

***ISG** Provider Lens™

SIAM/ITSM

Germany 2020

Quadrant
Report



A research report
comparing provider
strengths, challenges
and competitive
differentiators

Customized report courtesy of:

4me®

March 2020

About this Report

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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 services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of March 2020, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

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

The lead author for this report is Lutz Peichert. The editor is Jan Erik Aase. The research analyst is Rahul Basu and the data analyst is Vijayakumar Goud. The Quality and Consistency Advisor is Jan Erik Aase.



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RISING STAR: 4ME

Overview

4me was founded in 2010 by former employees of leading ITSM and SIAM product vendors and released its first product in 2011. The company's only focus is ITSM, ESM and the broader SIAM area. It is aimed at helping customers to manage all types of services. 4me makes it possible for enterprises and their providers to work together securely without needing integrations, providing them real-time insight in the level of service that is being provided. As such, a core focus is enabling sourcing information management to share and validate information.

Strengths

Strong portfolio: 4me offers a broad and feature-rich portfolio that it developed based on its long-lasting and practical experience. Besides the traditional ITSM services the company offers a portfolio management solution and a project management tool both contributing to a robust information database in the CMDB

Enables SIM through consolidation: 4me's offering is easy to use and provides a consolidated view of business services. An Android and an iOS app allow for using the functionalities remotely on a tablet or smartphone.

Enables multi-cloud vendor orchestration: Its go-to-market approach is aimed at MSPs and partners for providing a platform for information management in multi-tenant service management.

Integration stands out: 4me's scores high for its capabilities in the integration of process. This functionality enables the information exchange between knowledge management and asset and configuration management and forms the basis for a robust CMDB.

Caution

More German resources: While 4me is currently hiring resources in Germany the need for more technical consultants to address the German mid-market is immanent

Localized website: 4me's web presence does not indicate its focus on the German market as the region is not addressed in local language or with local success stories.



2020 ISG Provider Lens™ Rising Star

4me provides a feature-rich, experience-based integration platform well suited for advanced medium-size customers.

Authors and Editors



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Executive Advisor, ISG Research

With more than 40 years of IT industry experience, Mr. Peichert has profound knowledge, in particular, in areas such as outsourcing, IT operations, organizational design and IT/Business alignment. In his ISG role as an independent consultant, he supports customers to help them make strategic and tactical decisions and set up and optimize organizations and processes to enable them to leverage IT and service solutions. Lutz joined ISG in 2017 when ISG acquired Experton Group. From 2014 on Lutz served as a COO at Experton Group responsible for all research and consulting activities. Until mid-2014 Lutz worked as Vice President and Principal Analyst for Forrester Research, where he was responsible for the "Sourcing and Vendor Management" practice and also published Forrester's "SVM Practice Playbook". Prior to that he worked 10 years for META Group as a Principal Director within the CIO Consulting Division. Lutz is an experienced speaker on national and international conferences, such as the National Dutch Outsourcing Conference, the German Computerwoche Forum, the Slovak CIO Conference and other events. Lutz started his career in the late 1970ies as a system manager at the German Navy. He has a vocational diploma and has completed training as radio and TV technician.



Jan Erik Aase, Editor

Director

Jan Erik Aase is a director and principal analyst for ISG. He has more than 35 years of collective experience as an enterprise client, a services provider, an ISG advisor and analyst. Jan Erik has overall accountability for the ISG Provider Lens™ reports, including both the buyer-centric archetype reports and the worldwide quadrant reports focused on provider strengths and portfolio attractiveness. He sets the research agenda and ensures the quality and consistency of the Provider Lens™ team.

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