

## **Gartner Surveys Show Web Services Are Entering the Mainstream**

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New Gartner Dataquest research shows a steady increase in the use of Web services for both business-to-business (B2B) and intraenterprise solutions. However, many misconceptions about this technology remain.

## NEWS ANALYSIS

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### Event

On 24 April 2003, Gartner Dataquest released the results of several surveys on North American enterprises' adoption of Web services for use in in-house projects and system integration engagements. Analysis of the survey results shows that virtually all the respondents use some form of Web services or plan to do so within the next 12 months.

### Analysis

The Gartner Dataquest surveys show that Web services have entered the mainstream but also that users' understanding of Web services remains unsophisticated. The respondents claim, for example, that 92 percent of their system integration projects — and those projected through February 2004 — involve Web services. The survey data also shows that 86 percent of enterprises use Extensible Markup Language (XML); however, enterprises report much lower usage rates for other Web services standards, such as: SOAP (Simple Object Access Protocol) (31 percent); WSDL (Web Service Definition Language) (3 percent); and UDDI (Universal Description, Discovery and Integration) (14 percent). Projects that use only XML do not meet Gartner's criteria for Web services. Gartner Dataquest will publish a detailed examination of these issues, "System Integration User Survey Shows Web Services Popularity and Misconceptions," in late April 2003.

Another result of the Gartner Dataquest research is that the use of Web services for in-house integration by systems integrators declined by 10 percent between August 2002 and February 2003 while the use of Web services by system integrators for B2B solutions increased by 8 percent. These results show that Web services usage has matured beyond the first stages of intraenterprise Web services pilot projects.

Enterprises indicate, however, that business-process re-engineering poses the most significant challenge in implementing Web services, especially for large enterprises with more than 5,000 employees. Survey data shows that internal integration with existing applications and processes is the most common activity or function for Web services projects, followed closely by security, personalization (portals) and Web content management. Enterprises and vendors alike will need to address both the business and technology aspects of Web services to ensure project success.

**Analytical Sources:** Whit Andrews, Michelle Cantara and Nicole Latimer, Gartner Research

### Recommended Reading and Related Research

- "Management Update: A Common Sense Definition of Web Services" — Basic definitions will enable critical understanding of Web services. **By David Smith**
- "Systems Integrators and End Users Advance Web Services Use in 2002" — Forecasts reveal significant gaps in end users' Web services expertise. **By Michele Cantara and Joanne Correia**

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