



THE US CONSULTING MARKET IN 2017

*Including market sizing data, growth rates,
current market trends, and forecasts*

EXECUTIVE SUMMARY



- 2016 was a strong year for the US consulting market, which saw growth of 7.1%, reaching a value of \$58.72bn. An explosive digital transformation market played a big role in that growth, as did hot demand for cybersecurity as clients made steps to safeguard their digital empires. Uncertainty introduced by Brexit and the tumultuous presidential race created a slight dip in activity in the middle of the year, but by late 2016, clients were fully back in action and the year closed strong.
- The Trump presidency is a big topic among consultants at the moment, though opinions remain divided on whether the new administration heralds a business-friendly era or a period of ongoing uncertainty. And, among those who see long-term uncertainty, opinions are further split on whether this will prove good news or bad news for consultants. Across industries, most clients are taking their cues from the strong economy and continuing to invest, but those industries specifically targeted for reform (such as healthcare and financial services) may begin to shy away from new initiatives if anticipated legislation lingers in limbo for too long.
- Digitization remains a powerful driver of the US consulting market, with value-driven clients taking a considered approach to front-office and back-office improvements alike, some even using digital technology as the basis of full-scale transformation. Data & analytics remained a hot topic, and robotics gained considerable traction. Solutions built around artificial intelligence can be expected to drive increasing interest over the next few years.
- Increasingly, firms are finding new ways to deliver consulting services. Ecosystems enable firms to build long-term relationships with a range of service providers, delivering clients a greater breadth of offerings. A full-service platform approach, meanwhile, enables firms to keep exclusive ownership of their client relationship and to sell lower-value services as part of a more profitable package.
- There was a strong link between digital transformation and the best performing industries, as clients' desire to get ahead of their competition fueled demand in financial services, retail, and TMT. A tougher year was had by those consulting to the public sector, where a challenging procurement landscape put pressure on fees and made winning work difficult.
- Digital also played a growing role in each of the traditional service lines, as demand for company-wide digitization initiatives grew. Technology consultants had a very good year, as clients sought to replace outdated legacy infrastructure with shiny, new systems. A forward-looking approach also benefitted strategy consultants, as many clients forged ahead with growth plans despite anxieties around global political and economic uncertainty.
- It's perhaps not surprising that the breadth of opportunity in the market has attracted so many firms, which has created a highly competitive environment. Firms of all types are continuing to expand their capabilities in order to meet the multi-functional demands of big digitization projects, and new competitors with attractive, specialized offerings are forcing even the largest firms to take note. Specialist technology firms are proving particularly popular with clients.
- On the whole, consultants are feeling positive about the year ahead. There is a degree of caution, as everyone waits to see what impact Trump's policies have on their specific industries and the larger economy, but now the economy remains strong, and clients are eagerly pursuing new initiatives. Meanwhile, the ongoing and growing demand for digital transformation will help ensure this market continues to gather pace.

CONTENTS

Executive summary	2	Services	49
Methodology	4	Technology	52
Definitions	4	Risk & regulatory	54
Sources	4	Operational improvement	56
Explore the data	7	Strategy	58
Definitions of industries and services	8	Financial management	60
Contributors	10	HR & change management	62
US summary	11	Consulting firms	64
Market overview	13	The consulting landscape	66
What everyone's talking about	14	Type A firms	68
The elephant in the White House	14	Type T firms	69
Digital marches on	15	Type S firms	70
Digital front, back, and center	16	Type P firms	71
Hot topics	16	Forecast	72
Keeping up with a revolution	18	A word on methodology	72
Ecosystems and platforms	19	The consultant view	72
Ecosystems	20	The client view	73
Platforms	20	How clients think their consulting expenditure will change	73
Global trends in the consulting industry	22	What clients are working on	73
Coping with convergence	22	How much of that is turning into consulting work?	75
The changing world of data & analytics	24	Will they need consultants for capacity or capability?	75
The people problem	25	Forecasts for 2017	76
Market data	27	Industries—prospects for growth 2017	76
Industries	27	Services—prospects for growth 2017	77
Financial services	29	Firm types—prospects for growth 2017	78
Manufacturing	32	About the authors	79
Energy & resources	35	Source report programs	80
Healthcare	37	About Source	81
Public Sector	39		
Technology, media & telecoms	41		
Services	43		
Retail	45		
Pharma & biotech	47		

METHODOLOGY

Definitions

Our definition of management consulting includes a broad range of business advisory services, but excludes: tax advisory; audit; the implementation of IT systems; the delivery of outsourced/offshored services; and HR compensation/benefits administration and technology. Where mergers and acquisitions work is concerned, consulting on deals is included (under strategy), but corporate finance fees on deals themselves are generally not included although it is not always straightforward to separate the two.

For more information about how we classify consulting services and industries, please see “Definitions of industries and services”.

Sources

Our report is based on two major sources of primary data:

Clients of consulting firms:

We interview senior end users of consulting in the US to help us to build up a rich picture of how trends in the consulting market are playing out within clients’ organizations. Our conversations focus on the following areas:

- **What’s driving change in their organization**
- **How they are using consultants**
- **Factors that affect the way clients work with consulting firms**
- **What they value the most—and least—about working with consultants**

We also carry out client surveys. We surveyed 635 senior clients of consulting firms across the US. The majority (97%) work for private sector organizations, many of which are multinationals. The remaining 3% work in various public sector organizations. All work in organizations with over 250 employees.

Our survey asks clients similar questions about how they buy consulting services. In particular, this report draws on how they expect their expenditure on consulting services to change over 2017 and into 2018, and what initiatives they’ll be working on and how likely that is to drive consulting work. Their responses are just one of the factors that we take into account when forecasting future growth rates.

Figure 1

Survey respondents by industry

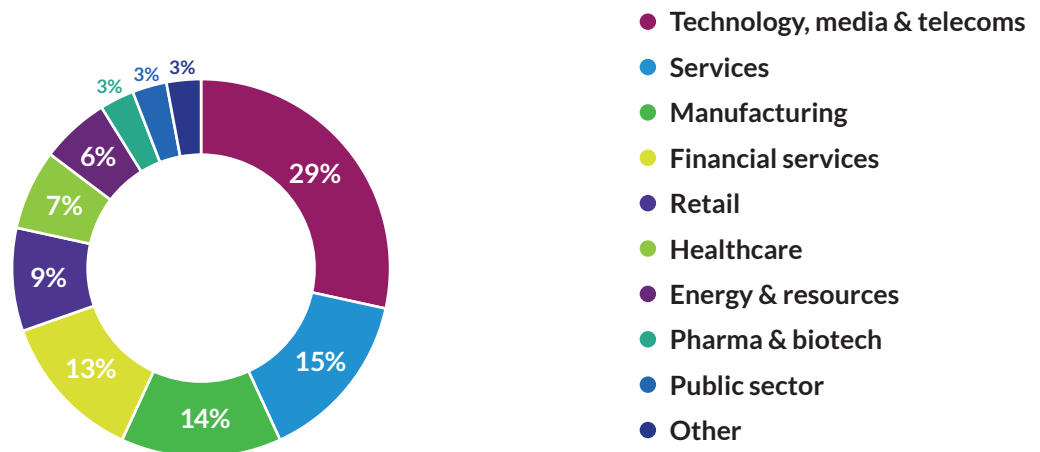


Figure 2

Survey respondents by organization size (headcount)

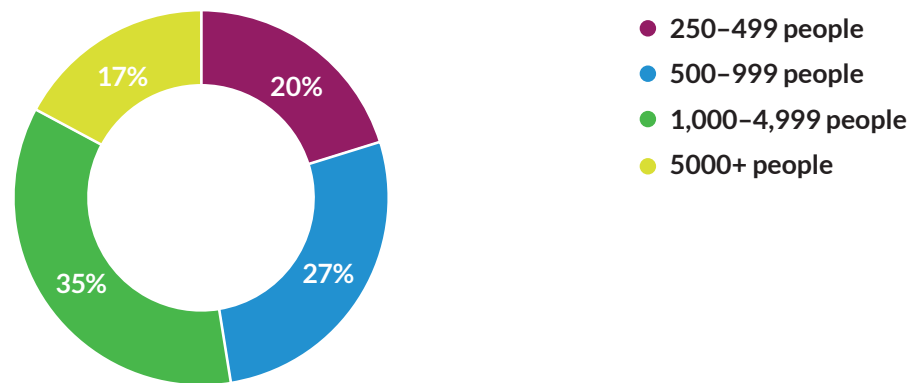
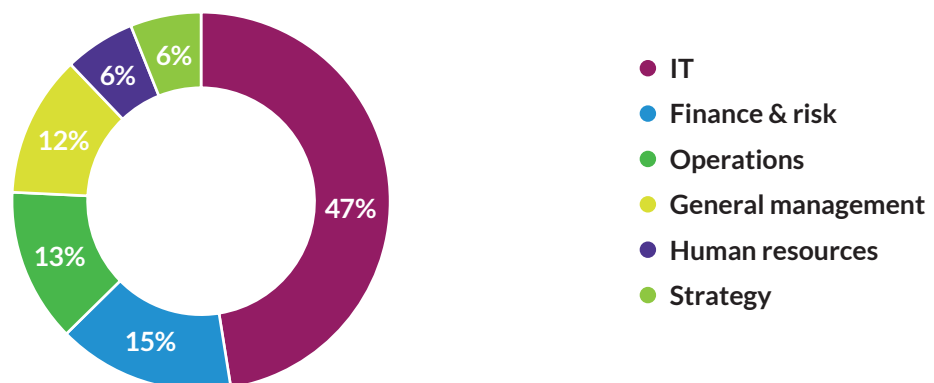


Figure 3

Survey respondents by function



Consulting firms:

The quantitative data contained in this report focuses on consulting done by mid- and large-sized consulting firms (those with more than 50 consultants) and typically includes work they have carried out for mid- and large-sized clients—what we at Source call “big consulting”. It therefore reflects the “addressable” market for the majority of mid- and large-sized consulting firms; we don’t try to track the long, thin tail of work done by very small firms for very small clients, nor the contractor market, as most readers of this report would not seek or be able to compete with this part of the market. Our analysts work out the addressable size of the market through desk research, identifying the number of firms that meet our criteria, and extrapolating from that to reach a figure for the market as a whole.

Using this definition, Source has built a bottom-up model of the global consulting market from the information we get from consulting firms and our own research, and we use it to size the industry and its growth rates. This is based on our global model which contains detailed data about almost 1,600 firms, plus higher level estimates about a further 400,000 firms, all with more than 50 consultants apiece, in addition to primary research carried out by Source analysts.

Please note that our 2015 baseline figures have changed a little since last year, as we have refined and implemented improvements to our research methods. We are happy to provide subscribers with a restated set of 2015 baseline figures should this be of interest.

We should emphasize that there are no standard sources of definitions of data within geographies let alone between them. We are, however, confident that the richness of our qualitative data, combined with Source’s unparalleled industry expertise, means that our analysis fairly and accurately reflects the state of the market.

All figures given in this report are in US dollars. For reference, Source is using the following exchange rates in our reports this year:

• **US dollar to British pound** **\$1 = £0.74**

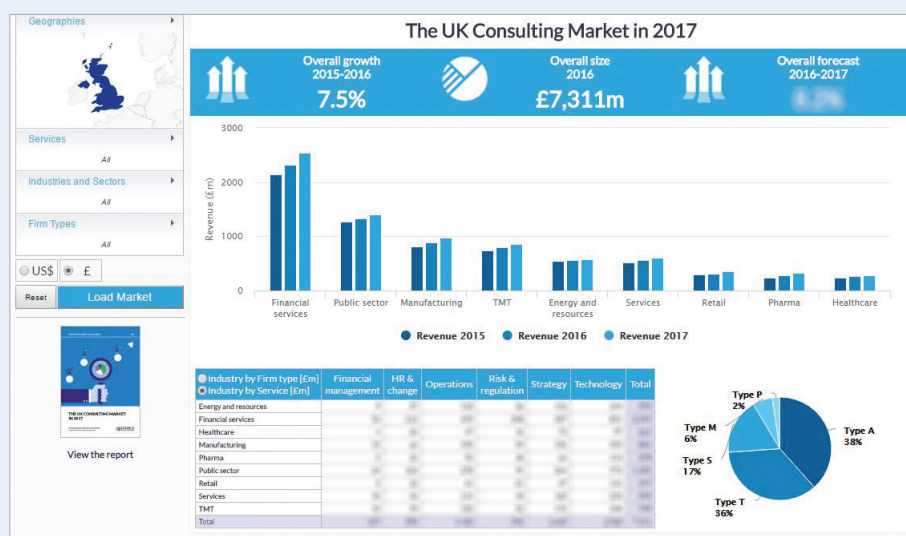
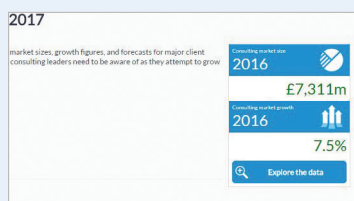
• **US dollar to euro** **\$1 = €0.90**

In addition to our quantitative research, we interviewed 30 very senior consultants (typically the most senior person in their country) from most of the leading consulting firms in the country and many smaller local specialists to understand more about how the consulting market is performing, and what the major trends, changes, and challenges are. Throughout the year Source analysts remain plugged into the global consulting market through our bespoke research and consulting projects, adding further depth to our understanding of the consulting industry.

EXPLORE THE DATA

All of the market size data in this report is available to explore online through our Global Consulting Data Model portal. You are able to interact with the data in more detail and create custom views of the market to suit your needs.

You can access the data via our reports page, as seen below:



Our Global Consulting Data Model is the biggest and most sophisticated model of the consulting industry available. It provides data on market size, growth rates, and forecasts across 29 sectors, six service lines, 84 countries, and five firm types. It's the platform on which a growing number of consulting firms are basing their understanding of the market and their performance within it.

Click [here](#) to access the data.

Definitions of industries and services

Industries



Energy & resources

Energy

Includes the exploration and production of energy, including oil, gas, coal, and renewables.

Utilities

Includes the delivery of electricity, gas, water, sanitation, and other related services.

Primary resources

Includes agriculture, chemicals and chemical products, commodities, forestry, fishing, metals, mining, and plastics.



Financial services

Banking

Includes retail banking, commercial banking, and lending.

Insurance

Includes general insurance (e.g., motor, home, pets, health—anything on an annual contract), life insurance, pension products, retirement planning.

Private equity

Includes both consulting work for private equity firms and consulting work with private equity portfolio businesses.

Capital markets

Includes investment banking, trading of stocks and financial products, corporate finance, and broking.

Investment and wealth management

Includes private banking, high net-worth banking, investment management, trust funds, the management of pension funds, and asset management.



Manufacturing

Aerospace

Includes space research and technology, the manufacture of aircraft, aircraft parts, rockets and other space equipment, and tanks and ammunition.

Automotive

Includes the manufacture of motor vehicles, industrial vehicles, and vehicle supplies and parts.

Construction

Includes surveying, architectural, and engineering services, heavy construction, house building, and the building of infrastructure.

Consumer packaged goods

Includes the manufacture of clothes, foods, alcohol, tobacco, furniture, home furnishings, cleaning products, small arms, children's toys, and sports equipment.

Consumer and industrial electronics

Includes electrical components, household and industrial appliances, commercial and professional equipment.

Industrial products

Includes industrial machinery, steel and metal products, and plastic products.



Pharma & biotech

Includes research into and the production of drugs, biological products, medicinal chemicals, and life sciences.



Healthcare

Includes private and publicly-funded healthcare, hospitals, laboratories, and medical equipment.



Public sector

Government

Includes federal/national, state/regional, local government, emergency services, justice, social services, public transport, and conservation.

Education

Includes public and private schools, universities, and libraries.

Defence

Includes national security and consulting around defence issues.



Retail

Includes the selling of clothes, food, consumer goods, and automobiles.



Services

Logistics

Includes warehousing, storage, packing and crating, and distribution including cargo, freight, and haulage.

Business services

Includes services relating to law, accountancy, IT maintenance, security systems, advertising, employment agencies, and vehicle leasing.

Leisure

Includes museums, art galleries, theatre, golf courses, hotels, hospitality, travel agencies, restaurants, and bars.

Real estate

Includes estate agencies and operators of residential and commercial buildings.

Transportation

Includes private and people-related transportation, including airlines, airport management, train operators, rail infrastructure management, water transportation, courier services, and private bus services.



Technology, media & telecoms

Telecoms

Includes telephone, mobile, digital, and other communication services.

High-tech

Includes IT related devices, computer and computer related devices, audio and video equipment, broadcasting and communication equipment.

Media

Includes radio, television and digital broadcasting stations and services as well as printing and the publishing of newspapers, periodicals, and books.

Services



Financial management

Includes finance function and budgeting/financial planning process.



Risk & regulatory

Includes responding to regulation, technology and security risk services, operational risk, financial risk, program risk.



HR & change management

Includes HR strategy and effectiveness, benefits, compensation and pensions, change management, internal communications, organizational design and culture, stakeholder management, team effectiveness and collaboration, leadership and governance, performance management, talent management/training and development.



Operational improvement

Includes business continuity and recovery, knowledge management, Lean and Six Sigma, property and estate management, quality and performance management, supply chain management, cost-cutting, innovation, M&A integration, managing quality, post-M&A integration, process design and re-engineering, procurement/purchasing, research and development, benchmarking, distribution strategy, environmental, sustainability and CSR, and operational review.



Strategy

Includes business and financial modelling, corporate re-structuring, corporate recovery and turnaround, corporate strategy, market analysis and strategy, market research, policy formulation, strategic sourcing/offshoring strategy, due diligence and valuation, infrastructure/asset financing and management, PFI, mergers and acquisitions, customer service, new product development, branding, marketing and channel management, customer relationship management, pricing, sales force effectiveness, category management, sales and distribution planning.



Technology

Includes ERP consulting, IT training, application of new technology, hardware/software selection, IT design and build, IT strategy, planning and review, IT testing and integration, management information and business intelligence, requirements definition, web and internet consulting, project and program management (e.g., where consulting firm has been engaged to run a specific project that it is otherwise not involved in).

CONTRIBUTORS

We are extremely grateful to all the people we spoke to for making this report possible. Below is a list of the individuals who have contributed from consulting firms (some consultants choose to remain anonymous).

Name	Job title	Firm
Carol Beaumier	Executive Vice President, Global Strategic Planning	Protiviti
Brandon Bichler	Partner	Elixirr
Ted Bissell	Global Director of Digital Consulting	Axis Corporate
Tom Bolger	Senior Managing Director	West Monroe
Carl Carande	Vice Chair, Advisory	KPMG
Louis G. Dudley	Americas Business Unit Leader	AlixPartners
Tracey Figurelli	Executive Vice President	RGP Consulting
Casey Foss	Director of Marketing	West Monroe
Dominic Gammarati	Managing Director, US	Axis Corporate
Steve Goodrich	President and Chief Executive Officer	The Center for Organizational Excellence
Richard S. Hiss	Senior Vice President—National Director of Content, Marketing & Sales Support	The Segal Group
Matthew Klein	Chief Marketing Officer	North Highland
Jean-Marc Laouchez	Global Managing Director, Solutions	Korn Ferry Hay Group
Thomas Mataconis	SVP, FSI Business Consulting	NTT DATA Consulting, Inc.
Kevin McCarty	CEO	West Monroe
Peter McKelvey	President	L.E.K. Consulting
Jim Pajakowski	Executive Vice President	Protiviti
Allan Platt	Managing Partner and COO	Clareo
Hank Prybylski	Americas Go To Market	EY
Thomas Puthiyamadham	US Management Consulting Leader, Global Digital Services Leader	PwC
Dan Reardon	CEO	North Highland
Tom Reichert	Chairman, Global Practices, and Global Leader, Digital and Analytics	The Boston Consulting Group
John Romeo	Managing Partner for the Americas	Oliver Wyman
Todd Rovak	Managing Partner & CEO	Capgemini Consulting
Pete Sanborn	Co-President Performance, Reward & Talent	Aon Hewitt
Ana Maria Santos	Managing Director—US & LatAm	Brand Learning
Stefan Schaible	CEO Germany & Central Europe	Roland Berger Strategy Consultants
Peter Siggins	US Country Head	PA Consulting
Lee Spierer	EVP, Global Business Leader	Navigant

CONSULTING MARKET PROGRAMME

- A series of detailed reports that contain the most accurate view available about the consulting market in an extensive list of countries and regions. These explore key themes, provide market sizing data, growth forecasts, and deep analysis, all backed up by extensive quantitative and qualitative research amongst consulting firms and clients.
- As well as our country reports, we also produce a global view of four different industries. These reports contain industry analysis, market sizing data, and growth forecasts at a global level, as well as breakdowns by sub-sector, service, and geography.

STRATEGIC PLANNING PROGRAMME

- A series of reports that take a detailed look at the big trends in the global consulting industry, interpreting them in terms of what they mean for consulting firms and who is best placed to exploit them.

CLIENT PERCEPTION PROGRAMME

- A series of reports based on our huge client survey, that reveal what clients think about the leading consulting firms in a number of regions and industries. We rank the leading consulting firms in terms of clients' perceptions of things like quality and value.
- As part of this programme, we also publish brand perception summaries. These give an in-depth and unique view of the world's leading consulting firms. Available on request.

WHITE SPACE

- A series of reports that analyze the quality and effectiveness of thought leadership. These are included in all White Space subscriptions.

How to subscribe

You can either subscribe to a whole programme (the cheapest way of getting access to everything) or buy reports individually. All reports in our programmes come with a global licence, so once you've bought them you can use them anywhere in your firm.

What's included

- A global licence.
- An executive summary (8-10 pages) highlighting key themes.
- Relevant content, updated regularly: blogs, podcasts, and spotlights.

Want to know more?

For more details about how you can subscribe, please contact:

UK, EUROPE, AND US

Alice Noyelle

+44 (0)20 3795 2662

alice.noyelle@sourceglobalresearch.com

MIDDLE EAST

Jodi Davies

+971 52 989 5224

jodi.davies@sourceglobalresearch.com

Or simply visit our website, have a more in-depth look at what we do, and drop us a question at:

www.sourceglobalresearch.com

	CONSULTING MARKET PROGRAMME	STRATEGIC PLANNING PROGRAMME	CLIENT PERCEPTION PROGRAMME	WHITE SPACE
2017				
January				Hot topics in thought leadership
February	UK	Forecasts for 2017	GCC	Quality ratings of thought leadership for the second half of 2016
March	France	Mega trend #1: Digital transformation	US	Analysis of recent thought leadership
April	GCC		UK	
May	Benelux	Mega trend #2: Cognitive computing, robotics, AI	Energy & Resources	
June	Nordics		Nordics	Analysis of recent thought leadership
July	US	Mega trend #3: Assets and productisation	Financial Services	
August	Canada		Trends in procurement	
	DACH			
	Eastern Europe			
	Russia			
	Italy			Maximising the impact of thought leadership
	Spain			
	Australia			
	India		Healthcare	
September		Planning for growth in 2018	TMT	
	Africa		Germany	
	Brazil		France	Quality ratings of thought leadership for the first half of 2017
	Energy & Resources			
October	Financial Services			
	China			
	Healthcare			
November	TMT	Mega trend #4: Brand and business models		

About Source

Source Global Research is a leading provider of information about the market for management consulting. Set up in 2007 with offices in London and Dubai, Source serves both consulting firms and their clients with expert analysis, research, and reporting. We draw not only on our extensive in-house experience but also on the breadth of our relationships with both suppliers and buyers. All of our work is underpinned by our core values of intelligence, integrity, efficiency, and transparency.

Source was founded by Fiona Czerniawska and Joy Burnford. Fiona is one of the world's leading experts on the consulting industry. She has written [numerous books](#) on the industry including [The Intelligent Client](#) and *The Economist* books [Business Consulting: A Guide to How it Works and How to Make it Work](#) and [Buying Professional Services](#).

For further information please visit www.sourceglobalresearch.com

UK AND EUROPE

Source Information Services Ltd

📍 20 St Dunstons Hill • London • EC3R 8HL

☎ +44 (0)20 3795 2668

MIDDLE EAST

📍 PO Box 340505 • Dubai • United Arab Emirates

☎ +971 (0)52 989 5224

✉ info@sourceglobalresearch.com

🌐 www.sourceglobalresearch.com

© Source Information Services Ltd 2017

Source Information Services Ltd and its agents have used their best efforts in collecting the information published in this report. Source Information Services Ltd does not assume, and hereby disclaims, any liability for any loss or damage caused by errors or omissions in this report, whether such errors or omissions result from negligence, accident, or other causes.

