

Internet of Things Services – PEAK Matrix™ Assessment and Market Trends – IoT: Bigger than the Hype

Application & Digital Services

Market Report – December 2016 – Preview Deck

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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
- Others | 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

- Internet of Things (IoT) is being rapidly adopted by enterprises as part of their digital transformation initiatives. We witness enterprises across industries investing in IoT projects to create new opportunities and realize potential benefits. Collaborative effort is required from the ecosystem of partners and vendors, such as device manufacturers, network operators, system engineers, infrastructure providers, and application & analytics service providers for an enterprise to achieve returns from IoT investments
- Due to increased interest from enterprises, service providers are rapidly strengthening their IoT services portfolio to meet their clients' expectations
- In this research we present an assessment of IoT services of the native system integrators which function at the system design and interaction layer to enable business outcomes. We present the assessment and detailed profiles of 16 IT service providers featured on the IoT services PEAK Matrix. Each service provider's profile provides a comprehensive picture of its services suite, scale of operations, and domain investments
- The assessment is based on Everest Group's annual RFI process for the calendar year 2016, interaction with IoT service providers, client reference checks, and assessment of the IoT services market

Scope of this report

- **Services:** Internet of Things services
- **Geography:** Global
- **Service providers:** 16 leading IT service providers

This report includes the profiles of the following 16 service providers on the IoT services PEAK Matrix:

- **Leaders:** Accenture, Atos, HCL Technologies, and IBM
- **Major Contenders:** Cognizant, EPAM, HPE, L&T Infotech, NTT DATA, TCS, Tech Mahindra, and Wipro
- **Aspirants:** CGI, Infosys, Luxoft, and Prodapt

Scope of coverage: IoT services 2016 PEAK Matrix assessment

Focus of this research

NOT EXHAUSTIVE

Internet of Things (IoT) Services – market definition

Consulting

Strategy formulation, use case development, roadmap development, technology assessment, and IoT architecture

Design/implementation

Solution designing and implementation, system integration, and technology deployment

Maintenance/management

Ongoing management, monitoring, support, and upgrades/updates

Applications

Application development, API development & publishing, user interface design, customer experience management, application distribution, and interoperability

Analytics and data management

Master data management, big data solution integration, data storage, cleaning & mining, event processing, predictive analytics, visualization, reporting, and dashboards

Gateways and network

Device connectivity, device registration, cloud connectivity, device management, and performance management

Infrastructure and security

Cloud platform development, device permissions, DR/back-up, authentication, data encryption, and vulnerability assurance

Platform integration

Platform development/customization, API integration / runtime management, system performance management, connectors design & build, and system upgrade

Device and sensor engineering

Firmware development/upgrade, chip design/selection, sensor/device design, CAD/CAM, prototyping and deployment, configuration, provisioning, and asset management

The report focuses on evaluating native system integrators offering system engineering, platform orchestration, and application and data analytics service solutions across the three functional lines of consulting, designing, and management

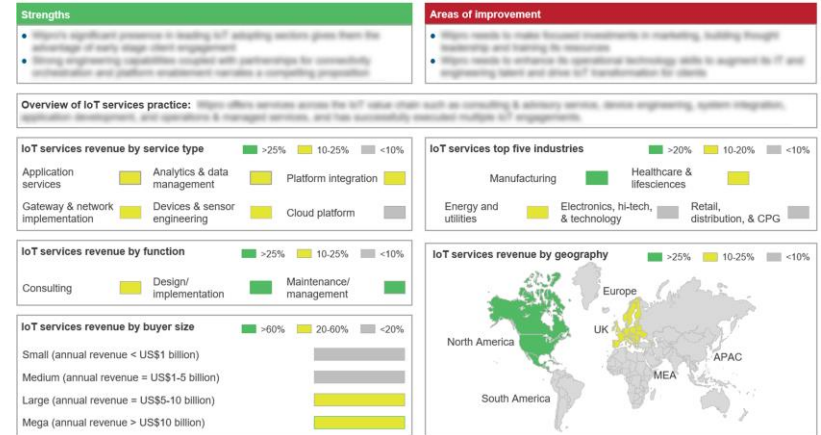
This IoT services provider compendium report has 16 service provider profiles, focusing on their service suite, scale of operations, and domain investments

Delivery capability assessment of IoT services providers

Measure of capability / market success:
 ● Best-in-class ● Very high ● High ● Medium high
 ● Medium ● Medium low ● Low ● Not mature

Service provider	Delivery capability						Market success
	Scale	Scope	Domain expertise & innovation	Delivery footprint	Buyer satisfaction	Overall	
Service Provider 1	●	●	●	●	●	●	●
Service Provider 2	●	●	●	●	●	●	●
Service Provider 3	●	●	●	●	●	●	●
Service Provider 4	●	●	●	●	●	●	●
Service Provider 5	●	●	●	●	●	●	●
Service Provider 6	●	●	●	●	●	●	●

Service Provider 1 | IoT services overview



Service Provider 1 | IoT case studies and solutions

Vision: XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Case study 1		Case study 2	
XXXXXXXXXXXXXXXXXXXXXXXXXX		XXXXXXXXXXXXXXXXXXXXXXXXXX	
Business challenge	XXXXXXXXXXXX	Business challenge	XXXXXXXXXXXX
Solution and impact	XXXXXXXXXXXX	Solution and impact	XXXXXXXXXXXX

IoT proprietary solutions (representative list)	
Solution	Details
XXXXXXXXXXXX	XXXXXXXXXXXX
XXXXXXXXXXXX	XXXXXXXXXXXX

Service Provider 1 | IoT investments and partnerships

IoT investments (representative list)	
Investment theme	Details
Research and development	● XXX: XXXXXXXXXXXXXXXXXXXXXXXX
IoT labs and innovation centers	● XXX: XXXXXXXXXXXXXXXXXXXXXXXX

IoT partnerships (representative list)	
Partner name	Details
Partner 1	XXXXXXXXXXXXXXXXXXXXXXXXXX
Partner 2	XXXXXXXXXXXXXXXXXXXXXXXXXX
Partner 3	XXXXXXXXXXXXXXXXXXXXXXXXXX

Source: Everest Group (2016)

Application and digital services research calendar

■ Published
 ■ Current

Topic	Release date
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
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
Healthcare & Life Sciences Digital Adoption Trends – Digital Adoption Driven by Consumerization of Healthcare	April 2016
Application Services – Annual Report 2016: “No DevOps No Digital”	May 2016
Independent Testing Services - Market update and PEAK Matrix™ Assessment & Profile Compendium 2016	June 2016
Digital Services – PEAK Matrix™ Assessment and Market Trends: “Is Digital the New Normal?”	September 2016
IT Application Services Automation - Think Benefits, Not Costs	November 2016
Internet of Things Services – PEAK Matrix™ Assessment and Market Trends – IoT: Bigger than the Hype	December 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, or complementary content which may be of interest

1. **Creating Enterprise Wealth with IoT:** ([EGR-2016-4-V-1867](#)); 2016. Enterprises may adopt IoT across all categories depending on their industry and capabilities, and not restrict benefits from only one of them. However, for most enterprises, the value from such a multi-pronged, segregated IoT adoption may not exploit the wealth generation to the fullest. This report examines the rationale behind IoT adoption and the different moving parts of the enterprise for each category
2. **Digital Services – PEAK Matrix™ Assessment and Market Trends: “Is Digital the New Normal?”:** ([EGR-2016-4-R-1932](#)); 2016. Digital transformation is a top priority for enterprises. They are seeking providers’ help in transforming their back- and mid-office portfolio and reimagining customer interactions. Service providers are undertaking a design-led approach to digital transformation in order to contextualize solutions to solve clients’ specific business issues

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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.

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