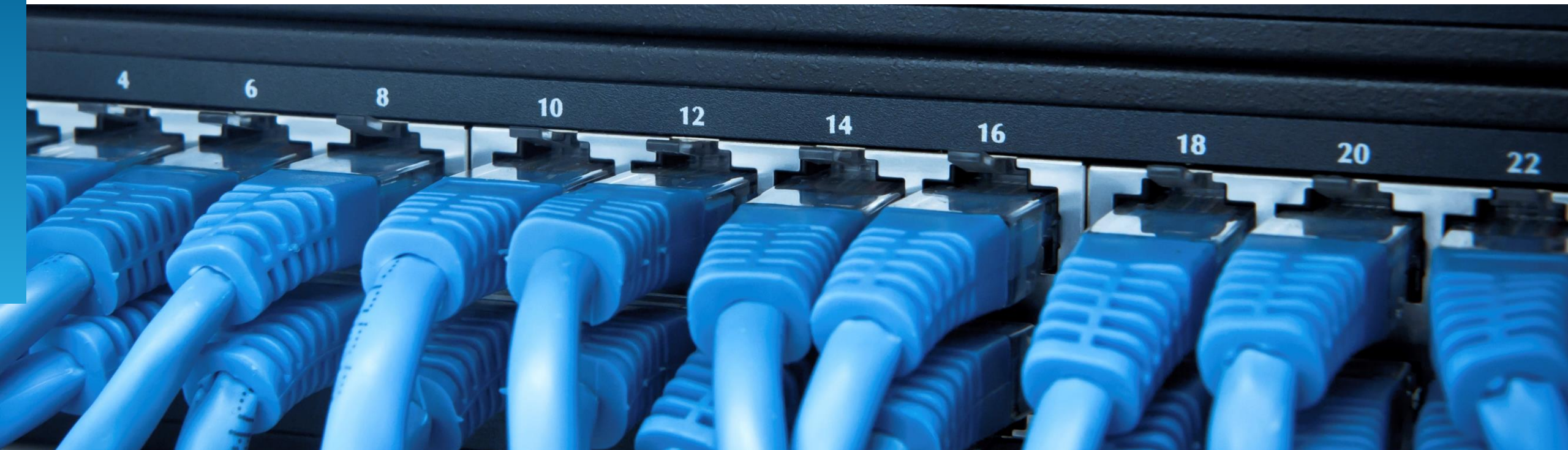


# Aware (Intelligent) IT Infrastructure Services Automation PEAK Matrix<sup>®</sup> Assessment 2021

October 2020: Complimentary Abstract / Table of Contents



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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
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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## Background of the research

- The COVID-19 pandemic has become a human crisis of epic proportions, threatening lives and well-being of global communities. Enterprises have found it challenging to cope with the volatility and uncertainty of the situation. COVID-19 has had a significant impact on IT services at a global scale, resulting in enterprise demand reduction, supply chain disruption, challenges in business continuity, cybersecurity risks, and services continuity challenges
- With recessionary signs and muted market demand, many enterprises continue to face pressures to maintain operational vitality and meet financial obligations. Enterprises are aggressively seeking efficiency, optimization measures, and avenues for business growth. Consequently, automation has become one of the key optimization levers for IT infrastructure services, with 74% of enterprises believing that **automation usage** should be increased<sup>1</sup>.
- In this research, we present an assessment of 18 IT infrastructure services automation providers featured on the services Aware (Intelligent) IT Infrastructure Services Automation PEAK Matrix®

The assessment is based on Everest Group's annual RFI process conducted over Q1 and Q2 2020, interactions with leading digital workplace service providers, and analysis of the digital workplace services marketplace.

**This report includes the profiles of the following 18 leading service providers featured on the Aware (Intelligent) IT Infrastructure Services Automation PEAK Matrix®:**

- **Leaders:** HCL Technologies, IBM, TCS, and Wipro
- **Major Contenders:** Accenture, Cognizant, CSS Corp, DXC Technology, GAVS Technologies, Genpact, Infosys, Microland, Mphasis, Tech Mahindra, and UST Global
- **Aspirants:** Happiest Minds, Virtusa, and Zensar

### Scope of this report:



**Geography**  
Global






**Service providers**  
18 leading IT infrastructure  
services automation providers



**Services**  
IT infrastructure services  
automation

<sup>1</sup> Based on Everest Group's survey with 50+ CXOs to gauge enterprise response to COVID-19

# This report focuses on IT infrastructure services automation and offers insights into the prominent IT service providers operating in this space

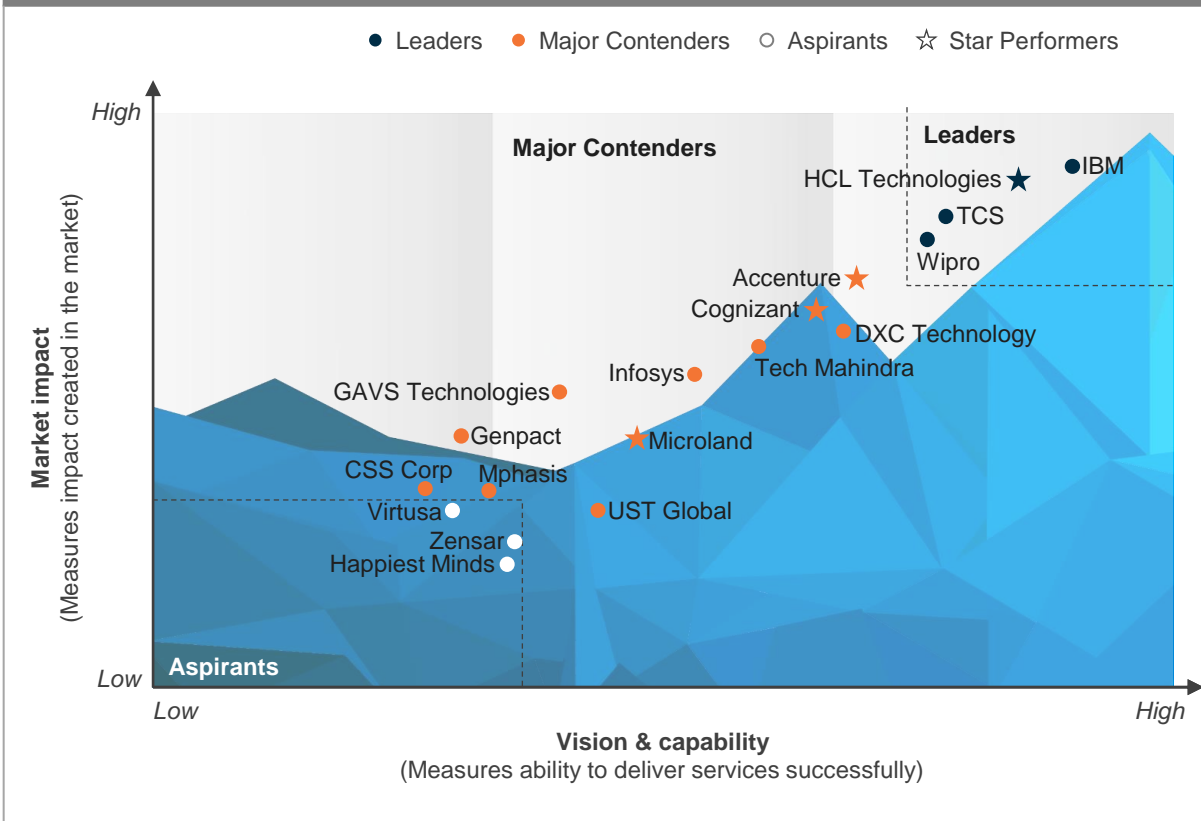
	Consulting/assessment services	Design and implementation	Management and monitoring services
<p>Cloud and data center services</p> 	<p>Cloud strategy formulation (business and technical), cloud adoption roadmap formulation, cloud readiness assessment and benchmarking, and cloud TCO analysis</p>	<ul style="list-style-type: none"> <li>Design, architecture, and build up of ground-up cloud infrastructure/platform (datacenter, public, hybrid, private cloud, SDI, etc.)</li> <li>App/data migration (lift and shift), platform modernization, refactoring, rearchitecting, cloud native app development/testing, cloud-based DevOps, and API integration</li> <li>Third-party SaaS implementation, SI-owned private cloud hosting and hosted as-a-service offerings (DR, storage, private PaaS, and IaaS), and Infrastructure-as-a-code</li> </ul>	<p>Datacenter operation, cloud operations (cloud asset management, lights on / helpdesk, service assurance, etc.), cloud application management, cloud orchestration, optimization, billing, etc.</p>
<p>Network services</p> 	<p>Strategy, roadmap formulation, readiness assessment, Total Cost of Ownership (TCO) analysis, etc.</p>	<ul style="list-style-type: none"> <li>Network design, data/ethernet cabling, server configurations, switch and router setup, wireless setup, etc.</li> <li>Next-generation network services such as Network Function Virtualization (NFV), Software-defined Network for Datacenter (SDN-DC), Software-defined Wide Area Network (SD-WAN), and Software-defined Local Area Network (SD-LAN)</li> </ul>	<p>L1, L2, L3, and L4 support, network provisioning, administration, troubleshooting, monitoring, performance optimization, network availability analysis, capacity planning, configuration support, network testing, and network policy management</p>
<p>Workplace services</p> 	<p>Assessment &amp; evaluation, consulting &amp; strategy formulation, and TCO / Return on Investment (ROI) analysis</p>	<p>Design, engineering, migration, consolidation, integration, modernization, change management, and validation</p>	<p>Ongoing management, monitoring, security management, support, and other operations/services</p>

**IT service management**  
*(integrated automation solutions cutting across the IT infrastructure services stack)*



# This study offers 18 distinct chapters providing a deep dive into key aspects of aware(intelligent) IT infrastructure services automation market; below are three charts to illustrate the depth of the report

Aware IT Infrastructure Services Automation PEAK Matrix® Assessment 2021



Note: Assessment for DXC Technology, Tech Mahindra, and UST Global excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, service provider public disclosures, and Everest Group's interactions with buyers

Source: Everest Group (2020)

Capability assessment

Illustrative example

Measure of capability: ● High ○ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Talent footprint	Overall
Service provider 1	●	○	●	●	○	○	●	○	○
Service provider 2	●	○	●	●	●	○	●	○	○
Service provider 3	○	●	○	○	○	○	○	○	○
Service provider 4	○	○	○	○	○	○	○	○	○
Service provider 5	○	○	○	○	○	○	○	○	○
Service provider 6	○	○	○	○	○	○	○	○	○
Service provider 7	○	○	○	○	○	○	○	○	○
Service provider 8	○	○	○	○	○	○	○	○	○
Service provider 9	○	○	○	○	○	○	○	○	○

Everest Group's remarks on service providers

Illustrative example

Measure of capability: ● High ○ Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
○	○	●	●	○	○	●	○	○

**Strengths**

- Service provider 1 has a strong suite of home-grown IPs, which include ABC suite of products, offering comprehensive and integrated coverage of IT infrastructure services automation
- Value proposition of enabling intelligent automation in hybrid cloud (including legacy datacenters), through software-defined infrastructure via a comprehensive service catalog, resonates with market demands

**Areas of improvement**

- While service provider 1 has a comprehensive automation portfolio, it needs to develop a business-aligned approach by leveraging more business outcome-oriented metrics
- Further strengthen the capabilities around AI/ML to capitalize on opportunities presented by unsupervised learning and true AIOps

# Research calendar

## Cloud and Infrastructure Services (CIS)

Published Planned Current release

### Flagship CIS reports

### Release date

Network Transformation and Managed Services PEAK Matrix® Assessment 2020: Transform your Network or Lie on the Legacy Deathbed	December 2019
Network Transformation and Managed Services PEAK Matrix® Assessment 2020 – Focus on Communications Service Providers	March 2020
IT Security Services PEAK Matrix® Assessment 2020	June 2020
Combating COVID-19 Through Infrastructure-led Transformation	July 2020
Digital Trust – The Cornerstone of Creating a Resilient and Truth-based Digital Enterprise	August 2020
Digital Workplace Services PEAK Matrix® Assessment 2020	August 2020
<b>Aware (Intelligent) IT Infrastructure Services Automation PEAK Matrix® Assessment 2021</b>	<b>October 2020</b>
State of the Market: Digital Workplace Services 2021	Q4 2020
Service Integrator Capabilities on AWS PEAK Matrix® Assessment 2021	Q4 2020
Service Integrator Capabilities on Azure PEAK Matrix® Assessment 2021	Q4 2020
Service Integrator Capabilities on GCP PEAK Matrix® Assessment 2021	Q4 2020

### Thematic CIS reports

### Release date

Connected Workplace – The Next Experience Frontier	January 2020
Enterprise Pulse Report: The Dissatisfaction Conundrum	January 2020
Upcoming Contract Renewals – Infrastructure Services	March 2020
Security Operations for a Digital World	Q4 2020

Note: For a list of all our published CIS reports, please refer to our [website page](#)





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