

SaaS Implementation Services – Market Trends and PEAK Matrix™ Assessment & Profiles Compendium

Application & Digital Services

Market Report – March 2016 – Preview Deck

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▶ Transaction Intelligence

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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¹ Banking, financial services, and insurance

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Background of the research

Background of the research

- As Internet-enabled technologies have pervaded the enterprise and consumer landscape, enterprises have realized the need to adapt to these technologies. The emergence of digitization and the proliferation of consumer-led digital touch-points have rendered traditional enterprise legacy systems sluggish and ineffective. This is causing enterprises to look for newer mechanisms to consume and provide software to their end-users
- Consequently, consumption-linked models such as Software-as-a-Service (SaaS) have mushroomed in recent years. As these models are not restricted to a pure technology play, enterprises feel the need for service providers to help them integrate and deploy these SaaS products. As a result, service providers are playing an integral role in this ecosystem, helping enterprises venture into the familiar, yet uncharted territory of the cloud. They have beefed up their investments to provide an ecosystem-led change within themselves and for their enterprise clients
- In this research, we present fact-based trends impacting the SaaS market, along with the assessment and detailed profiles of 10 IT service providers featured on the SaaS implementation services PEAK Matrix. Each service provider profile gives a comprehensive picture of its SaaS implementation services vision, major services portfolio, key solutions, and recent investments in the domain
- The assessment is based on Everest Group's annual RFI process conducted over Q4 2015, interactions with leading SaaS implementation service providers, and analysis of the SaaS implementation services marketplace

Scope of this report

- **Services:** SaaS implementation services
- **Geography:** Global
- **Service providers:** 10 leading IT service providers

This report includes the profiles of the following 10 service providers on the SaaS implementation services PEAK Matrix:

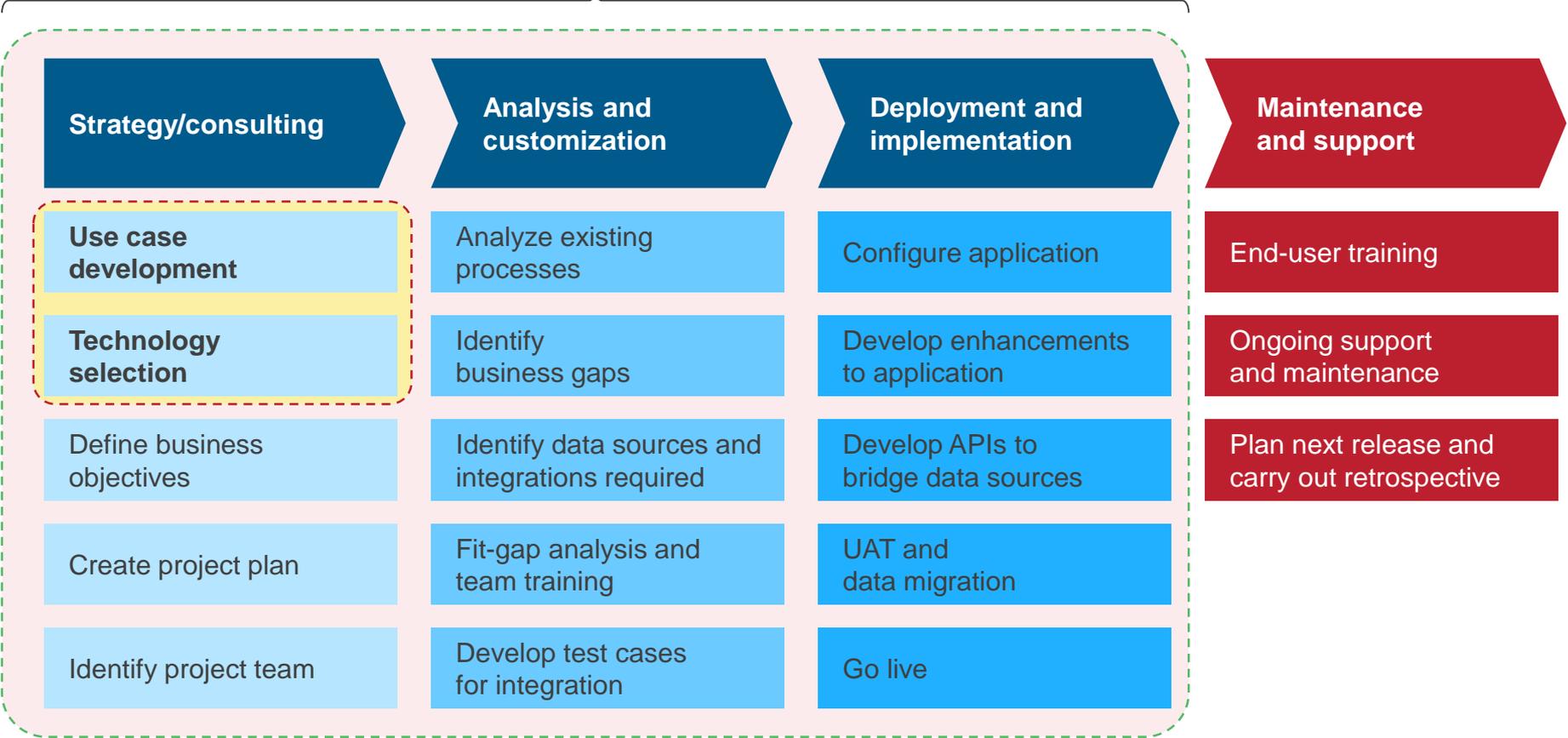
- **Leaders:** Accenture and Deloitte
- **Major Contenders:** Capgemini, Cognizant, HCL Technologies, Infosys, TCS, and Wipro
- **Aspirants:** Dell Services and L&T Infotech

This report focuses on SaaS implementation services and offers insights into the prominent service providers operating in this space

ILLUSTRATIVE

Focus of this research

 Pre-implementation consulting



XYZ | SaaS implementation services profile (page 1 of 2)

SaaS implementation services overview

Strengths

These sections of the report provide a high-level overview of the company's strengths and competitive advantages. The information is intended to provide a general overview of the company's strengths and competitive advantages. It is not intended to provide a detailed analysis of the company's strengths and competitive advantages.

Areas of improvement

These sections of the report provide a high-level overview of the company's areas of improvement. The information is intended to provide a general overview of the company's areas of improvement. It is not intended to provide a detailed analysis of the company's areas of improvement.

Vision:

The vision of the company is to become a leading provider of SaaS implementation services, providing a comprehensive suite of services that enable our clients to maximize the value of their SaaS investments. We aim to be the most trusted and most innovative provider of SaaS implementation services, helping our clients to achieve their business goals through the effective use of SaaS technology. Our vision is to be the most trusted and most innovative provider of SaaS implementation services, helping our clients to achieve their business goals through the effective use of SaaS technology.

SaaS implementation services revenue (US\$ million)



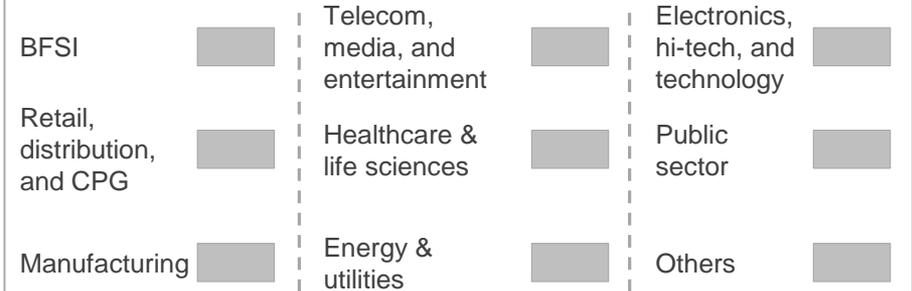
SaaS implementation services revenue by function (%)



SaaS implementation services revenue: Top 4 SaaS vendors



SaaS implementation services revenue by industry



SaaS implementation services revenue by buyer size



Source: Everest Group (2016)

XYZ | SaaS implementation services profile (page 2 of 2)

SaaS implementation services solutions and investments

SaaS implementation services – proprietary solutions developed internally (representative list)

Solution	Details
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[Blurred]	<ul style="list-style-type: none"> [Blurred]

SaaS implementation services – proprietary solutions developed in collaboration with SaaS vendor (representative list)

Solution	Details
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[Blurred]	<ul style="list-style-type: none"> [Blurred]

SaaS implementation services – investments (representative list)

Theme	Details
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[Blurred]	<ul style="list-style-type: none"> [Blurred]

Source: Everest Group (2016)

Glossary of key terms used in this report

Term	Definition
ACV	Annualized Contract Value is calculated by dividing the Total Contract Value (TCV) by the term of the contract
API	Application Programming Interface is the interaction mechanism among discrete applications
Application Services (AS)	Application Services outsourcing enables buyers to engage with a service provider for different application-related services such as development, maintenance, and testing
CoE	Center of Excellence
CRM	Customer Relationship Management
ERP	Enterprise Resource Planning software to centrally manage organization-wide data
HCM	Human Capital Management
IP	Intellectual Property
ISV	Independent Software Vendor
PaaS	Platform as a Service is a cloud computing construct in which a platform is made available for users to develop and manage applications without the complexity of owning and maintaining the underlying infrastructure
POC	Proof of Concept
SaaS	Software as a Service is a means of licensing and consuming software on a subscription basis instead of the typical ownership basis
UX/CX	User experience/customer experience

Application and digital services research calendar

■ Published
 ■ Current

Topic	Release date
The Agile Journey: Following Agile to Being Agile	May 2015
Application Services – Annual Report 2015: “Agile to DevOps? Not so Fast”	July 2015
Independent Testing Services – PEAK Matrix™ Assessment and Profile Compendium 2015	July 2015
North America Digital Adoption Survey – How Pervasive is your Digital strategy?	August 2015
Digital Services – PEAK Matrix™ Assessment and Profile Compendium 2015	November 2015
European Digital Adoption Survey – Is Your Digital Strategy Plateauing?	December 2015
Upcoming Contract Renewals – Application Services	February 2016
BFSI Digital Adoption Trends – The Investment Enigma for BFSI Enterprises: Where to Invest?	March 2016
SaaS Implementation Services – Market Trends and PEAK Matrix™ Assessment & Profiles Compendium	March 2016
Independent testing services – PEAK Matrix™ and Service Provider Landscape 2016	Q2 2016
Application services Annual Report 2016	Q2 2016
IoT Services – PEAK Matrix™ and Service Provider Landscape 2016	Q3 2016

Additional research recommendations

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

1. **Digital Services – PEAK Matrix™ Assessment and Profile Compendium 2015** ([EGR-2015-4-R-1634](#)); 2015. This report provides an assessment of the IT service providers who are involved in delivering digital services. The scope of the research is limited to the native system integrators and does not include the strategy consulting firms with a digital service portfolio and the marketing consultants that also operate in the digital services space. The IT service providers in the digital services PEAK Matrix report include: Accenture, Atos, Capgemini + IGATE, Cognizant, Dell Services, EPAM, HCL Technologies, IBM, L&T Infotech, Luxoft, Mindtree, Ness SES, Syntel, TCS, Tech Mahindra, Virtusa, Wipro, and Zensar
2. **North America Digital Adoption Survey – How Pervasive is Your Digital Strategy?** ([EGR-2015-4-R-1551](#)); 2015. This report focuses on digital adoption in North America and covers:
 - Digital technology adoption (adoption trends, adoption maturity, adoption priorities, and digital spend)
 - Digital imperatives and market segments (investment characteristics and adoption maturity of four distinct market segments viz. Digital Pervasives, Digital Sellers, Digital Efficientes, and Digital Enablers)
 - Outlook for digital investments (across market segments)
 - Vendor perceptions (most relevant vendors for enterprises' digital strategy)
 - Implications for enterprises
 - Implications for service providers

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About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empowers clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com and research.everestgrp.com.

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