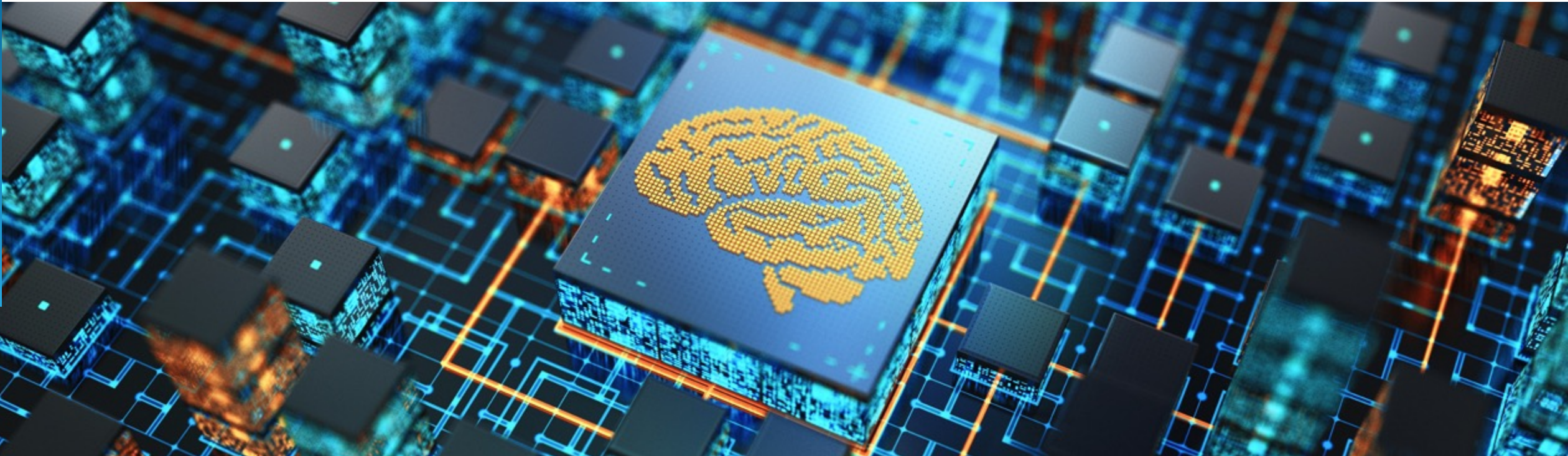


# Artificial Intelligence (AI) Services – Provider Compendium 2024

March 2024: Complimentary Abstract / Table of Contents



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This report is included in the following research program(s):  
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- ▶ Process Intelligence
- ▶ Process Orchestration
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# Introduction

Artificial Intelligence (AI) has been a transformative technology since its inception. Increasing advances in AI, bolstered by the recent developments in generative AI (gen AI), are pushing organizations to actively invest in a strong AI strategy to achieve business-oriented outcomes and improve customer experience. Despite these developments, organizations are failing to achieve the full benefit, because they are adopting AI in pockets, rather than across the organization. Providers with innovative solutions, accelerators, and strong advisory capabilities can efficiently help enterprises to navigate the fast-evolving AI landscape and successfully implement it.

In this research, we present an assessment and detailed profiles of 26 AI service providers featured on the [Artificial Intelligence \(AI\) Services PEAK Matrix® Assessment 2023](#). Each profile offers a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group’s annual RFI process for calendar year 2023, interactions with leading AI service providers, client reference checks, and an ongoing analysis of the AI services market.

**This report includes the profiles of the following 26 leading AI service providers featured on the Artificial Intelligence (AI) Services PEAK Matrix:**

- **Leaders:** Accenture, Capgemini, Cognizant, Deloitte, IBM, TCS, and Wipro
- **Major Contenders:** DXC Technology, EPAM, Eviden – an Atos business, EXL, EY, Genpact, Globant, HCLTech, Infosys, KPMG, LTIMindtree, NTT DATA, PwC, Sopra Steria, and Tech Mahindra
- **Aspirants:** Kyndryl, Stefanini, UST, and Virtusa

## Scope of this report



**Geography**  
Global



**Providers**  
26 AI service providers



**Services**  
AI services (refer to page 9 for scope of research)

Note: Everest Group has refrained from identifying Star Performers for this AI Services PEAK Matrix report due to change in the scope of this research



# Overview and abbreviated summary of key messages

This report examines the global artificial intelligence (AI) services market and evaluates the positioning of service providers on the Everest Group PEAK Matrix®. It provides insights into the changing market dynamics, service provider delivery capabilities, and Everest Group’s remarks on service providers’ key strengths and limitations.

Some of the findings in this report, among others, are:

## AI service provider capability

- AI service providers are classified into Leaders, Major Contenders, and Aspirants on a capability-market-impact matrix
- Accenture, Capgemini, Cognizant, Deloitte, IBM, TCS, and Wipro are the Leaders in this AI Services PEAK Matrix® Assessment 2024 with several IT service providers emerging as Major Contenders

## Service provider characteristics

- Leaders have displayed a strong vision focused on driving business outcomes through AI services for their customers. They are at the forefront of innovation and driving change with thought leadership, partnerships, and internal investments in emerging themes such as gen AI, sustainability, responsible AI, MLOps, no-code/low-code solutions, AIOps, and edge AI
- Major Contenders have shown high confidence in their sweet spots within the AI stack. They also have the vision to develop full services play and are investing in talent development programs, acquisitions, IP building, and a partnership ecosystem to enable the same
- Aspirants are focused on developing expertise in their preferred AI value chain segments with most investments directed toward upgrading and improving the features of these flagship solutions

# The Artificial Intelligence (AI) Services Provider Compendium 2024 has 26 provider profiles

Artificial Intelligence (AI) Services – Provider Compendium 2024

Provider 1 profile (page 1 of 4)

Overview

Company overview

Provider 1 is a European consulting and digital services company that provides solutions to help organizations in various industries optimize business processes and outcomes. It has a comprehensive suite of AI services that span consulting, software development, and operations.

Headquarters:

Website:

Key leaders

- Leader 1, Chief Executive Officer
- Leader 2, Deputy CEO
- Leader 3, Group CTO

AI practice overview

Its overall AI services business is structured around CoEs, which focus on serving specific business verticals. The key components of this structure are:

- CoE: CoEs are specialized teams that house AI experts, MLOps specialists, and classical NLP engineers, and are dedicated to various specific use cases. These CoEs serve both local and global clients and deliver tailored solutions.
- R&D-focused subgroup: the Indian center is a sub group that specializes in developing new technologies and creating solutions for emerging applications.

AI practice fact sheet

	2021 (Jan-Dec)	2022 (Jan-Dec)
Number of active clients	Not disclosed	Not disclosed
Number of FTEs	80-120	220-280

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Artificial Intelligence (AI) Services – Provider Compendium 2024

Provider 1 profile (page 2 of 4)

Solutions

IP overview

Its key value proposition around IP and technology includes flexible and expedite their AI journey, achieve remarkable outcomes, and unlock the full potential of AI. It underscores its passion for delivering value and making a tangible impact on its clients' businesses.

Proprietary IP/solutions/frameworks/accelerators/tools developed

Solution name	Solution type	Year developed
Solution 1	Accelerator	2021
Solution 2	Platform	2022
Solution 3	Platform	2023
Solution 4	Platform	2024

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Artificial Intelligence (AI) Services – Provider Compendium 2024

Provider 1 profile (page 3 of 4)

Partnerships

Key partnerships

Partner name	Details
Partner 1	It is a European partner that offers comprehensive AI services across various industries.
Partner 2	It partnered with German LLM AI provider, Aleph Alpha, to develop AI solutions for its clients.
Partner 3	It is a key partner in the Confluence.ai technological ecosystem, helping to develop and deploy AI solutions.
Partner 4	As an EMEA Premier Partner, it helps customers in the region to leverage AI services.

Other partnerships

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Artificial Intelligence (AI) Services – Provider Compendium 2024

Provider 1 profile (page 4 of 4)

Investments and market success

Other investments to enhance AI services capabilities, e.g., setting up of new delivery centers / CoEs / innovation labs, trainings/certifications, etc.

Investment	Details
Talent development	<ul style="list-style-type: none"><li>Launched the rAise program for 200 expert AI FTEs that covers AI for software engineering, expertise and capabilities, value and offers, partnerships and ecosystems, and communication.</li><li>Conducted over 100 training sessions across Sopra Steria India on AI and emerging technologies.</li><li>Drives several cross-skilling initiatives across technologies, software, and platforms to ensure that each team member understands the finer nuances of different automation solutions, to be able to assemble a highly effective DigiOps toolbox.</li></ul>
Innovation labs	<ul style="list-style-type: none"><li>Invested in a co-innovation program across groups for identifying and developing an AI use case.</li><li>Set up a research wing dedicated to R&amp;D of AI.</li></ul>
Other initiatives	Member of AI Societies (European Defence Agency – CapTech Simulation, France Digitale, Confluence.ai, ANITI, etc.) to support sustainable and secure AI deployment.

Recent AI engagements (non-exhaustive)

Client	Year of signing	Geography	Engagement details
A national railway company	2021	Europe	Managed an intelligent video program for the client including the detection of neglected objects in trains and tracking their owners using AI tools.
A French governmental agency	2021	France	Developed an on-demand interpreting solution by leveraging the language capabilities of GCP, Azure, and DeepL to provide a first level of welcome and guidance to members with no command over the French language; this resulted in high user satisfaction and a catalog of over 130 languages.
EU's research and innovation program	2022	EMEA	Developed and utilized AI modern technological tools and practices to support Innovative Solutions to Eliminate Domestic Abuse (ISEDA), a Horizon Europe project to combat and eliminate domestic violence.
A European energy company	2023	France	Implemented an AI-powered voice bot to ease the pressure on IT support teams while also boosting response times and service quality by guiding callers through all stages of the password reset process; the solution resulted in 70% of inquiries being resolved during first contact and reducing the IT support team's workload by nearly 25%.

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# Research calendar

## Artificial Intelligence (AI)

Published

Planned

Current release

Reports title	Release date
High-quality Curated Data: Scaling Up AI Using a Data-centric Approach	July 2023
Unleashing the Potential of Gen AI (GAI): A Game-changer for Property and Casualty (P&C) Insurance Claims	August 2023
Generative AI: The Next Chapter of Artificial Intelligence	September 2023
Webinar Deck: Untangling the Risks of Generative AI: Solutions to Your Safety Concerns	October 2023
AI Top 50	November 2023
Innovate or Stagnate: The Generative AI Imperative	November 2023
Artificial Intelligence (AI) Services PEAK Matrix® Assessment 2023	December 2023
Generative AI Solutions – Provider Compendium 2023	December 2023
Capturing the Generative AI Pulse: An Exploration of the CXO Mindset	January 2024
<b>Artificial Intelligence (AI) Services – Provider Compendium 2024</b>	<b>March 2024</b>
Role of Synthetic Data in Scaling AI	Q1 2024
Data Annotation and Labeling (DAL) Solutions for AI/ML PEAK Matrix® for Services Assessment 2024	Q1 2024
Analytics and AI Services Specialists PEAK Matrix® Assessment 2024	Q1 2024
Powering Tomorrow: The Role of AI in Transforming Energy and Utilities	Q1 2024
Enterprise AI Platforms: A Comprehensive Analysis of Changing Dynamics	Q1 2024

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