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.

Sustainability leaders 2019

SAM Gold Class
- Atos SE France
- NTT Data Corp Japan

SAM Silver Class
- Wipro Ltd India
- Tech Mahindra Ltd India
- Amadeus IT Group SA Spain

SAM Bronze Class
- Fujitsu Ltd Japan

Sustainability Yearbook Members
- Nomura Research Institute Ltd * Japan
- Infosys Ltd India
- Cielo SA Brazil
- Indra Sistemas SA Spain
- Tata Consultancy Services Ltd India

* SAM Industry Mover

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

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.