. Organizations usually entrust physical security of their facilities to outside security firms, and IT security is not fundamentally any different. And the main reasons why firms outsource IT systems viewed as not core to their business — too many competing priorities, cost, and lack of in-house expertise — apply equally well to IT security. This is why more and more organizations are relying on outside firms to manage their security continuously.

But choosing the right managed security service provider (MSSP) isn't easy. Like choosing a doctor, the customer's lack of specialized knowledge in the field makes trust an essential issue. It's not always clear what the differences are between providers, so we tend to rely on trust and word of mouth. Most businesses today are comfortable with outsourcing repetitive tasks like operations and monitoring or when the problem requires in-depth expertise but only for a short period of time. Thus, it's vital to know what to outsource and how to effectively define SLAs and other criteria of the engagement.<sup>1</sup> Security is critical to many companies, and so they must overcome their own reluctance to entrust this to outsiders. However, outsourcing the mature parts of security — those that can readily be operationalized — can allow firms to reap benefits in the form of lower costs and increased ability to focus on their core business.<sup>2</sup>

### The MSS Market Is Growing: There Are Fewer Firms, But They Are Doing More

The number of companies that outsource their security operational responsibilities to MSSPs has steadily increased.<sup>3</sup> Forrester estimates that total IT services and outsourcing spending has increased by 4% over the past year to exceed \$76 billion today, and the outsourcing of security has grown in parallel with that general trend.<sup>4</sup> Forrester estimates that the highly fragmented and complex global MSS market currently tops \$2 billion.

The MSS market got its start when a few providers offered to manage other firms' firewalls. As the security market and its technologies matured, more managed services appeared on the scene, such as virtual private networks (VPNs), intrusion detection and prevention (IDS/IPS), email, Web filtering, and antispam. Mobility and extended business are the key drivers of MSS today: The more connected users are to the Internet independent of the organization and the more interconnected a company's business systems and processes are with external entities, the more feasible and desirable it is to have security services that reach beyond the confines of the corporate network. While most companies tap MSSPs to manage established and well-defined security features, they are increasingly demanding that MSSPs both provide more business-relevant reporting features and also support new security technologies like information leak prevention (ILP).

## MSSPs Come In All Shapes And Sizes, Reflecting Changing Market Dynamics

The traditional definition of managed security services is the external, network-based management of edge systems: firewalls and VPNs, IDS/IPS, penetration testing and vulnerability management, wireless and mobile functionality, and security intelligence services. During the past few years, that definition has expanded to include log management, security risk profiling, identity management, and unified threat management (UTM). Now, customers are also asking for risk management, application vulnerability monitoring, compliance monitoring and reporting, and endpoint/desktop management, all with some security consulting thrown into the managed services mix. So who's doing all of this?

- **MSS specialists.** Pure-play firms, such as SecureWorks, Solutionary, and Perimeter eSecurity, provide managed security services only. Unsurprisingly, this submarket is shrinking.<sup>5</sup>
- **Security product or service vendors.** A number of security vendors, including VeriSign, Symantec, McAfee, MessageLabs, Postini, Qualys, and RSA Security, offer standalone security services. A good percentage of VeriSign's and Symantec's revenues stem from security services. The others offer services primarily as an adjunct to their product suites.
- **IT infrastructure companies specializing in MSS.** Companies like IBM and HP have substantial MSS practices, although most of their MSS revenues come from implementing security as part of broader infrastructure projects.
- **Telcos and managed service providers.** Many telecom companies, such as Verizon Business, BT, Sprint, AT&T, Bell Canada, Orange Business Services, and Deutsche Telekom, now offer managed services, including managed security. And if they don't have sufficient credibility or expertise in this area to be strong market players, they get it via acquisition.
- **Outsourcers and systems integrators.** A large number of dedicated outsourcers and consultants, such as Unisys, Getronics, Accenture, CSC, EDS, and Savvy, offer dedicated MSS in addition to their established practices.

Organizations' MSS strategies continue to evolve in conjunction with their changing IT security strategies and with their changing IT sourcing strategies. As operational aspects of security become increasingly embedded in IT operations, related managed security services will commoditize and simply become a line item in wider outsourcing contracts. Specialist MSSPs will then shift to higher-value services, including compliance consulting and helping clients with security metrics and benchmarking. And managed security services will tie more closely to wider business goals like infrastructure transformation and IT risk management.

## MANAGED SECURITY SERVICES EVALUATION OVERVIEW

To assess the state of the MSS market and see how the vendors stack up against each other, Forrester evaluated the strengths and weaknesses of top MSS providers.

### Evaluation Criteria Focus On Quality And Breadth Of Services And The Global Footprint

After examining past research, user need assessments, and vendor and expert interviews, we developed a comprehensive set of evaluation criteria (see Figure 1). We evaluated vendors against 56 criteria, which we grouped into three high-level buckets:

- **Current offering.** To assess the current offerings, we evaluated the firm's value proposition, a broad set of common services related to MSS offerings, as well as their customer base and MSS expertise by geography. We also evaluated MSS services lines in three broad buckets: process-driven services, threat and access-driven services, and additional services.
- **Strategy.** To assess each vendor's overall strategy, we chose five sets of criteria: current security approach and future vision; go-to-market strategy; integration with other service offerings; future direction; and growth plans.
- **Market presence.** We evaluated the global client base, dedicated staff, financials, and partnership strength.

### Evaluated Vendors Have The Breadth Of Capabilities And Extensive Experience

Forrester included 10 vendors in the assessment: BT Global Services, Getronics, IBM, SecureWorks, Solutionary, Sprint, Symantec, Unisys, VeriSign, and Verizon Business. Each of these vendors has:

- **Broad MSS capabilities.** We looked for vendors that have a range of dedicated managed security services, including process-driven services and threat- and access-driven services. No one of the preceding set of services constituted more than 95% of a vendor's total MSS revenues.
- **Complementary capabilities outside of MSS.** We looked for vendors that also offered either security or software products, consulting and integration services, or telecommunications capabilities in addition to its MSS offerings.
- **Sizeable revenues.** We looked for vendors with roughly \$25 million or more in MSS revenues.
- **Sizeable staff.** We looked for vendors with roughly 50 or more dedicated MSS specialists.
- **Sizeable contracts.** We looked for vendors with roughly \$25,000 or more in average annual contract value.

**Figure 1** Evaluation Criteria

CURRENT OFFERING	
Value proposition	How does the firm describe the security landscape to clients? How does it measure the success of its security offerings?
Common services related to the offerings	How does the firm serve its clients?
Customer base by geography	What is the firm's customer base by geography?
Expertise by geography	What is the firm's expertise by geography?
Process-driven services lines	How does the firm provide intelligence, management, assessment, and response services?
Threat- and access-driven services lines	How does the firm manage content security and perimeter challenges as well as access, identity, and authentication services?
Additional services lines	How does the firm manage other security and risk management challenges?
STRATEGY	
Current security approach and future vision	What is the firm's future vision for its MSS?
Go-to-market strategy	What is the primary target market for the firm's security offerings? How does the firm go to market with security? Is the go-to-market strategy through verticals or other solutions?
Integration with other service offerings	How many of the firm's engagements are accompanied by security consulting services?
Future direction	What are the firm's plans for moving toward its end-state vision of security management in terms of intellectual property development, employee qualifications, and geographic variations?
Growth plans	What is the firm's strategy for growth in managed security services?
MARKET PRESENCE	
Client base and engagements	How big is the firm's client base, and how much has it grown in the past year?
Dedicated staff	How many staff does the firm have dedicated to MSS and security?
Financials	What is the firm's financial position and performance?
Partnership strength	What relationships does the firm have with security players?

Source: Forrester Research, Inc.

- **Strong client base.** We looked for vendors with roughly 200 MSS clients or more in the previous calendar year.
- **International customers.** We looked for vendors that either served international customers or had demonstrated a strong ability to serve international customers.
- **Forrester client interest in vendors.** We looked for vendors about which substantial numbers of Forrester customers have inquired.

### MSS LEADERS HAVE BROAD CAPABILITIES COMBINED WITH A STRONG STRATEGY

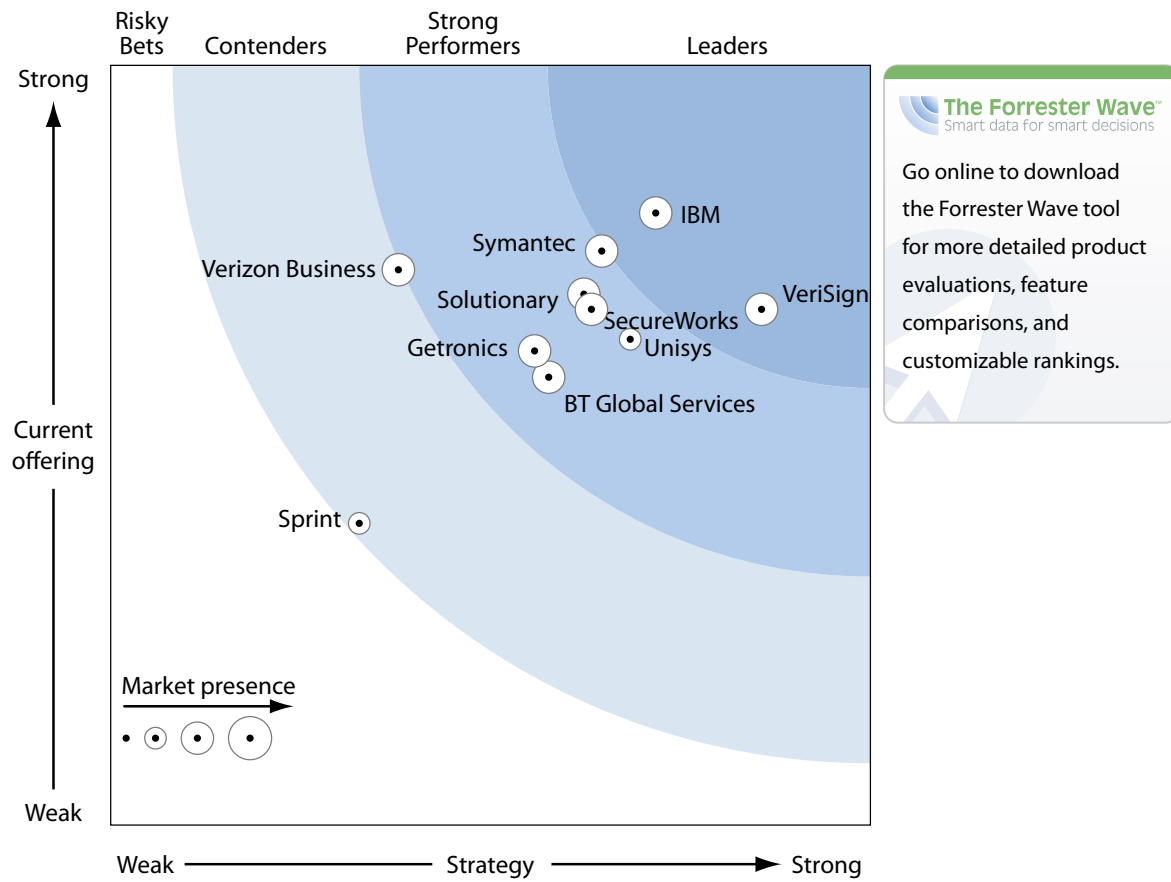
The evaluation uncovered a market in which (see Figure 2):

- **VeriSign and IBM lead the pack.** Both vendors lead the MSS market with well-balanced offerings. VeriSign has the strongest overall strategy, whereas IBM heads up the service offerings category.
- **Symantec, Unisys, SecureWorks, Solutionary, Getronics, and BT offer competitive options.** Symantec and Unisys come closest to the Leaders, albeit each from a different angle. Symantec has the strongest current offering of all the Strong Performers and verges on the Leader category, while Unisys scored highest among them for strategy. Pure-play MSSPs SecureWorks and Solutionary occupy the center of the market with well-balanced services, although SecureWorks scores better on strategy and Solutionary has the edge in the current offering criteria. Getronics and BT Global Services are close on their heels: The former has the slightly stronger current offering, and the latter has the better strategy.
- **Verizon Business is functionally strong, but Sprint lags.** Verizon Business has one of the strongest overall current offerings. Due to acquisition challenges, the firm has not managed to assemble an adequate strategy. Sprint has exceptionally strong wireless and mobile capabilities, but trails the field.

There are many other MSS vendors that Forrester did not include in this evaluation, including: Accenture, AmbironTrustWave, AT&T, Bell Canada, CSC, Deutsche Telekom, EDS, France Télécom, HP, Integralis, Orange Business Services, Perimeter eSecurity, Savvis, and Wipro. These vendors either failed to meet the full qualifying criteria or were omitted in favor of other vendors that Forrester clients inquired about more frequently. Their absence from the Forrester Wave does not constitute any judgment as to these vendors' capabilities or viability.

This evaluation of the MSS market is intended to be a starting point only. Readers are encouraged to view detailed product evaluations and adapt the criteria weightings to fit their individual needs through the Forrester Wave Excel-based vendor comparison tool.

**Figure 2** Forrester Wave™: Managed Security Services, Q4 '07



Source: Forrester Research, Inc.

**Figure 2** Forrester Wave™: Managed Security Services, Q4 '07 (Cont.)

	Forrester's Weighting	BT Global Services	Getronics	IBM	SecureWorks	Solutionary	Sprint	Symantec	Unisys	VeriSign	Verizon Business
<b>CURRENT OFFERING</b>	50%	3.00	3.20	3.77	3.43	3.45	2.81	3.66	3.38	3.43	3.54
Value proposition	15%	3.00	2.80	3.60	4.40	4.00	3.40	3.60	2.80	4.40	3.80
Common services related to offering	25%	3.15	3.00	3.90	4.25	4.15	1.75	4.00	2.95	3.90	3.15
Customer base by geography	10%	3.05	2.85	3.15	2.60	2.60	3.60	3.50	3.25	3.30	3.45
Expertise by geography	10%	3.13	2.94	2.93	2.64	3.08	3.98	3.44	2.70	3.44	3.44
Process-driven services lines	15%	2.50	3.50	5.00	4.50	4.50	2.50	4.50	4.00	4.00	5.00
Threat- and access-driven service lines	15%	2.30	4.20	4.00	2.20	2.20	2.70	2.20	5.00	1.90	3.50
Additional service lines	10%	4.20	3.00	3.00	1.80	2.40	3.20	4.20	2.80	2.40	2.20
<b>STRATEGY</b>	50%	3.00	2.95	3.64	3.31	3.26	1.20	3.54	3.52	4.14	2.07
Current security approach and future vision	10%	1.00	1.00	5.00	3.00	5.00	1.00	5.00	5.00	5.00	1.00
Go-to-market strategy	10%	5.00	3.00	3.00	3.00	2.00	3.00	1.00	3.00	5.00	3.00
Integration with other service offerings	15%	5.00	2.00	3.00	2.00	3.00	1.00	1.00	5.00	3.00	2.00
Future direction	40%	3.00	3.00	4.60	3.40	3.40	1.00	4.60	3.80	4.60	1.80
Growth plans	25%	1.80	4.20	2.20	4.20	3.00	1.00	3.80	1.80	3.40	2.60
<b>MARKET PRESENCE</b>	0%	3.64	3.53	4.00	3.56	3.10	2.93	3.56	2.81	3.03	3.19
Client base and engagements	20%	4.20	3.00	4.40	4.40	2.60	4.20	3.40	2.60	2.40	3.00
Dedicated staff	30%	3.10	3.90	4.60	3.40	3.00	1.00	3.40	3.10	3.50	3.60
Financials	30%	3.55	2.85	3.45	3.85	3.60	3.95	3.85	2.85	3.00	3.70
Partnership strength	20%	4.00	4.50	3.50	2.50	3.00	3.00	3.50	2.50	3.00	2.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Source: Forrester Research, Inc.

## VENDOR PROFILES

### Leaders

- **VeriSign.** Specialist security player VeriSign is one of the Leaders in this first Forrester Wave on managed security services. A solid current offering and visionary strategy place VeriSign in the Leaders' category, ahead of the competition. VeriSign benefits from its PKI and authentication expertise and from its intelligent Internet infrastructure experience. The firm's current offering enjoys strengths in many areas, including implementation, visibility, portal strategy, and intelligence through the iDefense Security Intelligence offering. While VeriSign needs to expand its international foothold, its market strategy focuses on investment in key future security areas, such as threat detection and analysis, visualization, and extending services to the application layer. This, united with an aggressive go-to-market strategy tailored to suit different geographic regions, makes VeriSign a player in the MSS space with a bright future.<sup>6</sup>

- **IBM.** IT giant IBM earned one of the top slots in the first Forrester Wave on managed security services. It stands out as having a convincing and articulate strategy, while it also possesses most core competencies in its current offering. With a large range of capabilities as well as established security expertise and technologies — many gained from IBM's recent acquisition of ISS — IBM occupies a very strong position in the MSS market. But the firm needs to continue to marry ISS's security expertise with Big Blue's broader IT reach and services muscle.<sup>7</sup>

### Strong Performers

- **Symantec.** Security and storage leader Symantec establishes itself as a Strong Performer in the first Forrester Wave on managed security services. Building on its extensive security experience, Symantec offers its predominantly security-savvy customers a solid set of managed services, now backed by a firm commitment to future strategy. However, some customers have voiced concerns about Symantec's reporting capabilities. Firms looking for demonstrated expertise in delivering core managed security services and excellent global deployment and support capabilities should put Symantec on their shortlist.<sup>8</sup>
- **Unisys.** Systems integrator Unisys enters Forrester's first evaluation of managed security services as a Strong Performer. Unisys' main differentiators stem from its adjacent capabilities as a systems integrator — meaning the firm has strong integration capabilities and is well-positioned to deliver complex projects like those involving identity and access management. Unisys also has a strong vision and road map. Customers looking for strong access and identity services, a wide range of IT services with built-in security capabilities, and systems integrator expertise in implementing MSS should strongly consider Unisys for their shortlist.<sup>9</sup>
- **SecureWorks.** MSS pure play SecureWorks is a Strong Performer in this first Forrester Wave on managed security services. SecureWorks possesses a strong client base and a comprehensive MSS offering, bolstered by recent acquisitions. Firms wanting a highly flexible and responsive offering with an excellent portal strategy should put US-based SecureWorks on their shortlist.<sup>10</sup>
- **Solutionary.** MSS pure play Solutionary is a Strong Performer in this first Forrester Wave on managed security services. The majority of Solutionary's operations and client base are in North America, but expansion into Europe is at an advanced planning stage. Solutionary possesses a strong, balanced current offering that has a good degree of flexibility in integration and depth in portal strategy.<sup>11</sup>
- **Getronics.** Workspace service and solution provider Getronics is a Strong Performer in the first Forrester Wave on MSS. Getronics uses its extensive experience in both the security and systems integrator domains to deliver its MSS offering, with a strong focus on close integration with existing customer infrastructure. Getronics is exceptionally well positioned in Europe. The firm also supports monitoring a range of devices and offers a very wide range of security services.<sup>12</sup>

- **BT Global Services.** Telecommunications frontrunner BT is a Strong Performer in Forrester's first managed security services evaluation. BT Global Services leverages its extensive services capability to give clients a very broad set of security services and also offers clients a very strong pool of vertically aligned security specialists. BT Global Services also possesses a global presence — but is strongest in Europe and the UK. Additionally, the 2006 Counterpane acquisition boosted its MSS portfolio and strengthened its position in North America.<sup>13</sup>

### Contenders

- **Verizon Business.** Telecommunications giant Verizon Business' managed security offering is a promising Contender in the first Forrester Wave on managed security services. Verizon offers strong current capabilities in the security operations center (SOC), along with well-respected threat intelligence, as well as access and identity services. While Verizon provides solid “in the cloud” (ITC) offerings, it loses ground on its strategic direction, which it does not articulate as clearly as other vendors assessed. Verizon recently bolstered its security expertise and European presence with the acquisition of Cybertrust, making it a vendor to watch in the MSS space. As it aligns its strategy with its newly acquired subsidiary, backed by an already strong set of MSS services, Verizon Business could easily become a Strong Performer or Leader in this space.<sup>14</sup>
- **Sprint.** Sprint is a Contender in this first Forrester Wave on managed security services. Sprint has all the advantages of an established telecommunications provider — broad customer base and reach — and scores reasonably well for its current offering. The firm has exceptional capabilities in wireless security and solid security information management (SIM) capabilities but has room for improvement in other categories like portal and security operations center (SOC) capabilities. Sprint is a particularly good choice for firms that require extensive wireless protection, as well as for firms that want a large degree of customization through SIM rules.<sup>15</sup>

## SUPPLEMENTAL MATERIAL

### Online Resource

The online version of Figure 2 is an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings.

### Data Sources Used In This Forrester Wave

Forrester used a combination of two data sources to assess the strengths and weaknesses of each solution:

- **Vendor surveys.** Forrester surveyed vendors on their capabilities as they relate to the evaluation criteria. Once we analyzed the completed vendor surveys, we conducted vendor calls to gather details of vendor qualifications.

- **Customer reference calls.** To validate product and vendor qualifications, Forrester also conducted reference calls with two of each vendor's current customers.

### The Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria to be evaluated in this market. From that initial pool of vendors, we then narrow our final list. We choose these vendors based on: 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave document — and then score the vendors based on a clearly defined scale. These default weightings are intended only as a starting point, and readers are encouraged to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve.

### ENDNOTES

<sup>1</sup> The anatomy of a managed security services (MSS) deal is the same as any other outsourcing engagement. Defining your sourcing strategy and selecting the right service provider are the key foundations for a successful managed service relationship. Managing expectations around what your managed security service provider (MSSP) will provide while keeping within budget ensures ongoing success. However, with ever-changing security threats and business priorities, your relationship needs to be collaborative and flexible to respond to your changing security needs. See the February 6, 2007, "[Making A Success Of A Managed Security Services Engagement](#)" report.

<sup>2</sup> With any outsourcing endeavor, executives crave to understand the pitfalls and successes of their peers. Chief information security officers (CISOs) and security managers have told us the things that have made their managed security service (MSS) deployments successful but also the things they might do differently given the chance to do it again. This includes peer practices and pitfalls for strategy development, supplier selection, and contract negotiation for a managed security services engagement as well as considerations for implementation and ongoing governance. See the October 13, 2006, "[Security & Risk Management Peer Practices For Sourcing MSSP](#)" report.

- <sup>3</sup> Now more than ever, companies have a choice in the service providers that can help them secure their IT environment. In fact, more than one-third of companies already outsource at least some of their security operations. However, as in the wider IT outsourcing world, uptake of managed security services (MSS) has been much higher in Europe than in North America. Also, Europeans are more likely to turn to incumbent service providers like outsourcers and network service providers for security services than their North American counterparts. As security becomes more embedded in core IT functions, Forrester expects more customers to gravitate to general service providers' MSS offerings. See the August 11, 2006, "[Where Do Users Go For Managed Security Services?](#)" report.
- <sup>4</sup> Did the feared slowdown in the US economy and the US tech sector actually hit in the second half of 2006? While the data is conflicting, we believe that is the case. True, US GDP data for Q4 2006 continued to show moderate 6% growth in tech investment. However, there was clear evidence of a slowdown in the US economy to 2.5% growth in real terms, and the Q4 2006 data for US revenues of 40 large IT vendors showed a dramatic slowdown in growth. We believe that the vendor data is giving a more accurate measure of tech purchases. The result? It now looks like our projected tech slowdown actually happened in late 2006 and will carry into the first quarter of 2007. Therefore, the outlook for the rest of 2007 is one of moderate improvement. Storage hardware and software, infrastructure management software, application servers and business process management (BPM) software, and applications will be the hottest areas of purchase. Servers, communication equipment, operating systems, application development software, and IT consulting services will lag the most. See the April 10, 2007, "[US IT Spending Update: Q1 2007](#)" report.
- <sup>5</sup> The MSS market has undergone dramatic changes in recent years, as telcos and IT vendors have gobbled up many MSS vendors. Most notably, IBM acquired ISS; BT bought Counterpane; Verizon Business picked up Cybertrust; and Getronics took over RedSiren. Some pure plays left out of the M&A bonanza have joined forces, as SecureWorks added LURHQ and Solutionary tacked on VigilantMinds. The pace of consolidation may be slackening, but it's not over yet. On the plus side, concerns end user companies once had about the financial stability of many MSSPs are less of an issue — and the bigger firms that resulted usually have a wider reach.
- <sup>6</sup> View the vendor summary for more detailed analysis on how VeriSign fared in this evaluation. See the October 4, 2007, "[VeriSign Is An MSS Leader Providing A Visionary Strategy And Strong Offerings](#)" report.
- <sup>7</sup> View the vendor summary for more detailed analysis on how IBM fared in this evaluation. See the October 4, 2007, "[IBM Is A Leader In MSS With Excellent Offerings And A Solid Strategy](#)" report.
- <sup>8</sup> View the vendor summary for more detailed analysis on how Symantec fared in this evaluation. See the October 4, 2007, "[Symantec Scores Strong MSS Marks For Solid Common Services And Global Delivery](#)" report.
- <sup>9</sup> View the vendor summary for more detailed analysis on how Unisys fared in this evaluation. See the October 4, 2007, "[Unisys Performs Strongly With Solid MSS Integration And Specialized Capabilities](#)" report.
- <sup>10</sup> View the vendor summary for more detailed analysis on how SecureWorks fared in this evaluation. See the October 4, 2007, "[SecureWorks Is A Strong MSS Performer With Excellent Portal Functionality](#)" report.

- <sup>11</sup> View the vendor summary for more detailed analysis on how Solutionary fared in this evaluation. See the October 4, 2007, "[Solutionary Is A Strong MSS Performer With Excellent Device Support](#)" report.
- <sup>12</sup> View the vendor summary for more detailed analysis on how Getronics fared in this evaluation. See the October 4, 2007, "[Getronics Provides Comprehensive MSS Integration Capabilities](#)" report.
- <sup>13</sup> View the vendor summary for more detailed analysis on how BT fared in this evaluation. See the October 4, 2007, "[BT Global Services Provides Broad MSS Offerings Combined With Vertical Expertise](#)" report.
- <sup>14</sup> View the vendor summary for more detailed analysis on how Verizon Business fared in this evaluation. See the October 4, 2007, "[Verizon Business Is A Promising MSS Contender With Strong Offerings And A Global Footprint](#)" report.
- <sup>15</sup> View the vendor summary for more detailed analysis on how Sprint fared in this evaluation. See the October 4, 2007, "[Sprint Is A Solid MSS Contender With Good Mobile And Wireless Capabilities](#)" report.

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