



WHERE CONSULTANTS, VENDORS AND THE CHANNEL CONNECT



Communications & Information Technology (CIT) Consultant Market Profile/Overview

Definition - Independent, vendor neutral professional CIT consultants hired and compensated by end-user clients

"An independent, communications and information technology management, business process and/or network engineering consulting firm specializing in voice/data communications, information technology, infrastructure, and/or converged networks that integrate voice, data, collaborative and multimedia applications."

Size of Firm

Size of Firm (# of Consultants)	Percentage of Consultants
1	22%
2 - 5	43%
6 - 10	12%
11 - 25	12%
26 - 50	6%
51 - 100	3%
>100	2%

Mix of Services

Type of Service	Percentage of Consultant Engagements in Which They Provided the Following Services
Strategic planning or overview of client's communications/information technology infrastructure, capabilities and future needs	68%
In-depth user needs assessment, network design and detailed requirements prior to RFP development	63%
Support in development, issuance and management of RFPs or similar requests for specific vendor solutions	58%
Advise clients in the evaluation process and selection of vendor solutions	68%
Solution deployment support or management	58%

Client Mix

Type of Client	Average Client Mix - Percentage of All Clients
Enterprise (More than 1,500 users in all locations worldwide)	35%
SME (500 – 1,500 users in all locations worldwide)	33%
SMB (Less than 500 users in all locations worldwide)	32%

Vertical Market Focus: Percentage of Consultants Who Actively Consult to:

1. Healthcare – 34%
2. Banking/Finance – 30%
3. Education – 28%
4. Energy/Utilities – 25%
5. Government – 24%
6. Transportation – 19%
7. Manufacturing – 18%
8. Professional Services – 14%
9. Insurance/Real Estate – 13%
10. Hospitality – 10%
11. Distribution – 8%
12. Publishing/Broadcasting – 5%

Growth Drivers

1. Unified Communications – Growing percentage of business process driven consulting
2. Collaborative Technologies
3. Mobile Connectivity/Applications
4. Cloud Computing (Anything cloud)
5. Wireless Infrastructure

Vendor Specific Solution Recommendations and Impact on Client Buying Decisions

- 75f% - Average percentage of projects in which consultants recommend specific vendor solution to their client
- \$9.8M - Average annual dollar value of vendor specific recommendations
- 83% - Average percentage of consultant vendor solution recommendations implemented by the client, i.e., leading to a sale