

F R O S T & S U L L I V A N

ICT

GLOBAL RESEARCH UPDATE

2018 PROSPECTIVE TITLES



ICT GLOBAL GROWTH OPPORTUNITIES 2018

New technologies, services, and software are transforming every single industry, and the pace of change is accelerating more quickly than most companies can plan for. Frost & Sullivan’s Digital Transformation practice delivers strategic insights and actionable tools to enable your business to flourish in a hyper-competitive market. Combining our continuous research coverage of the ICT industry with deep expertise in vertical markets enables us to identify how industries will transform, and how ICT providers can make this a reality. Our capabilities not only cover the Descriptive (what happened) and Diagnostic (why did it happen) but go well beyond to help you become Predictive (what will happen) and Prescriptive (what should I do).

Companies increasingly expect their technology providers to help them solve specific business challenges. Our global team of research analysts, industry experts, and consultants allow you to understand your market dynamics and we give you the insight and confidence to drive disruptive changes that will ensure your survival and prosperity.

The following table of contents showcases our current and prospective insights:

<u>CONNECTED WORK</u>	P3
<u>CONTACT CENTERS AND CUSTOMER EXPERIENCE</u>	P4
<u>CYBER SECURITY</u>	P5
<u>DIGITAL MEDIA</u>	P6
<u>FINTECH</u>	P7
<u>INTERNET OF THINGS AND DIGITAL TRANSFORMATION OF INDUSTRY</u>	P8
<u>NETWORK CLOUD AND DATA CENTER SERVICES</u>	P9



CONNECTED WORK**RECENT RESEARCH**

- Indian Unified Communications (UC) Applications and Services Market, Forecast to 2022
- Cloud IP Telephony and UC&C Services Market in Latin America, Forecast to 2024
- Asia-Pacific Video Conferencing Endpoints and Infrastructure Market Analysis, Forecast to 2024
- Global Enterprise Communications Platforms and Endpoints Market, Forecast to 2024
- Growth Opportunities in the Global Professional Headset Market, Forecast to 2024
- Latin American Enterprise Communications Platforms & Endpoints and Video Conferencing Markets, Forecast to 2023
- Contact Center Market Opportunities for UC Solutions
- Global Video Conferencing Endpoints and Infrastructure Market, Forecast to 2022
- Cloud Communications Providers Boost Portfolios with Contact Center Solutions
- An Overview of the Middle East and North Africa Over the Top (OTT) Video Services Market
- Growth Opportunities in the North American VoIP Access and SIP Trunking Services Market, Forecasts to 2024
- Growth Opportunities in the Communications Endpoints Market, Forecast to 2021
- Asia-Pacific Enterprise Telephony Market H1 2017 Tracker, Forecast to 2021
- Growth Opportunities for Video Conferencing in Huddle Rooms, Global, Forecast to 2022
- Cloud Communications Buyers' Guide, North America, 2018
- Impact of the Star2Star and Blueface Merger
- Latin American Conferencing Services Market, Forecast to 2023
- South Africa ICT Enterprise Spend in Oil and Gas Sector, Forecast to 2019
- North American Conferencing Services Market, Forecast to 2023
- Impact of the Cisco-BroadSoft Acquisition on the UCaaS Ecosystem
- Global Video Conferencing Endpoints and Infrastructure Market, 2017 Mid-Year Update
- Brazil's Total Telecommunications Services Market and the Impact of Mega Trends Outlook, Forecast to 2022
- A Sustainable Approach to CPaaS and Communications API Integration
- An End User Perspective on Workplace Communications and Collaboration, Global, 2017
- Global Audio Conferencing Endpoints Market, Forecast to 2021
- Global Web Event Services Market Outlook, Forecast to 2021
- Future-proofing Premises-based UC investments
- Global Enterprise Communications Platforms and Endpoints Market
- North American Hosted IP Telephony and UCaaS Market
- North American Conferencing Services Market
- Global Video Conferencing Endpoints and Infrastructure Market
- Latin American Cloud IP Telephony & UCC Market
- Latin American Enterprise Communications Platforms & Endpoints and Video Conferencing Markets, Forecast to 2022
- EMEA Conferencing Services Market, Forecast to 2021
- European Hosted IP Telephony and UCaaS Market, Forecast to 2023
- Cloud IP Telephony and UC&C Services Market in Latin America, Forecast to 2023
- End-user and Decision-maker survey of South-East Asian PACS Markets
- 2017 Global UCC Industry Outlook
- Cloud Telephony Trends in India, Forecast to 2021

CONTACT CENTERS AND CUSTOMER EXPERIENCE**RECENT RESEARCH**

- Growth Opportunities in the North American Contact Center Market, Forecast to 2022
- Cloud Contact Center Buyers Guide, North America, 2018
- Contact Center Systems Buyers Guide, North America, 2018
- Contact Center Market Opportunities for UC Solutions
- Asia-Pacific Contact Center Applications Market, Forecast to 2023
- Vietnamese Contact Center Applications Market, Forecast to 2023
- Thai Contact Center Applications Market, Forecast to 2023
- Taiwanese Contact Center Applications Market, Forecast to 2023
- South Korean Contact Center Applications Market, Forecast to 2023
- Singaporean Contact Center Applications Market, Forecast to 2023
- Philippine Contact Center Applications Market, Forecast to 2023
- New Zealand Contact Center Applications Market, Forecast to 2023
- Malaysian Contact Center Applications Market, Forecast to 2023
- Japanese Contact Center Applications Market, Forecast to 2023
- Indonesian Contact Center Applications Market, Forecast to 2023
- Indian Contact Center Applications Market, Forecast to 2023
- Hong Kong Contact Center Applications Market, Forecast to 2023
- Chinese Contact Center Applications Market, Forecast to 2023
- Australian Contact Center Applications Market, Forecast to 2023
- Capitalizing on Opportunities in the Global Contact Center Outsourcing Market with Digital Transformation, 2018 to 2020
- South Korea Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- Future of Customer Engagement in Latin America, 2018
- South Korea Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- Greater China Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- Japan Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- India Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- Australia and New Zealand Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- Asia-Pacific Hosted/Cloud Contact Center Market Update, Forecast to 2023
- ASEAN Hosted/ Cloud Contact Center Market Update, Forecast to 2023
- Artificial Intelligence Applied to the Customer Experience in Latin America, 2018

CYBER SECURITY**RECENT RESEARCH**

- Global Network Firewall Market, Forecast to 2022 - Emerging Business Practices Demands New Technologies
- Vulnerability Management (VM) Market Analysis, Global, Forecast to 2022 - Protecting Network Scan, Cloud, and Software Integrity
- Network Access Control (NAC) Market, Global, Forecast to 2022 - NAC Evolving As Enterprise Networks Expand Beyond Secure Walls
- Advanced Malware Sandbox (AMS) Solutions Market, Global, Forecast to 2022 - Bringing Advanced Security Technology into the Mainstream
- Global Holistic Web Protection Market Analysis, Forecast to 2022 - Integrating Security, Availability, and Performance for Websites and APIs
- Network Security Forensics in the Incident Detection and Response Lifecycle - The Proof is in the Packet
- Analysis of the Global Endpoint Management Market, Forecast to 2021 - Growing Complexity of Security Solutions Drives Growth For Managed Services
- Global Bot Risk Management (BRM) Market Analysis, Forecast to 2022 -Critical New Threat Vector Gains Prominence
- Analysis of the North America Managed & Professional Security Services Market, Forecast to 2021 - Expansive Market Opportunities, But Competition Looms Large
- Analysis of the Global Cloud Access Security Broker Market (CASB), Forecast 2021 - Increasing Usage of Cloud Apps Drives Growth and Fuels M&A
- Global Web Application Firewall (WAF) Market Analysis, Forecast to 2021 - New Threats and Increased Competition Drive Innovation
- Security Information and Event Management (SIEM)—Global Market Analysis, Forecast to 2021 - The Transition to SIEM 3.0
- DDoS Mitigation Global Market Analysis, Forecast to 2021 - DDoS Risk Management Becomes Top Priority
- Analysis of the Global Endpoint Security Market, Forecast 2021 - Increasing Threats Drive Growth and Attracts New Vendors
- Analysis of the Global Web and Email Content Security Market, Forecast to 2021 - Growth Driven by Changing Market Dynamics and Increasing Threats
- The Global Network Firewall Market - The Expanding Role of Firewall Sustains Market Growth
- Injecting Smarts into the Connected Home – Redefining the Approach to Enhanced Customer Experiences
- Burgeoning Demand for Third-Party Risk Management: A Ripe Business Opportunity for Security Service Providers
- Mid-2018 DDoS Attack Trends: Record-Breaking Attacks, Familiar Tricks, and Emerging Tactics
- Security in the Serverless Architecture: A Tectonic Shift in Responsibilities
- Remote Browser Isolation in a New Market Chapter: Poised to Change Customer Expectations
- GDPR – To Comply is a Given; Improving the Business is the Goal: SAP's Gigya Solutions Turn GDPR from Onerous to Advantageous
- Okta: Rebuilding the Perimeter through Identity
- EU GDPR Compliance Deadline Looms: What are Cyber Security Vendors Doing to Prepare Customers?
- Centrifry: Taking Identity & Access to the Cloud with Zero Trust Security
- Dynamic Cyber Defenses: A Fresh Approach to an Old Problem
- Deception is Not a Vanishing Mirage: It is Real and the Next Chapter is Managed Security Services
- Microsoft: A Cybersecurity Company – Really?
- SailPoint: Keeping Identities Secure & Manageable with Smarter Governance, Best Practices, and Analytics
- In the Cybersecurity Battleground, Location Matters (But Not Exclusively)

DIGITAL MEDIA**RECENT RESEARCH**

- The Challenges with Ultra-Low Latency Delivery for Real-Time Applications
- Hardware May Fix the OTT Infrastructure Challenge Rather Than Better Video Compression
- Every Publisher and Broadcaster Must Proactively Address the Challenges Posed by Bots
- The Current Infrastructure Strategy to Support OTT Services is not Economically Sustainable
- OTT Video Services Market, MENA, 2017–2022
- State of the Video Industry, MENA, 2017–2022
- Global Content Protection Market, Forecast to 2024
- Global Media and Entertainment Video Transcoders Market, Forecast to 2024
- Overview of Television Broadcast, Pay TV and Video-on-Demand Landscape in Germany
- US B2B eCommerce Platforms, 2018
- Digital Commerce Platforms—Beyond Seamless Shopping Journeys to Ambient Commerce
- South Africa ICT Outlook, 2018
- Global Engineering Information Management Solutions, Forecast to 2023
- Global Pay TV Encoders Market, Forecast to 2024
- Over-the-Top (OTT) Video Executive Brief, Europe, January 2018
- Global Video Servers Market, Forecast to 2023
- Global Video Game Systems Market, Forecast to 2023
- Global Media Streaming Devices Market, Forecast to 2023
- Global Smart TVs Market, Forecast to 2023
- Global Tablet Devices Market, Forecast to 2024
- Global Set-top Box Market, Forecast to 2022
- Global Blu-ray Media and Players Market, Forecast to 2023
- Global PC Market, Forecast to 2023
- European Over-the-top (OTT) Video Equipment Market Outlook, 2018
- Global Embedded Computing Ecosystem Market, Forecast to 2023
- European Over-the-top (OTT) Video Services Market, October 2017
- WebRTC is the Most Promising Future Technology for Low-Latency Live Video Streaming
- Key Criteria in Evaluating Enterprise Video Streaming Solutions
- Over-the-top (OTT) Video Services Market, India, 2017–2022
- Growth Opportunities in the Education Technology Market, Forecast to 2022
- OTT Services Yet to Achieve Service & Monetization Parity Across Traditional & Online Broadcasts
- Analysis of Fastly's New Approach to Load Balancing in the Cloud
- Apple's HEVC Adoption to Drive Hikes in Encoding Costs Requiring Cloud Hardware Acceleration
- Global Enterprise Video Platforms Market, Forecast to 2023

FINTECH**RECENT RESEARCH**

- Digital Transformation and Fintech Strategies of Bank of America
- Digital Transformation and Fintech Strategies of Citigroup
- Digital Transformation and Fintech Strategies of JPMorgan Chase
- European NeoBanks Market, 2018
- Digital Transformation Beat - NeoBanks: Value Propositions Conforming to Evolving Customer Demands
- Investment Trends in European FinTech: H1 2018
- FinTech Watchlist Company Profile—Credit Karma
- European Fintech Market Outlook, 2018
- Global Securetech Market, 2018
- The Global Paytech Market, 2017: Driving Transaction Transformation
- Fintech Watchlist Company Profile—Betterment
- FinTech Watchlist Company Profile – ZhongAn
- FinTech Watchlist Company Profile—SoFi
- FinTech—Growth Opportunities in the Global Market
- Machine Learning: Lowering Risks in Financial Services
- PayTech in Europe: Driving Transaction Transformation
- Growth Opportunities in the FinTech Market, Moving from One-off to Comprehensive Products and Services
- Biometrics in Financial Services, Forecast to 2022
- Disruption in Global Financial Services, 2017—Machine Learning is Imperative
- Banking-as-a-Service to Bring Agility and Flexibility to Financial Services, Forecast to 2023
- Global IoT in Financial Services Market, 2017
- Robo-advisory: Entering an Era of Virtual Employees in Financial Services
- Global InsurTech Market, Forecast to 2022
- Cloud Platforms Powering FinTech in Europe, 2017
- RegTech in Financial Services, Global, Forecast to 2020
- FinTech in Europe, 2016
- How Blockchain will Disrupt the Payment Industry
- Australian Fintech, Forecast for 2020
- Digital Disruption in the Global Financial Services Sector
- Growth Opportunities in the APAC Fintech Market
- Convergence of Artificial Intelligence (AI) and the Finance Industry

INTERNET OF THINGS AND DIGITAL TRANSFORMATION OF INDUSTRY**RECENT RESEARCH**

- Digital Transformation and Fintech Strategies of Bank of America
- Digital Transformation and Fintech Strategies of Citigroup
- Digital Transformation and Fintech Strategies of JPMorgan Chase
- The African eCommerce Market: An End User's Perspective Download
- Innovative Use Cases of IoT in the Transport and Logistics Sector Download
- Digital Commerce Platforms—Growing in State and Stature Along With Customers Download
- European Operators Gear Up for Commercial 5G Launches in 2019 Download
- FinTech Watchlist Company Profile—Credit Karma Download
- Global Blockchain Applications, 2018
- Operator Strategies and Vertical Perspectives for 5G in Europe, Forecast to 2024
- Intelligent Transportation ICT in the North American Smart City Market, Forecast to 2022
- Global Blockchain Applications, 2018
- Growth Opportunities in the Global Medical Imaging Artificial Intelligence Market, Forecast to 2022
- Industrial Internet of Things Market in Asia-Pacific, Forecast to 2022
- The Role of African Start-ups in Driving Smart Agriculture in the Continent, 2018
- Global Industrial Cybersecurity Services Market, Forecast to 2022
- RFID in Global Manufacturing 4.0 Market, Forecast to 2025
- Automotive Industrial Internet of Things (IIoT) Growth Insights
- Future of Personal Robots—AI Advancements Drive the Use Case of Robots in Personal Environments, Forecast to 2025
- Digitalisation of the European Waste Recycling Market
- Analysis of Growth & Security of the Global RFID Market in Retail, Forecast to 2022
- Latin American Internet of Things (IoT) Devices Market, Forecast to 2023
- IoT in Agriculture, Africa, 2017
- Future of Global Digital Reality Market, Forecast to 2021
- Application of Big Data Analytics in Construction Industry, Forecast to 2022
- Innovative Use Cases of IoT in the Transport and Logistics Sector
- Capitalizing on Opportunities in the Global Contact Center Outsourcing Market with Digital Transformation, 2018 to 2020
- Internet of Things-based Solutions for Customer Support, US, 2018
- Evolving Smart Retail Through In-store Analytics
- Impact of Digitisation on the Chemical Industry, 2018
- Impact of Wearable Technology on the Global Energy Sector, 2017
- Internet of Things—Creating Smart Cities and Engaged Communities Across the US Market
- Internet of Things (IoT) Connectivity Protocols, Global, 2018
- Mexican Industrial Internet of Things Market, Forecast to 2022
- Securing the Connected Ecosystem—Leading Security Solutions and Approaches for IoT
- Industrial Internet of Things (IIoT) and the Future of Manufacturing, Forecast to 2021
- The Emerging IIoT Start-up Ecosystem—Innovative Start-ups in the IIoT Landscape
- Asia-Pacific Industrial IoT Platform Market, Forecast to 2021
- Global Infotainment and Human Machine Interface (HMI) Strategy of Premium OEMs, 2016–2017
- Artificial Intelligence—Potential to Disrupt and Transform Verticals

NETWORK CLOUD AND DATA CENTER SERVICES**RECENT RESEARCH**

- Global SD-WAN Vendor Market Mid-Year Forecasts, 2018
- 2018 SD-WAN End User Survey Results: Deployment Rates Double, Superior WAN Performance a Key Driver, and MPLS Usage Remains Strong
- Dedicated Internet Access Services Market Forecasts, 2018
- Frost Industry Quotient (IQ) - Australia Data Centre Service Providers, 2018
- Latin American SD-WAN Market, Forecast to 2023
- Latin American Internet of Things (IoT) Devices Market, Forecast to 2023
- Injecting Smarts into the Connected Home - Redefining the Approach to Enhanced Customer Experiences
- The African eCommerce Market: An End User's Perspective
- Innovative Use Cases of IoT in the Transport and Logistics Sector
- European Operators Gear Up for Commercial 5G Launches in 2019
- Latin American ICT Growth Opportunities, Forecast to 2024
- Managed Security Services Market in Latin America, Forecast to 2022
- South Africa ICT Outlook, 2018
- Capitalizing on Opportunities in the Global Contact Center Outsourcing Market with Digital Transformation, 2018 to 2020
- Latin America Outlook of the Information Technology Services Market, 2018
- Latin American Software- and Platform-as-a-Service Market, Forecast to 2022
- The Impact of SD-WAN on Network Functions – Traditional WAN Edge as We Know It is Fast Vanishing
- Global SD-WAN Vendor Market Mid-year Forecasts, 2018
- 2018 SD-WAN End User Survey Results: Deployment Rates Double, Superior WAN Performance a Key Driver, and MPLS Usage Remains Strong
- Dedicated Internet Access Services Market Forecasts, 2018
- The Journey to a Software-defined Branch: It is a Marathon, Not a Sprint
- Stratecast Predictions 2018: The Year Ahead – Digital Transformation is Affecting Everything
- Evolving the Enterprise Hybrid Cloud – Tata Communications: The Dark Horse in the Hybrid Cloud Race
- Survey Shows Shifts in Business App Placement: Managed Services, SaaS, and Co-Lo Steal Share from IaaS
- Disaster Recovery-as-a-Service 2018 Buyer's Guide: Cloud-Based Solutions for Effective Data Availability
- Security in the Serverless Architecture: A Tectonic Shift in Responsibilities
- Beyond the Big Three: Cloud Service Providers that Should Be Part of Your Multi-Cloud Strategy
- The Veeam Availability Suite: A Robust Disaster Recovery Platform with Strong Opportunities for MSPs
- Adoption Trends in Managed Cloud Services
- EU GDPR Compliance Deadline Looms: What are Cyber Security Vendors Doing to Prepare Customers?
- Beyond the Uptime Percentage: Assessing Cloud Availability SLAs
- Innovative Solutions to Data Storage Challenges: Four Storage Companies to Watch in 2018

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