



# IT services & Internet Software and Services

## Driving forces

The IT services and internet software & services industry consists of companies that provide such things as online databases, web design and registration services. In addition, industry players develop and market internet software to help clients run their businesses more efficiently by outsourcing business processes or developing new software applications. Therefore, data privacy and security are priorities for customer satisfaction, attraction and retention, and in mitigating potential legal and reputational risks. To protect client privacy and secure information technology, a rigorously enforced code of conduct covering access to confidential data is required. Knowledge management and human capital development are important in developing new products and fostering innovation, so attracting and retaining qualified staff is critical. The industry's main environmental impacts stem from data center operations where, in spite of increasing energy efficiency, the exponential growth of data volume is requiring companies to focus on energy and water efficiency.

## Highlighted criteria & Dimension weight

- Economic Dimension ..... 52%
  - Customer Relationship Management
  - Innovation Management
  - IT Security & System Availability
  - Privacy Protection
- Environmental Dimension ..... 21%
  - Operational Eco-Efficiency
  - Climate Strategy
  - Environmental Policy & Management Systems
- Social Dimension ..... 27%
  - Talent Attraction & Retention
  - Human Capital Development

## Sustainability leaders 2019

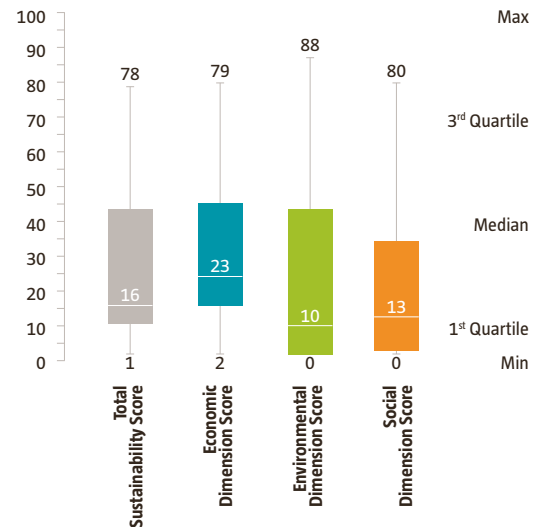
<b>SAM Gold Class</b> ●	
Atos SE	France
NTT Data Corp	Japan
<b>SAM Silver Class</b> ●	
Wipro Ltd	India
Tech Mahindra Ltd	India
Amadeus IT Group SA	Spain
<b>SAM Bronze Class</b> ●	
Fujitsu Ltd	Japan
<b>Sustainability Yearbook Members</b> ●	
Nomura Research Institute Ltd *	Japan
Infosys Ltd	India
Cielo SA	Brazil
Indra Sistemas SA	Spain
Tata Consultancy Services Ltd	India

\* SAM Industry Mover

## Industry statistics

Number of companies in universe	116
Number of companies assessed in 2018	82
Assessed companies to total companies in universe	71%
Market of assessed companies to total market	96%

## Results at industry level



The box-and-whisker plot describes the distribution of scores in the industry, based on all assessed companies. More information is available in the Reading Instructions in the introduction.