Customer Relationship Management

		(£m)
1	Accenture	45.0 e
2	KPMG Consulting	40.1
3	Cap Gemini Ernst & Young	19.0 e
4	Detica	12.4
5	Andersen	9.0
6	Deloitte Consulting	5.8
7	Xansa	5.8 e
8	Capita	5.0
9	CSC Computer Sciences Corporation	5.0
10	BT Consulting	1.3
11	Customer Consulting	1.2
12	Charteris	1.1
13	Secor Consulting	1.1
14	French Thornton Partnership	0.7
15	Catalyst IT Partners	0.3
16	CEC Europe	0.3
17	Berkshire Consultancy	0.2
18	EA	0.2
19	Hornagold & Hills	0.2
20	KAE: Marketing Intelligence	0.2

Facilities management/outsourcing consultancy

		(£m)
1	Capita	30.0
2	Cap Gemini Ernst & Young	8.0 e
3	Morgan Chambers	6.5
4	KPMG Consulting	6.4
5	Xansa	5.4 e
6	Orbys Consulting	3.2
7	Compass Management Consulting	2.3
8	Hedra	2.0
9	CTG (UK)	1.2
10	BT Consulting	1.0

Supply chain management

		(£m)
1	KPMG Consulting	28.1
2	Accenture	12.0 e
3	Cap Gemini Ernst & Young	12.0 e
4	Andersen	6.0
5	CSC Computer Sciences Corporation	5.0
6	Xansa	4.0 e
7	Deloitte Consulting	3.5
8	PA Consulting Group	2.5
9	French Thornton Partnership	0.7
10	BT Consulting	0.5
11	Integrated Product Intelligence (IPI)	0.5
12	The Consultancy Company	0.3
13	CEC Europe	0.3
14	Charteris	0.3
15	Hornagold & Hills	0.1

Information technology consultancy

		(£m)
1	Accenture	380.0 e
2	PricewaterhouseCoopers	368.0 e
3	ICL Group	187.0 e
4	Logica	130.0 e
5	CMG	103.0 e
6	Sema	90.0 e
7	IBM Management Consultancy	78.0 e
8	Cap Gemini Ernst & Young	64.0 e
9	CSC Computer Sciences Corporation	60.0
10	Deloitte Consulting	36.6
11	KPMG Consulting	35.8
12	PA Consulting Group	31.3
13	CWB Systems Services	22.0 e
14	TCA Consulting	17.6
15	Andersen	10.0
16	Amtec Consulting	6.8
17	Methods Application	6.7
18	The NCC Group	6.5
19	OCS Consulting	5.4
20	BT Consulting	5.0
21	Capita	5.0
22	Xansa	4.0 e
23	Consult Hyperion	3.8
24	Impact Plus	3.5
25	Compass Management Consulting	3.3
26	Hedra	3.2
27	Newburn Consulting	2.6
28	Pannell Kerr Forster	2.5
29	Commslogic	2.0
30	Secor Consulting	1.8
31	Parkwell Management Consultants	1.6
32	Winchester White	1.6
33	Horwath Consulting	1.2 e
34	Charteris	1.1
35	CTG (UK)	0.6
36	Equinus	0.5
37	Itemplus Consulting	0.4
38	Catalyst IT Partners	0.3
39	EA	0.1
40	Hornagold & Hills	0.1

Enterprise Resource Planning

		(£m)
1	Cap Gemini Ernst & Young	50.0 e
2	Deloitte Consulting	42.9
3	KPMG Consulting	29.1
4	Xansa	26.7 e
5	Andersen	15.0
6	Accenture	15.0 e
7	CSC Computer Sciences Corporation	10.0
8	PA Consulting Group	2.7
9	CEC Europe	0.3
10	Pannell Kerr Forster	0.2