



Topic: Infrastructure Services – PEAK Matrix™ Assessment and Profile Compendium 2013

Information Technology Outsourcing (ITO)
Market Report: December 2013 – Preview Deck

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Background and scope of the research (page 2 of 2)

Background of the research

- | The infrastructure services market place is witnessing growth challenges and is governed by a plethora of trends which govern the investments and strategy of service providers. In a very competitive market place, service providers are strengthening their capabilities and aim to increase their adoption footprint
- | In this research, we present the assessment and detailed profiles of 27 IT service providers featured on the infrastructure services PEAK Matrix. Each service provider profile provides a comprehensive picture of their service suite, scale of operations, domain investments, recent transactions, and key low-cost delivery centers
- | The assessment is based on Everest Group's annual RFI process for the calendar year 2012, interaction with leading infrastructure service providers and analysis of the infrastructure services market place

Scope of this report

- | **Services:** Infrastructure services
- | **Geography:** Global
- | **Service providers:** The leading 27 infrastructure service providers

This report includes the profiles of the following 27 service providers:

- | **Infrastructure services PEAK Matrix Leaders:** CSC, Fujitsu, HP, and IBM
- | **Infrastructure services PEAK Matrix Major Contenders:** Accenture, Atos, Capgemini, CGI, Cognizant, CompuCom, Dell, HCL, Infosys, Microland, Mphasis, NTT DATA, TCS, Tech Mahindra, T-Systems, Unisys, and Wipro
- | **Infrastructure services PEAK Matrix Emerging Players:** Genpact, Hexaware, L&T Infotech, Mindtree, NIIT Technologies, and Softtek

Source: Everest Group (2013)

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27 IT service providers were assessed and mapped on Everest Group's Cloud PEAK Matrix for enterprise infrastructure services

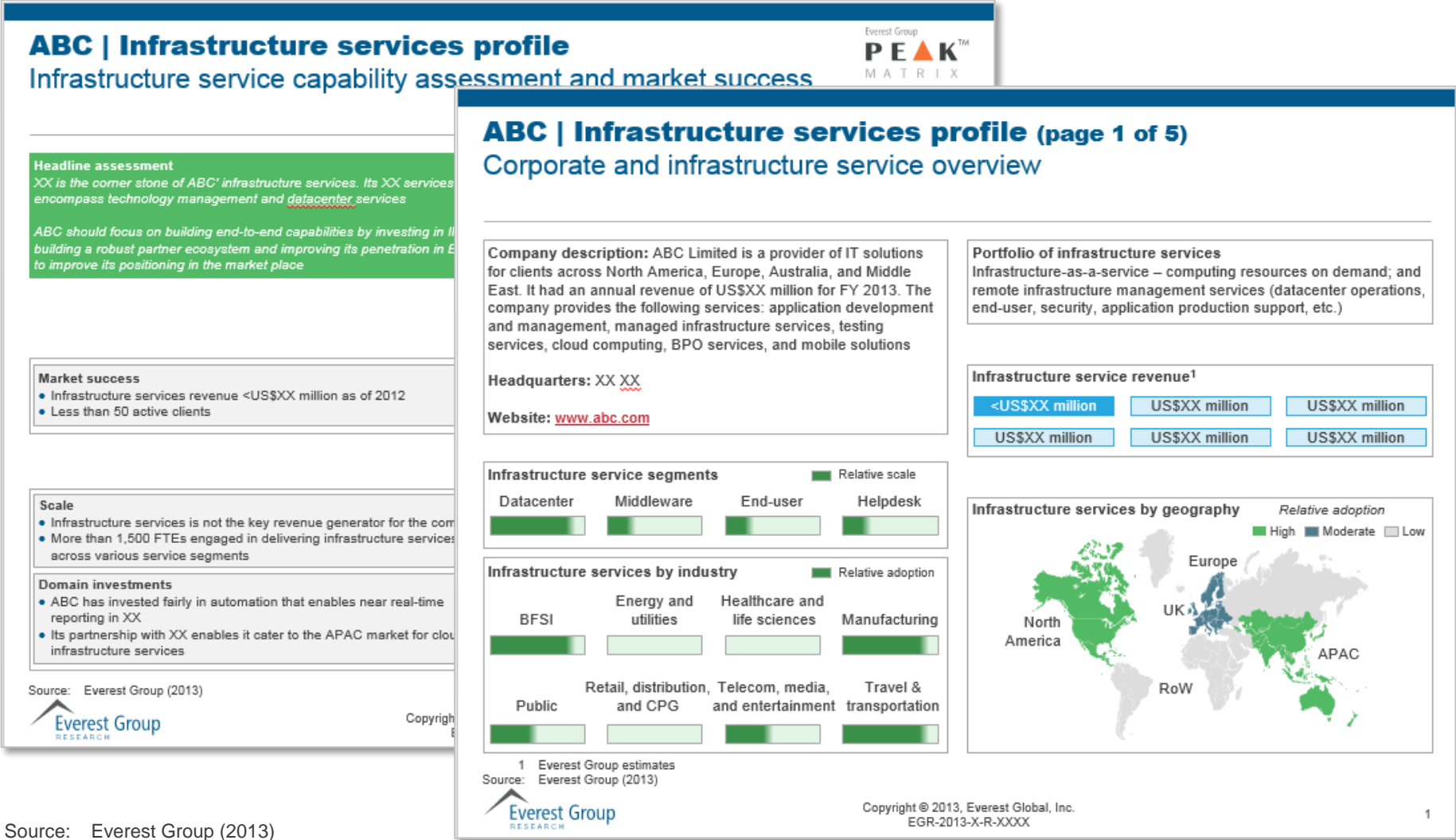
This report provides the assessment and detailed profiles of the 27 IT service providers featured on Everest Group's enterprise infrastructure services PEAK Matrix. The PEAK Matrix is specific to IT service providers, who are involved in delivering datacentre, middleware, end-user compute, helpdesk and consulting services

Assessment of the service provider landscape for enterprise infrastructure services leveraging Everest Group's PEAK Matrix highlights the following categories of service providers:

Enterprise infrastructure services

- | **Leaders:** CSC, Fujitsu, HP, and IBM
- | **Major Contenders:** Accenture, Atos, Capgemini, CGI, Cognizant, CompuCom, Dell, HCL, Infosys, Microland, Mphasis, NTT DATA, TCS, Tech Mahindra, T-Systems, Unisys, and Wipro
- | **Emerging Players:** Genpact, Hexaware, L&T Infotech, Mindtree, NIIT Technologies, and Softtek

This compendium report has 27 profiles, focusing on providers' scale of operations, domain investments, delivery footprint, market success, and delivery footprint



ITO research calendar

Published Current

Topic	Release date
Webinar Deck: Have Business Buyers Driven us to the Cloud Adoption Tipping Point?	April-2013
Impending Contract Renewals: "A Futuristic View of the Renewals Market Place"	May-2013
Contract Renewal Database (May 2013 – September 2014)	May-2013
Webinar Deck: The Changing Face of IT Outsourcing in the Healthcare Payer Market: Don't Miss the Sailing Ship ...	June-2013
Immigration Reform: Game Changer Afoot in India-centric IT Services Providers?	July-2013
Service Integration and Management – An Idea Whose Time Has Come	July-2013
Application Outsourcing (AO) – Annual Report: "Declining Productivity Rising Anti-incumbency"	September-2013
Infrastructure Outsourcing (IO) – Annual Report 2013: "Automating the Next Horizon"	November-2013
Remote Infrastructure Management – "RIMO is Dead, Long Live RIMO"	December-2013
Infrastructure Services – PEAK Matrix™ Assessment and Profile Compendium 2013	December-2013
Renewal Intelligence	Q1-2014
Next-gen application service	Q1-2014

Additional research recommendations

The following documents are recommended for additional insight into the topic covered in this research. The recommended documents either provide additional details on the topic or complementary content which may be of interest

1. **Infrastructure Outsourcing (IO) – Annual Report 2013: “Automating the Next Horizon”** ([EGR-2013-4-R-0994](#)); 2013: This annual research deep dives into the infrastructure outsourcing landscape. It provides data-driven facts and perspectives on the overall market. The research covers IO adoption trends, demand drivers, in addition to buyer challenges, trends shaping the market, and also provides an outlook for 2014 for the broader IT as well as the IO market
2. **Enterprise Cloud Services – PEAK Matrix Assessment and Profiles Compendium** ([EGR-2013-4-R-0895](#)); 2013: With increasing levels of cloud adoption, enterprise buyers need to identify differentiated system integrators with the right set of services across the cloud implementation and management lifecycle. There exist significant opportunities for enterprise service providers to build differentiated strategies and offerings across verticals, workloads, and complexity of engagements. This report provides the assessment and detailed profiles of 17 IT service providers featured on Everest Group's Cloud Application and Infrastructure Services PEAK Matrices

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