ISG Provider Lens™

Chemical Industry Services and Solutions

Sustainability and Innovation

A research report comparing provider strengths, challenges and competitive differentiators

Customized report courtesy of:

Infosys®

QUADRANT REPORT | MARCH 2024 | NORTH AMERICA

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The chemical industry is undergoing a major shift in the usage of technologies to counter growing challenges

The chemical industry encompasses the transformation of various raw materials into a diverse array of products. Chemical products are used in almost all branches of industry and are highly crucial in a few, such as pharmaceutical and automotive. The chemical industry is complex and vital to the economies worldwide. The global chemical industry is amid a challenging year as geopolitical volatility, commodity price fluctuations and overall demand and supply chain issues plague the entire value chain.

Chemical companies face high feedstock and energy costs in Europe and increased competition from lower-cost producers in the U.S. However, the overall production costs in the U.S. may decrease because of falling energy prices. Demand is expected to be positive from key industries such as automotive, energy and electronics.

Chemical companies also face challenges around energy transition, carbon reduction, adopting new technologies and changes pertaining to the key end customer industries such as automotive, where the shift to electric vehicles (EV) is significant. Manufacturing operations in the chemical industry are asset-intensive and bound by regulations. However, the assets are aging, and the products produced are complex and demand better process control. While IT/OT/IIoT technologies are advancing, securing these legacy assets is a major challenge because of the cost and complexity. Advanced analytics and digital twin implementations need a lot of groundwork. The TCO also deters customers from pursuing this journey at scale. Cybersecurity risks at all levels have increased dramatically as well.

Recently, customer experience has become a key focus area for chemical companies looking to serve end customers directly, and improving CX requires the support of a resilient and responsive supply chain.

Adopting **AI, cloud and data analytics** technologies can **drive innovation** in process and materials

This presents a slew of challenges when chemical companies are building applications or implementing solutions. Change management remains an issue when transitioning to new working methods. This landscape makes it difficult for chemical companies to choose the right solution and find system integrators with implementation experience, long-term support and other capabilities.

Automation, new cloud and analytics technologies and AI influence overall production processes and drive new materials production and development. Producers increasingly use digital technologies to develop new and sustainable materials, reevaluate supply chain structures, analyze portfolio rationalization and optimize processes. Stakeholders and consumers increasingly challenge manufacturers to adopt more sustainable and environment-friendly manufacturing practices across their value chain.

Chemical companies continue to look at technology investments in AI, AR, VR, cloud, digital twin, blockchain and others to reshape key operations and business processes. New technologies such as blockchain, quantum computing and high-performance computing (HPC) also impact digitalization in the industry in areas such as product innovation. However, data management remains a crucial challenge for chemical companies, particularly in R&D, which requires identifying relevant data among large volumes for quality research and ensuring that it can used meaningfully. Mergers, acquisitions and divestitures also continue to create disparate or disjointed IT landscapes, and organizations must spend time and effort aligning them.

ISG notes the following trends in the global chemical industry for 2024:

Increasing infusion of AI into solutions: Chemical companies and IT service providers are working across key areas to gain operational benefits by implementing AI. Lately, GenAI, though at an early stage, has been gaining prominence in areas such as CX, supply chain, R&D and sustainability. While most solutions are at the PoC stage, the potential to scale is immense. AI can help chemical companies predict potential supply chain threats, thus allowing them to make required changes, resolve environment-related issues and prevent future disruptions. With connected operations powered by AI and ML, further facilitated by cloud and 5G networks to move information to the edge, today's chemical plants will likely be transformed into future plants, revolutionizing the ecosystem.

Aging workforce and talent shortage: Like most asset- and energy-intensive industries such as oil and gas and power and utilities, the chemical industry faces an aging workforce and knowledge retention challenges. The median worker age for the chemical industry, per the U.S. Bureau of Labor Statistics, is approximately 44 years, higher than the national average of 42 years. The industry also faces a worker skills shortage in digital and new-age technologies such as AI and ML. Chemical companies in the U.S. may also face disruptions and issues around safety and costs in operations because of the workforce shortage.

Growing cybersecurity threats: The chemical industry faces a wide range of cyber risks as digitalization becomes mainstream. The increasing integration of IT/OT has led to increased data and information security vulnerabilities. Issues with higher cybersecurity risk for the industry include supply chain attacks, increased connectivity and disruptive digital technology, the IoT, malware and ransomware.

Raw material or feedstock price volatility: Due to rising costs and supply chain disruptions because of geopolitical situations, key supply and demand centers are pressing the need for digital technologies to hedge prices and control volatility. In industries such as paints

and coatings, companies are facing cost pressure from increased raw material prices. Chemical companies are also facing operational challenges due to fluctuating commodity prices, logistics and shipping costs and volatility in feedstock prices. Therefore, companies must invest in a trusted supply chain, strong market intelligence and digitalized inventory and order management to overcome the abovementioned challenges.

Tightening industry regulations across geographies: Chemical companies are overwhelmed by increasing scrutiny and rising compliance needs resulting from international standards and frameworks. The companies are looking to dedicate significant resources to reporting and need better and faster analytics to drive decision-making. Environmental, social and governance (ESG) influence is a global phenomenon, and organizations must comply with local laws and global mandates. Managing economies of scale and being carbon neutral is equally crucial but costly.

Sustainability and ESG reporting: Increasing government and investor pressures have forced companies to consider sustainability across the chemical value chain. Global financial institutions and banks want to see their portfolios aligned with chemical organizations that take their sustainability and ESG goals seriously. Moreover, as energy efficiency, circular economy, smart manufacturing technologies and optimization of plant design and operations become critical, integration with sustainability and environment goals is fast becoming the need of the hour. Enterprises are increasingly investing in tracking Scope 1 and Scope 2 emissions necessary to decarbonize their internal value chain. Scope 3 emissions (from the value chain) are the most significant chunk of overall emissions. The emissions from activities outside organizational control can be complex to measure and manage. Companies can reduce their carbon footprint by focusing on the right energy mix.

Challenges in supply chain optimization and logistics: Lack of standardized methodologies and frameworks and the limited influence of suppliers are key challenges. The chemical industry should integrate operations using big data analytics into supply chain management (SCM) to address them. Other challenges include the lack of visibility, process complexity and unpredictability of demand and supply. As a result, the chemical sector should prioritize continuous improvement in technological advancements. Managing logistics is another significant concern due to geopolitical volatility and regulation uncertainties. This was particularly evident with increased delivery difficulties due to the COVID-19 pandemic. Therefore, a well-functioning chemical logistics system is a priority for suppliers, manufacturers and customers. Cybersecurity and sustainability are other challenges that providers assist companies with, as supply chain vulnerabilities can lead to a cyberattack, disrupting warehouse and manufacturing operations and sites.

Green chemistry and circular economy: Chemical companies constantly try to replace traditional processes with optimal alternatives that minimize waste, water usage, emissions, energy consumption and environmental impact. They increasingly focus on recycling and upcycling materials to manage waste. The R&D function is open to leveraging new digital interventions such as cloud, AI, ML and IoT to improve its working process.

Legacy systems and lack of integration: Most industries, such as chemical, don't have the infrastructure to adopt new technologies. The chemical industry is competitive and requires large data and IT infrastructures that increase the CapEx for legacy systems modernization and achieve IT/OT integration. Legacy systems are not yet set up to report the specific metrics needed for ESG analysis and reporting. Converting these systems, adding new sensors, managing disparate data streams and homogenizing data into coherent analytics pose a significant challenge for all enterprises, especially those with high emissions, high risk and direct material usage.

Executive Summary

The high cost of acquiring new technology into the organization and increasing user adoption among the chemical value chain stakeholders is a constant challenge. Companies have moved from IT/OT to IT-OT-Engineering Technology (ET) convergence, creating the need for engineering capabilities to drive factory automation. As manufacturing companies such as chemical producers drive digital transformation initiatives, product lifecycle management (PLM) and digital twins are becoming important for discrete and process manufacturing companies to enable better designs, optimize processes and accelerate engineering.

Challenges around supply chain, ESG reporting, R&D, price volatility and feedstock availability are forcing chemical companies to adopt modern practices and technologies. Although digital twin, additive manufacturing, AI and ML, and HPC developments are leading to a more robust industry, challenges around new business models, talent and skills remain.

Provider Positioning

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	Digital IT/OT Services	Supply Chain and Logistics	Sustainability and Innovation
Accenture	Leader	Leader	Leader
Atos	Contender	Not In	Not In
Capgemini	Leader	Leader	Leader
CGI	Contender	Contender	Contender
Cognizant	Product Challenger	Product Challenger	Product Challenger
Deloitte	Leader	Leader	Leader
DXC Technology	Product Challenger	Product Challenger	Product Challenger
EY	Product Challenger	Product Challenger	Leader
Fujitsu	Product Challenger	Product Challenger	Product Challenger
Genpact	Product Challenger	Rising Star ★	Product Challenger

Provider Positioning

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	Digital IT/OT Services	Supply Chain and Logistics	Sustainability and Innovation
HCLTech	Leader	Leader	Leader
Hitachi Digital Services	Product Challenger	Contender	Contender
IBM	Leader	Leader	Leader
Infosys	Leader	Leader	Leader
KPMG	Contender	Market Challenger	Market Challenger
Kyndryl	Rising Star ★	Product Challenger	Product Challenger
LTIMindtree	Product Challenger	Product Challenger	Product Challenger
NTT DATA	Product Challenger	Product Challenger	Product Challenger
PwC	Leader	Leader	Leader
TCS	Leader	Leader	Leader

Provider Positioning

	Digital IT/OT Services	Supply Chain and Logistics	Sustainability and Innovation
Tech Mahindra	Product Challenger	Product Challenger	Rising Star ★
Wipro	Leader	Leader	Leader
YASH Technologies	Contender	Contender	Contender

Understand key industry challenges and **assess** service provider capabilities to address the **unmet needs** of enterprise clients.

Simplified Illustration Source: ISG 2024

Definition

The ISG Provider Lens™ Chemical Industry Services and Solutions study offers the following to business and IT decision-makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments on their competitive strengths and portfolio attractiveness
- Focus on different markets, including North America and Europe

Our study serves as an important decision-making basis for positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use the information from these reports to evaluate their current vendor relationships and potential engagements.

Scope of the Report

In this ISG Provider Lens™ quadrant report, ISG covers the following three quadrants for services/solutions: Digital IT/OT Services, Supply Chain and Logistics, Sustainability and Innovation.

This ISG Provider Lens™ study offers IT-decision makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments
- Focus on Global market

This ISG Provider Lens™ study offers IT-decision makers: Our study serves as the basis for important decision-making in terms of positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their existing provider.

Provider Classifications

The provider position reflects the suitability of providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the service requirements from enterprise customers differ and the spectrum of providers operating in the local market is sufficiently wide, a further differentiation of the providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between$20 million and $999 million with central headquarters in the respective country, usually privately owned.
- **Large Accounts:** Multinational companies with more than 5,000 employees or revenue above $1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens™ quadrants are created using an evaluation matrix containing four segments (Leader, Product & Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens™ quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star.

- **Number of providers in each quadrant:** ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).

Provider Classifications: Quadrant Key

Product Challengers offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

Leaders have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/ services and a follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

Market Challengers have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

Not in means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.

Sustainability and Innovation

Who Should Read This Section

This quadrant is relevant to enterprises in North America evaluating service providers in terms of sustainability and innovation. ISG defines the current market positioning of providers in North America and how they address the key challenges enterprises face there.

North American enterprises are increasingly focusing on having sustainable operations because of growing environmental concerns and adherence to regulatory compliance. Regulatory bodies such as the U.S. Environmental Protection Agency (EPA) have been enforcing stringent regulations concerning emissions, waste management and chemical usage. As a result, enterprises seek providers capable of advising on effective transformation goals and implementing best practices across the operations, from raw material procurement to production.

The green chemistry concept is gaining traction in the region. Enterprises are embracing circular economy principles to improve performance, minimize waste and maximize resource reuse. They are also utilizing technologies to automate carbon accounting and reporting processes. That, in turn, helps track their emissions and progress toward sustainability goals and successfully run initiatives such as designing quality products and exploring novel recycling methodologies.

This year, service providers have been investing in enhancing their partner ecosystem, fostering collaborative efforts to innovate and expedite clients' progress toward sustainability. They are expanding their offerings in supply chain operations, data analytics, monitoring, transparency and sustainable practices. Significant R&D investments were made to develop offerings supporting Scope 3 emissions, focusing on delivering greener and sustainable manufacturing processes.

Technology leaders responsible for implementing and managing solutions within their companies should read this report to understand the trends and opportunities in sustainability technology.

Government and regulatory bodies can use this report to shape policies that promote sustainable technology practices by highlighting tech adoption trends and their environmental impact.

Business leaders can gain valuable insights from this report to make informed decisions regarding adopting sustainability technology to achieve net zero and other goals.

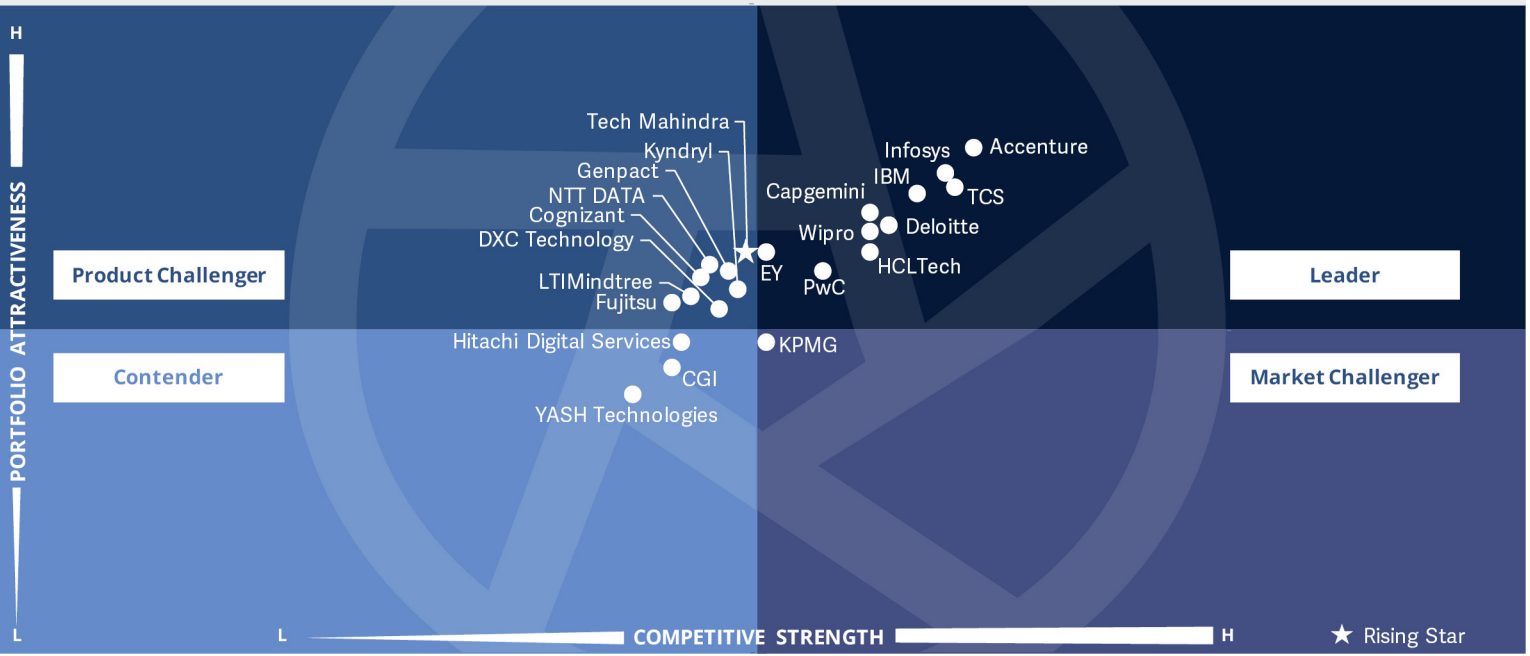
Sustainability leaders should read this report to gain valuable information on how businesses invest in ESG data and analytics to improve their sustainability performance.

ISG Provider Lens™

Source: ISG RESEARCH

Chemical Industry Services and Solutions Sustainability and Innovation

North America 2024



The quadrant assesses providers that offer services for managing functions such as procurement, warehousing, inventory management, fulfillment, transportation and logistics, **aiming to enhance resilience and cost management.**

Swadhin Pradhan

Sustainability and Innovation

Definition

One of the biggest challenges facing the chemical industry is reducing its environmental impact. Chemical production processes generate large amounts of waste and consume significant amounts of energy, contributing to carbon emissions. The industry also faces a challenge to ensure the safety of workers and local communities. On the innovation front, the industry requires intensive research on a day-to-day basis to create value in the dynamic environment. The traditional methodology for innovation in the chemical industry requires digital transformation and agility. The innovation approach needs advances in digital and materials science technology, collaborating with ecosystem partners and focusing on business model transformation.

This quadrant focuses on providers who help chemical industry players from strategy to execution, tackling sustainability and innovation challenges and delivering value that can bring competitive advantage at scale. It focuses on how the providers are helping develop and manage sustainability strategy and value chain, net zero transitions, reporting and analytics, worker safety, R&D, lab management and data management.

Eligibility Criteria

1. **Ability to offer a combination (if not all) of the following sustainability and innovations** to companies across the chemical industry value chain, with local expertise in the assessed region or country:
   * Sustainability strategy and planning
   * Emission management, accounting and reporting
   * Implementation of green chemistry
   * Worker safety and monitoring
   * Connected or digital labs
   * Chemistry as a service
   * Data management and reporting
   * Circular ecosystem
   * Sustainable procurement
   * Energy transition services
   * Material informatics
   * Material risk management
2. **Showcase extensive domain knowledge** and support for local or regional regulatory requirements compliance
3. **Expertise in applying next-generation technologies**, including automation, analytics, IoT, AI, cybersecurity, cloud, AR, VR, mixed reality (MR), quantum computing/ high performance computing and blockchain
4. **Demonstrate strong partnerships** with industry associations, regulatory bodies, technology firms and startups specializing in the chemical industry
5. **Offer referenceable chemical industry case studies** for various services and solutions across the value chain.

Observations

The chemical industry is one of the largest energy consumers, as most of the energy input is used as feedstock. Therefore, chemical companies are putting a lot of emphasis on energy efficiency, renewable energy and changing the energy mix for decarbonization. The industry also faces increasing regulations as legislation has financial and business implications, such as the EU Green Deal and the U.S. infrastructure bill.

Chemical companies are challenged at different levels as they aim to tackle issues such as climate risk exposure, delivery of net zero targets, lack of a single, reliable environment, social and governance (ESG) data sources, growing IT carbon footprint, poor visibility of ESG impacts, producer sustainability regulations and lack of useable insights.

As the focus on sustainability and responsible sourcing gain prominence, manufacturing companies and service providers are working together in reverse logistics, digital tools and data analytics to manage their long-term sustainability goals for their supply chains.

Providers also seek to collaborate on hydrogen and carbon capture, utilization and storage (CCUS). They also increasingly look to integrate their existing big data and AI solutions with new solutions around energy transition services.

From the 35 companies assessed for this study, 22 have qualified for this quadrant, with 10 being Leaders and one a Rising Star.

accenture

Accenture helps chemical companies develop new, innovative materials and achieve ESG goals through solutions focused on new-age technologies. The company continues to build its portfolio through partnerships and acquisitions.

Capgemini

Capgemini has a strong sustainability and climate business that helps clients build sustainable products, implement strategy and reduce IT carbon footprint. The firm leverages best practices and skills from other adjacent industries to expand its portfolio for chemical clients.

Deloitte.

Deloitte utilizes its technology and consulting expertise, in-house technology suites, tools and accelerators to drive its ESG and decarbonization solutions through its climate and sustainability practice.

EY

EY utilizes its robust consulting capabilities, tools and solutions, industry knowledge, technology enablers and deep partnerships to drive its digitally-enabled sustainability and innovation offerings.

HCLTech

HCLTech's sustainability solutions are driven by proprietary technology platforms and solutions integrated with partner offerings to cater to the entire chemical industry value chain. Some solutions are integrated with the firm's larger manufacturing platforms to deepen the portfolio.

IBM

IBM utilizes its deep consulting and technology expertise around AI and high-performance computing (HPC) to offer ESG solutions around sustainability and material discovery. The IBM® Envizi™ ESG suite helps clients with emission management, ESG reporting and decarbonization efforts.

Infosys

Infosys' extensive sustainability and innovation practice is enhanced by its network of delivery and offshore centers and CoEs. Its partnerships with academia and niche technology vendors have helped the firm expand its capabilities and are a great differentiator for its clients.

pwc

PwC leverages its core capabilities to deliver sustainability services, including sustainability consulting, climate transition and reporting services. The firm leverages capabilities from its other member firms to drive sustainability-related consulting services.

TCS TATA CONSULTANCY SERVICES

TCS' sustainability and innovation offerings include services for consulting, ESG, digital transformation and lab and material design. The company has partnerships with leading software providers to enhance its capabilities.

wipro

Wipro has execution experience of more than 100 low carbon, Health Safety and Environment (HSE), decarbonization consulting and implementation engagements across various energy companies. The company works with partners to strengthen and broaden its offerings and capabilities.

Tech Mahindra

Tech Mahindra's (Rising Star) sustainability offerings are driven by its partners and own IP across key areas such as ESG consulting and Scope 1, 2 and 3 reporting. The company leverages AI, IoT and data technologies to offer solutions.

Leader

"Infosys offers a promising sustainability and innovation services portfolio driven by technology, ecosystem and clients."

Swadhin Pradhan

Infosys

Overview

Infosys is headquartered in Bengaluru, India. It has more than 328,700 employees across 274 offices in 56 countries. In FY23 the company generated $18.2 billion in revenue, with Financial Services as its largest segment. Infosys has 18 senior sustainability professionals and over 100 certified sustainability experts who support clients in crafting and executing sustainability plans, opportunity identification and roadmap development. The company intends to leverage GenAI and the cloud to make supply chains resilient and infuse sustainability by decarbonizing manufacturing processes.

Strengths

Focused investments in labs: Infosys continues investing in digital studios and innovation centers to ideate and rapidly co-create prototype solutions for ESG strategic concerns such as decarbonization and achieving net zero goals. The company has recently established Energy Innovation Centers in Houston and London. The Infosys Knowledge Institute and Infosys Center for Emerging Technology Services (iCETS) also help in providing knowledge and guidance on establishing ESG initiatives.

Strategic partnerships: Infosys has developed a partner network that has major hyperscalers, technology vendors, academia, startups and government and non-government organizations. The company has partnered with research institutions to explore avenues focusing on energy-efficient building materials and sustainable engineering solutions. As part of its sustainability solutions and services, Infosys partners with players such as Cropx, Gretel and GreenJams.

Industry-focused sustainability service offerings: Infosys' sustainability practice has over 500 consultants helping companies with chemical businesses accelerate their efforts toward achieving net zero emissions. As part of its Infosys Cobalt Agri-Chem portfolio, the firm offers a sustainability cloud as an asset, which includes offerings such as energy management and carbon trading.

Caution

Infosys must continue investing in next-generation technologies, in-house platforms and strategic partnerships to expand its sustainability, materials research and innovation portfolio comprehensively.

Appendix

The ISG Provider Lens 2024 – Chemical Industry Services and Solutions research study analyzes the relevant software vendors/service providers in the North America market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

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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 2024, 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 study was divided into the following steps:

1. Definition of Chemical Industry Services and Solutions market
2. Use of questionnaire-based surveys of service providers/ vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities & use cases
4. Leverage ISG's internal databases & advisor knowledge & experience (wherever applicable)
5. Use of Star of Excellence CX-Data
6. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & other sources.
7. Use of the following key evaluation criteria:
   * Strategy & vision
   * Tech Innovation
   * Brand awareness and presence in the market
   * Sales and partner landscape
   * Breadth and depth of portfolio of services offered
   * CX and Recommendation

Lead Analyst

Swadhin Pradhan

Senior Manager and Principal Analyst

Swadhin Pradhan brings more than two decades of technology, business and market research experience and expertise to ISG clients. He has rich experience executing market/competitive intelligence (MI/CI) and quasi-consulting projects in the manufacturing, energy and resources industry.

Prior to ISG, Swadhin worked with MI/CI and thought leadership organizations of large tech and consulting firms such as IBM and Deloitte. At ISG, He focuses on ISG Provider Lens™.

His research and analysis for ISG clients concentrates on Energy, Resources and Manufacturing market development, disruption and change. He currently contributes to ISG's Provider Lens™ global research studies as a lead analyst.

Swadhin holds an MBA in Marketing and Finance from the Institute for Integrated Learning in Management (IILM), New Delhi, and an engineering degree in Electronics and Telecom.

Research Analyst

Varsha Sengar

Senior Research Analyst

Varsha Sengar is a senior research analyst at ISG and is responsible for supporting ISG Provider Lens™ studies on Workday, Retail & CPG, Manufacturing and Chemicals Services and Solutions. She has over 7 years of experience in technology research and consulting. At ISG, she is responsible for delivering enterprise' perspective for IPL and collaborates with analyst, advisors, and enterprise clients on various research requests which include primary and secondary research.

She supports the lead analysts across multiple regions in the research process and authors the global summary report. Prior to this role, she has carried out multiple ad-hoc projects and competitive benchmarking reports delivering industry level actionable insights and recommendations Her area of expertise lies across various technologies like IoT, Artificial Intelligence, Smart Homes, and Autonomous Driving.

Study Sponsor

Iain Fisher

Director, Research

Iain leads ISG's Future of Work, Customer Experience and ESG solutioning redefining business models and operating models to drive out new ways of working with a CX and ESG focus. He joins up end to end value chains across a number of markets and advises clients on where digital and technology can be used to maximize benefit. A regular Keynote speaker and online presenter, Iain has also authored several eBooks on these subjects.

IPL Product Owner

Jan Erik Aase

Partner and Global Head – ISG Provider Lens™

Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry. Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor.

Now as a partner and global head of ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.

ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens™ research, please visit this webpage.

ISG Research™

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ISG

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Founded in 2006, and based in Stamford, Conn., ISG employs 1,600 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.

For more information, visit isg-one.com.

ISG Provider Lens™

MARCH, 2024

REPORT: CHEMICAL INDUSTRY SERVICES AND SOLUTIONS