



## December 2017

### Contract Catering - UK

“The contract catering industry has maintained growth over the past year despite reduced margins. Margins were reduced as input costs grew significantly; a result of high inflation disproportionately driving food prices and heightened expenditure on labour forces tied to ongoing increases in the National Living Wage. Due to economic pressure ...

### Estate Agents - UK

“Given its sensitivity to economic processes, the estate agents market has been at the forefront of Brexit uncertainties over the past year. The market was able to maintain growth as it continued its trajectory of year-on-year increases, but market conditions and evolving consumer behaviour have forced structural changes, elevating online ...

## November 2017

### Recruitment - UK

“One year on from Brexit and the recruitment market has sustained growth to refute the declines widely expected in line with mounting uncertainty. However, while immediate uncertainties have not translated into a slowdown in hiring intentions, fears remain around widening skills shortages and the slow-burning manifestation of uncertainty, with hesitancy ...

### Facilities Management - UK

“Integrated facilities management companies are looking to leverage data gathering and analysis to add value to their services, retain greater loyalty, and move beyond the intensely competitive and margin-squeezed single service supply, with the cloud and mobile data revolutionising access to management information.”

– Terry Leggett, Senior B2B Analyst

## October 2017

### Logistical Services - UK

“Businesses in the sector need to embrace new and innovative technological solutions to traditional challenges in order to reinforce business efficiency and remain competitive in an increasingly time-pressurised environment. Adopting new technologies can help move goods as efficiently as possible and companies could suffer if they fail to integrate new ...

### Manned Security - UK

“The manned security market showed resilience in maintaining growth over the past year despite the wider climate of uncertainty. The custodial services sector remained the strongest performing area as it continued to benefit from public outsourcing, though it came under great scrutiny amid a number of front-page scandals about private ...

## September 2017

### Serviced Offices - UK

“Companies will need to respond to the needs and aspirations of both younger and older generations to attract and retain the best employees. Neither generation is driven primarily by finances, with quality of life, flexible working, and careers the key elements that will drive future demand for serviced office space ...

### Conferencing and Events - UK

“The conferencing and events market has continued to grow over the past year, aided by technological progress, innovation and growth across leisure markets. However, activity has been constrained somewhat by the air of uncertainty, a pressure which, alongside mounting security concerns, will remain a core challenge over the coming years ...

### Public Expenditure - UK



“A year on from the Brexit referendum, the primary determinate of public expenditure in the period beyond exit negotiations remains the speculative impact that renegotiated trade deals will have on national income. This uncertainty was compounded by the 2017 general election, which revealed growing weariness from the public around ongoing ...

## June 2017

### Courier and Express Delivery - UK

“The UK courier and express delivery services market is highly competitive, with heavy pressure on pricing and offerings. Competitiveness is highest in the B2C sector, which has seen demand surge in recent years in line with the growth of online channels.”

### Security Equipment, Access Control and CCTV - UK

“The UK security equipment market is highly competitive, with large sectors effectively commoditised. This has given rise to competitive pricing structures, and encouraged groups to distinguish themselves from competitors by offering new and innovative security solutions.”

– **Marco Amasanti, B2B Analyst**

## May 2017

### Legal Services - UK

“While the current market outlook carries a higher degree of uncertainty following the Brexit vote, the UK legal services market will remain intensely competitive and face continued price pressures. The trend towards unbundling legal instructions will also continue, further eroding the margins previously available for traditional legal services providers.” ...

### Fleet Services - UK

“The fleet services market continues to grow at an impressive rate, driven by an increasingly attractive economic landscape bolstering demand across business channels, while the market is also increasingly being shaped by environmental pressures and technological progress.”

## April 2017

### Recycling - UK

“The UK recycling industry looks set to undergo an uncertain number of years due to recent stagnation in household recycling rates - the first decline since the millennium - compounded by the recent Brexit vote and ongoing climate of austerity.”

– **Marco Amasanti, B2B Analyst**

## March 2017

### Estate Agents - UK

### Contract Catering - UK



## B2B: Services - UK



“The UK estate agents market is highly fragmented, shaped by a wealth of regional and national operators. The marketplace is also highly fluid and dynamic, subject to significant changes in line with factors such as the rise of online, consumer behaviour and the national economy.”

– **Marco Amasanti, B2B ...**

“Austerity measures have meant continued strong pressure on public sector bodies to cut spending. While this has led to some outsourcing in the contract catering sector, it has also led to intense price competition and even reductions in some existing contracts. This is particularly true in sectors that have felt ...