



IT Services & Internet Software and Services

Driving forces

The IT services & Internet Software and 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 with the aim of helping clients run their business more efficiently by outsourcing business processes or developing new software applications. Therefore, data privacy and security are key priorities for customer satisfaction, attraction and retention, as well as for preventing 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 for developing new products and fostering innovation, therefore attracting and retaining qualified staff is crucial. The industry's main environmental impacts stem from data center operations where, despite increasing efficiency, the exponential growth of data volume is requiring companies to focus on energy and water efficiency.

Highlighted criteria

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

Sustainability leaders 2018

RobecoSAM Gold Class	
Amadeus IT Group SA	Spain
RobecoSAM Silver Class	
Atos SE	France
Tech Mahindra Ltd	India
Wipro Ltd	India
RobecoSAM Bronze Class	
Fujitsu Ltd	Japan
NTT Data Corp*	Japan
Sustainability Yearbook Members	
Accenture PLC	United States
Cielo SA	Brazil
DXC Technology Co	United States
Indra Sistemas SA	Spain
Infosys Ltd	India
Nomura Research Institute Ltd	Japan
Tata Consultancy Services Ltd	India

* RobecoSAM Industry Mover

Industry statistics

Number of companies in universe	114
Number of companies assessed by RobecoSAM in 2017	66
Assessed companies to total companies in universe (%)	58
Market capitalization of assessed companies to total market capitalization (%)	90

Results at industry level

Dimension	Average score	Best score	Dimension weight
Economic	48	83	52%
Environmental	39	97	21%
Social	37	86	27%

Total score

