

## Network outsourcing services Network World, 11/11/96

Company	Profile				Core business	Existing contracts					Elements sold, resold or leased					Resource reallocation (percent of contracts)			Pricing type (percent of contracts)		
	% of parent company revenue	# of employees servicing contracts	# of years providing service	Current # of contracts		Avg. Length of base contract (years)	Avg. # of options	Avg. Value over contract life	Avg. # of customer sites	Avg. # of customer nodes	Cable & wire	Equipment	Monitoring from vendor site	Software	Services	Staff Transfer	Staff re-hiring	Systems transfer or acquisition	Fixed price only	Variable only	Fixed/variable
Ameritech Corp. (800) 840-4444	.5%	900	2	12	Help desk, installation, facilities/site management, business process in nontechnical areas, and cable and wiring	5	1	\$23M	41	NA	✓	✓	✓	✓	✓	100%	80%	25%		5%	95%
<b>AT&amp;T Solutions (800) 440-6667</b>	<b>(1)</b>	<b>11,000</b>	<b>1.5</b>	<b>24</b>	<b>WAN management, network monitoring, help desk, network control center management, and employee and customer care</b>	<b>8.2</b>	<b>3</b>	<b>(1)</b>	<b>508</b>	<b>291</b>	✓	✓	✓	✓	✓	<b>90%</b>	<b>100%</b>	<b>85%</b>			<b>100%</b>
BBN Planet (800) 472-4565	80%	1,900	25+	3,500	Network monitoring, Web site design and hosting, systems integration, application development and/or maintenance, and network control center management	1	NA	(2)	NA	10-12	✓			✓	(1)	(1)	(1)	20%	60%	20%	
Cap Gemini America (212) 944-6464	18%	2,700	20	(1)	LAN management, PC/workstation management, application development and/or maintenance, systems integration, and client/server systems conversion and migration	(1)	(1)	(1)	(1)	(1)						(1)	(1)	(1)	(1)	(1)	
DecisionOne Corp. (888) 920-9202	NA	3,900	27	40,000	Hardware services, help desk, network monitoring, LAN management, and data center and/or server management	2.5	0	\$150K	5	1,500		✓								100%	
Digital Equipment Corp. (800) 344-4825	(1)	2,000	10	200+	Data center and/or server management, PC/workstation management, help desk, LAN management, and network control center management	4	2	\$1M-\$3M	20	400		✓	✓	✓		10%		5%	50%	50%	
Entex Information Services, Inc. (914) 935-3600	15%	3,300	3	(1)	Systems integration, PC/workstation management, help desk, installation, LAN management	4.5	3	\$7.2M	12	11,000		✓	✓	✓	53%	64%	30%	30%	60%	10%	
<b>IBM Global Network (800) 455-5056</b>	<b>(1)</b>	<b>1,100</b>	<b>6</b>	<b>175</b>	<b>WAN management, network control center management, network monitoring, help desk, and remote network access staff transfer and rehire</b>	<b>7.5</b>	<b>(2)</b>	<b>(2)</b>	<b>250</b>	<b>(2)</b>	✓	✓	✓	✓	✓	<b>20%</b>	<b>20%</b>	<b>20%</b>	<b>90%</b>	<b>10%</b>	
International Network Services (888) 467-8100	100%	400+	5	(1)	Planning and design, installation and implementation, network operations support, project management, and problem diagnosis and troubleshooting	(1)	(1)	(1)	(1)	(1)								(1)	(1)		
NCR Corp. (513) 445-3137	.05%	50	2	45	Network monitoring, LAN management, data center or server management, PC/workstation management, and WAN management	2	NA	\$300K	20	100	✓	✓	✓							100%	
NetSolve, Inc. (800) 638-7658	(1)	80	4	100+	WAN management, network monitoring, Internet security, and installation	3	NA	(1)	(1)	(1)		✓	✓							100%	
Paranet, Inc. (800) 752-3475	98%	700	5	10	Client/server systems conversion and migration, data center and/or server management, PC/workstation management, installation, and systems integration	(1)	(1)	(1)	(1)	(1)					5%	5%		25%	75%		
Racal-Datacom, Inc. (800) 722-2555	32%	700+	40	3,742	Application development and/or maintenance, demand and repair services (noncontract), installation, network monitoring and training	2	5	\$240K	500	500	✓	✓	✓	✓				95%	5%		
Systems Management Specialists (714) 850-6600	87%	340	6	23	Data center and/or server management, application development and/or maintenance, network control center management, help desk, and client/server systems conversion and migration	4	1	\$2.5M	46	3,800		✓	✓	✓	✓	80%	80%	90%	13%	12%	75%

Product names highlighted in color were selected for the Short List.

Chart compiled by Kathy ScotCopyright 1996, Network World, Inc. http://www.nwfusion.c

Footnotes:

(1) Proprietary

(2) Varies

NA = Not applicable

Editor's note:

The following companies declined our invitation to submit material for this chart: Bull Worldwide, Computer Sciences Corp., EDS, INET and MCI Systemhouse.