



IT Services Executive Summary

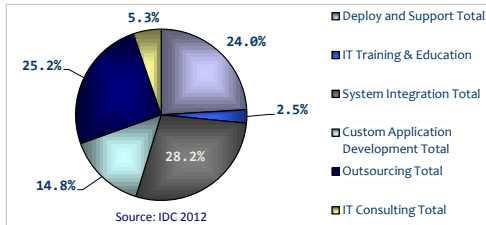
Total IT Services Market in United Arab Emirates, 2011

Value: \$ 1,298.86 Million

Growth: 11% (year-on-year) USD

Total IT Services Market Split by Engagement Types, 2011

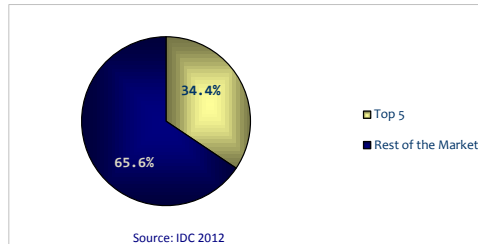
Service	Value (\$M)	Value Share
Deploy and Support Total	312.4	24.0%
IT Training & Education	32.8	2.5%
System Integration Total	366.3	28.2%
Custom Application Development Total	191.8	14.8%
Outsourcing Total	326.8	25.2%
IT Consulting Total	68.7	5.3%
Total Market	1,298.86	100.00%



Source: IDC 2011

Top 5 IT Services Vendors According to IT Services Revenue (US\$M), 2011 (Supply side)

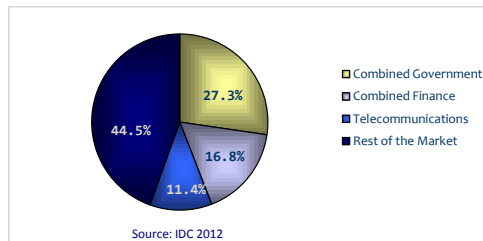
Vendor	Ranking
MDS Holding	1
Injazat Data Systems	2
Wipro	3
Emitac	4
CNS	5
Top 5	34.4%
Rest of the Market	65.6%
Total Market	100.0%



Source: IDC 2011

Top 3 Sectors According to IT Services Spending, 2011

Sector	Value Share
Combined Government	27.3%
Combined Finance	16.8%
Telecommunications	11.4%
Top 3	55.5%
Rest of the Market	44.5%
Total Market	100.0%



Source: IDC 2011

IDC Findings

- ◆ In 2011, the IT services market in UAE totaled \$1,298.86 million, representing a year-on-year growth of 11% in U.S. dollar terms.
- ◆ The Systems Integration category accounted for the largest share of IT services revenue, at 19.1%, followed by Hardware Support and Installation, with 13.5%, and Software Support and Installation, with 10.6%. The Combined outsourcing category comprised 25.2% of the IT services market in the country in 2011.
- ◆ MDS was the leading IT services provider in the United Arab Emirates in 2011. Injazat Data Systems was placed second and Wipro ranked third in 2011.
- ◆ Combined Government was the largest vertical market in UAE in 2011, with \$354.09 million in services-related spending and 27.3% market share. The Combined Finance vertical placed second, with 16.8% share from IT services investment of \$218.11 million. Telecommunications ranked as the third-largest vertical market in 2011, with IT services investment of \$147.54 million and 11.4% market share. Agriculture, Construction, and Mining was the fourth-largest market in the country, accounting for \$109.38 million in IT services revenue and 8.4% market share.
- ◆ IDC expects spending on IT services in UAE to increase 11.2% year on year in 2012 and to expand at a CAGR of 11.7% across the five-year forecast period to total \$2,256.60 million in 2016.

For more information, please contact: osaleem@idc.com