

Getronics and Counterpane Should Both Benefit From Alliance

Khalda Parveen

A security operations center should help Getronics and Counterpane find takers for network and security services in Europe. Their partnership is another step in the ongoing consolidation in this area.

NEWS ANALYSIS

Event

On 27 January 2005, Getronics opened a network and security operations center in Belgium and launched a business alliance with the U.S. managed security services provider Counterpane. The center will offer two integrated services to Getronics clients worldwide: 24x7 network monitoring and continuous security scanning and intervention.

Analysis

Companies cannot easily or inexpensively develop the skills, tools and processes for managed security services. By partnering with Counterpane, Getronics will obtain access to all three. Similarly, breaking into the European market is not straightforward for U.S. companies. Counterpane launched its presence in Europe in 2000, but found it difficult to target companies directly. Appointing 12 value-added resellers helped, but now Counterpane can move forward with access to a local support center.

This deal is another step in the ongoing of consolidation among network and security services providers. Recently, Ubizen has merged with TruSecure; Symantec has acquired or plans to acquire @stake, Liric and Veritas; and MCI has acquired NetSec. The alliance between Getronics and Counterpane should enable both companies to extend their reach and the number of services they offer into more geographical areas. Companies should expect a wider range of services from this combination, but they should insist on seamless processes and reporting.

Recommendations

If you are a customer of Getronics and Counterpane:

- Have a single point of contact with the provider for all issues.
- Don't accept the same terms and conditions for security services as for network monitoring. Security requires strong and meaningful service level agreements.

If you are considering using services from Getronics or a similar provider:

- Use a strict selection process when considering vendors for networking and security and choose the right provider for your needs in each area.

Analytical Source: Khalda Parveen, Gartner Research

Recommended Reading and Related Research

- "Vendor Rating: Getronics" — This vendor of IT services appears to have overcome its financial difficulties. Now it aims to build on its strengths in five industries and its industry partnerships. Progress will not be easy. **By Alan Mac Neela**
- "Market Focus: IT Services Gross Margins, Worldwide, 2004" — A Gartner survey of IT services companies showed that larger providers generally enjoyed higher gross margins. **By Martin Lee and Lewis M. Clark**

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