

# **Frost & Sullivan**

## **Growth Partnership Services**

### **African Research Programmes for:**

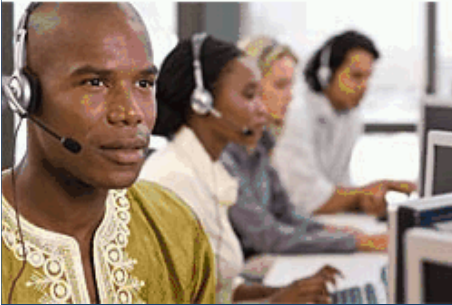
Information, Communications & Technology for 2007-2011



# Information Communications & Technology

## Sub Saharan Africa Planned Research 2011

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### Industry Segments Coverage

IP Communications  
Enterprise Communications  
Telecom Services  
Conferencing & Collaboration  
Mobile & Wireless Communication  
Contact Centres & CRM  
Network Security  
IT Services

### 2011 Research Delivery Schedule

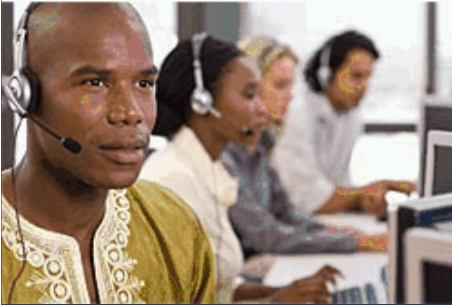
- Backhaul Mobile Network Infrastructure in Selected Sub-Saharan African Countries
- Opportunities Within The Fixed Telecommunications Market in Selected Sub Saharan African Countries
- Overview of Converged Networks in Sub-Saharan Africa
- VAS Stream Revenue Best Practice Case Studies in Selected Sub-Saharan African Countries
- Managed Services Markets in South Africa
- Data Center Markets in South Africa
- Network Management Services Markets in South Africa
- Managed Services Markets in Kenya and Nigeria
- Strategic Analysis of The Unified Communications Enterprise Markets in Selected Sub Saharan African Countries
- Overview of The Enterprise Instant Messaging Market in South Africa
- Strategic Analysis of BPO For The Financial Services And Retailer Sectors in South Africa, Nigeria and Kenya
- Strategic Analysis of WiMAX, LTE and CDMA in Sub-Saharan Africa

**NB: Please note that the 2011 research titles are proposed titles. Some titles might be discarded due to lack of interest whilst other titles might be added if great interest is shown. Frost & Sullivan will make every effort to complete all programme content and commits to delivering at least 75% of scheduled annual titles.**

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### 2011 Research Delivery Schedule (Continued)

- Strategic Analysis of Cloud Computing Markets in South Africa and Kenya
- Social Media and Unified Communications Markets in South Africa and Kenya
- Tracking Market Update on Telecommunication Mergers & Acquisitions Sub-Saharan Africa
- Mobile Operators Rural Expansion in South Africa ; Is the dawn night ?
- Strategic Analysis of Opportunities Within Infrastructure Sharing in Sub-Saharan Africa
- Strategic Analysis of VAS Best Practices Selected Sub-Saharan African Countries
- Tracker of Mobile Communications Pricing over SADC Countries Sub-Saharan Africa
- Angolan Mobile Communications Market
- Mauritius Business Process Outsourcing (BPO) Markets
- South African Mobile Application Services Markets
- Southern African Mobile Communications Market Tracking Service

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## **2011 Research Delivery Schedule – Annualized Trackers**

### **Mobile Communications Tracking Service**

- Southern African Mobile Communications Market Tracking Service (Q4 South Africa and Q3 Mozambique and Zimbabwe)
- East African Mobile Communications Market Tracking Service (Q3 Kenya, Tanzania and Q4 Rwanda and Uganda)
- West and Central African Mobile Communications Market Tracking Service (Q1 Nigeria, Ghana and Q2 Senegal, Ivory Coast and DRC)
- Sub Saharan African Mobile Communications Quantitative Quarterly tracker on 22 countries

### **Broadband Tracking Service**

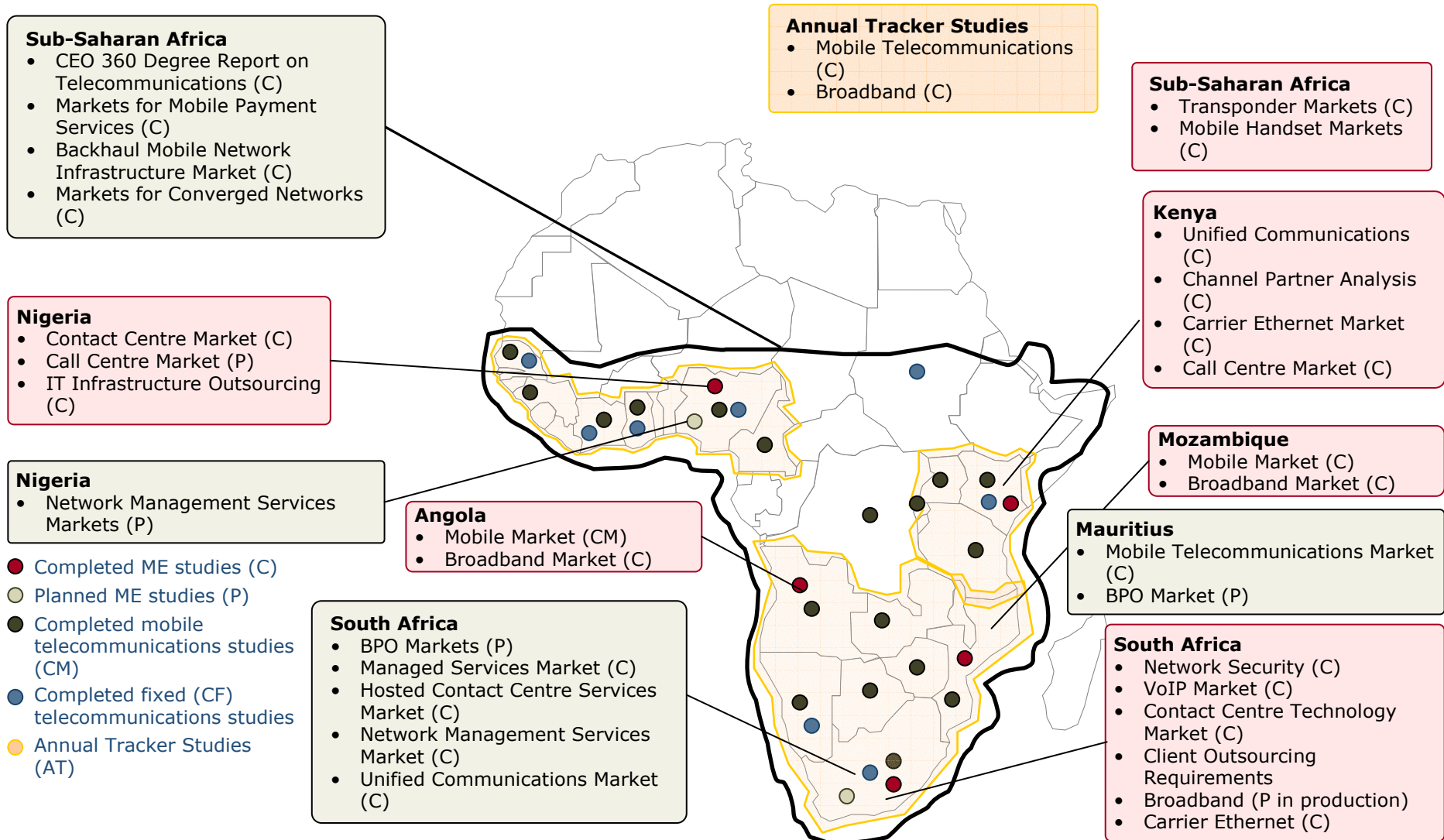
- Southern African Broadband Market Tracking Service (Q2 Angola and Mozambique and Q3 South Africa, Zambia and Zimbabwe)
- East African Broadband Market Tracking Service (Q3 Kenya, Tanzania and Q4 Uganda)
- West and Central African Broadband Market Tracking Service (Q1 Nigeria, Ghana and Q2 Senegal, DRC)

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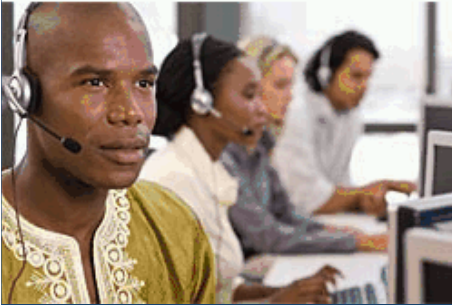
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### 2010 Published Research Programme

- South African Business Process Outsourcing Markets (Q3)
- South African Managed Services Markets (Q2)
- South African Hosted Contact Centre Services Markets (Q2)
- Mauritius Mobile Communications Market ( Q1)
- South African Mobile Backhaul Network Infrastructure Market (Q1)
- Overview of Zimbabwe's Vibrant Telecommunications Market (Q2)
- Sub Saharan African Markets for Mobile Payment Services (Selected Countries) (Q3)
- Sub Saharan African Mobile Backhaul Network Infrastructure Markets (Selected Countries) (Q1)
- South Africa Unified Communications Markets (Q2)
- Sub Saharan African Markets for Converged Networks (Selected Countries) (Q3)
- 360 Degree CEO Analysis of the Telecommunications Markets in Sub Saharan Africa (Q1)
- South African Network Management Services Markets (Q3)
- Nigerian Network Management Services Markets (Q4)

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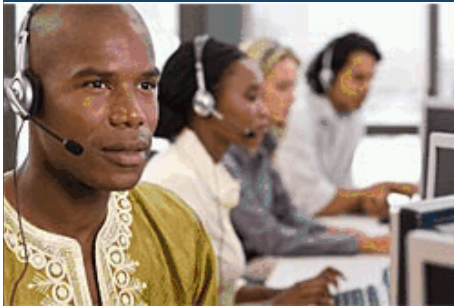


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## 2010 Published Research – Issue Based Deliverables

- An Assessment of Digital Media in South Africa (Q2)
- Sub Saharan African MVNO Market (Q3)
- Market Update on Telecommunication M&A deals Sub Saharan Africa (Q2)
- Advances in Technology for Mobile Device Management (Q3)
- Smart phone Outlook Sub-Saharan Africa; from basic to bling bling (Q1)
- South Africa and Cloud Computing; a reality or just hype ? (Q1)



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## **2010 Published Research Programme – Annualised Tracking Service**

### **Mobile Communications Tracking Service**

- East African Mobile Communications Market Tracking Service
- West and Central African Mobile Communications Market Tracking Service

### **Broadband Tracking Service**

- Southern African Broadband Market Tracking Service
- East African Broadband Market Tracking Service
- West and Central African Broadband Market Tracking Service

## **2010 Planned Topics – Multi-client projects\***

- Strategic Analysis of The Mobile Advertising Markets in South Africa, Nigeria and Kenya
- Strategic Analysis of The Video Conferencing Markets in South Africa

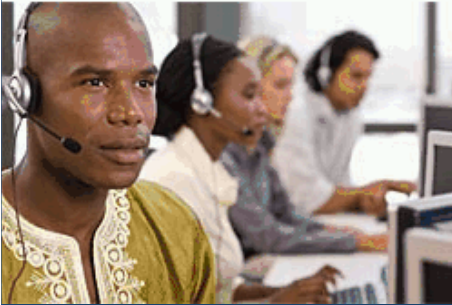
*\* Please note that multi-client projects require additional investment*



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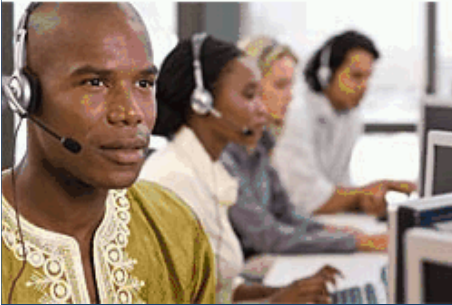
### 2009 Published Research Programme

- Survival Strategies for fixed Telecommunication Operators in Sub Saharan Africa
- West African and East African Carrier Ethernet Market (9844 - Market Insight)
- Kenya Telecommunications Channel Partner Analysis (M4A8-63)
- South African VOIP Market (M485-62)
- Kenya Unified Communications Market (M4BA-62)
- South African Broadband Market; 2009 Update (M45A-63)
- Angolan Broadband Market (M498-63)
- Mozambique Broadband Market (M4EF-63)
- East African Mobile Communications Market (M48D-65)
- West African Mobile Communications Market (M496-65)
- Angolan Mobile Communications Market (M3F2-65)
- Mozambique Mobile Communications Market (M407-65)
- Sub-Saharan Africa WiMAX Market (M497-65)
- Sub-Saharan Africa CDMA Market (M3F3-65)
- 360 degree CEO Report on Telecoms in Africa (M4F7-65)
- Southern Africa Mobile Telecommunications Market (M49A-65)
- South African Green IT Market Procurement strategy (M50A-72)

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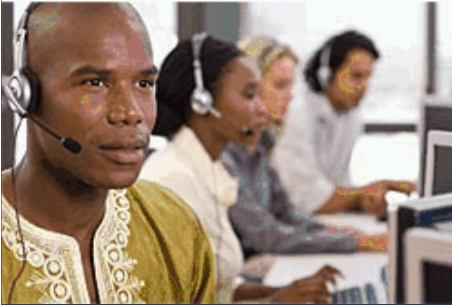
### 2009 Published Research Programme – (Continued)

- South African Client Requirement for Business Data Services Market (M4EA-72)
- African Transponder Demand Outlook (M499-66)
- South African Network Security Market (M2D4-74)
- Nigerian Contact Centre Market (M475-76)
- Analysis of the South Africa Contact Centre Technology Market (M459-72)
- Strategic review of the African Telecommunication Sector in 2009; Development that will shape the future
- Market Insight on East African Mobile Application Services Market

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### 2008 Published Research Programme

- Sub-Saharan African Video Conferencing Infrastructure Markets
- 2010 FIFA World Cup: Implications for the SA IT Sector
- South African ERP Software Market
- Kenyan Call Centre Market
- Business Intelligence Tools for Selected African Markets
- IP Convergence: The Implications for Traditional Media Companies in South Africa
- Overview of Online Communities and User Generated Content (UGC) in South Africa
- Sub-Saharan African Software Outsourcing Market
- Update on the South African I/PBX Market
- South African ICT Channel Partner Analysis
- Sub-Saharan Market for Mobile Operating Systems
- East African Broadband Market
- Analysis of Africa's Undersea Cable Projects
- West African Broadband Market
- Nigerian IT Infrastructure Outsourcing Market
- South African Mobile CRM Market
- Kenyan IT Infrastructure Outsourcing Market

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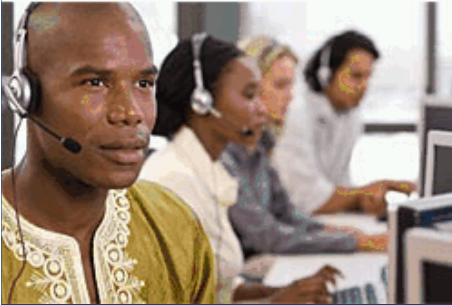
### 2008 Published Research Programme – (Continued)

- South African Carrier Ethernet Services Market
- South African IT Infrastructure Outsourcing Market: Analysis by Service Type
- IP VPN Vertical Opportunities in South Africa
- South African Contact Centre Applications Market
- 360° CEO Report on Telecoms in South Africa
- Environmental Sustainability within the South African IT Market

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Mobile & Wireless Communication  
Contact Centres & CRM  
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IT Services

### 2007 Published Research Programme

- SA IT Infrastructure Outsourcing Market
- SA IT Infrastructure Outsourcing Voice of Customer
- African Internet Services Markets (Fixed Line)
- Analysis of African Fixed Telecommunications Service Providers' Capital Expenditure
- Unified Messaging and Communications Market in South Africa
- South African Open Source Market
- Business Telephony Markets in Africa
- African & Middle East Rural Satellite VSAT Markets
- South African Contact Centre Equipment Suppliers Competitive Profile
- South African Broadband Market
- South African Mobile Content Services Market
- Africa's Demand for Mobile & Wireless Internet Services
- South African IP Hosted Services Market
- South African Electronic Access Control Market
- African Mobile Outlook
- The Potential for RFID Applications in Africa
- South African Business Market's Utilization of Collaboration Tools

# Your Contacts For More Information

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