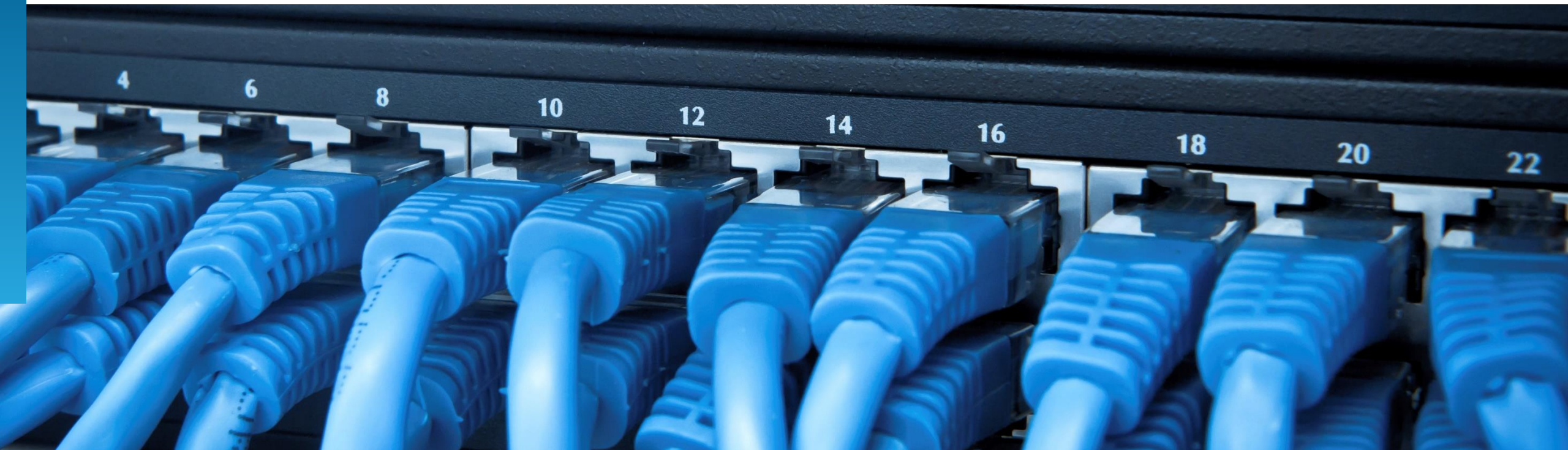


Aware (Intelligent) IT Infrastructure Services Automation – Service Provider Compendium 2021

November 2020: Complimentary Abstract / Table of Contents



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- Accelerators™
- Analyst access
- Data cuts
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- Virtual Roundtables
- Workshops

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

Contents

For more information on this and other research published by Everest Group, please contact us:

Ashwin Venkatesan, Vice President

Udit Singh, Senior Analyst

Zachariah K Chirayil, Senior Analyst

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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 increased¹.
- 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

¹ 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"> • Design, architecture, and build up of ground-up cloud infrastructure/platform (datacenter, public, hybrid, private cloud, SDI, etc.) • App/data migration (lift and shift), platform modernization, refactoring, rearchitecting, cloud native app development/testing, cloud-based DevOps, and API integration • 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 	<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"> • Network design, data/ethernet cabling, server configurations, switch and router setup, wireless setup, etc. • 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) 	<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 & evaluation, consulting & 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)

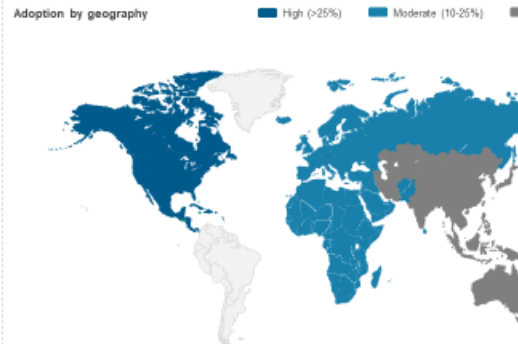
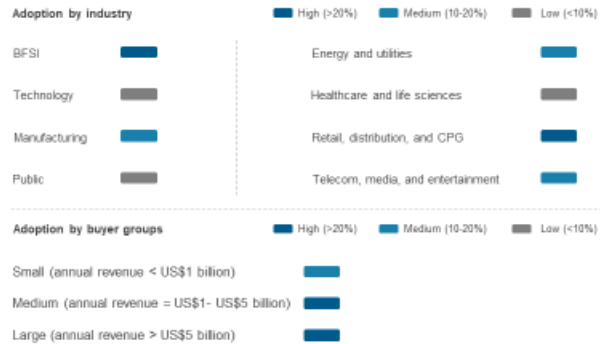
Aware (Intelligent) IT infrastructure services automation compendium report has over 18 service provider profiles

Aware (Intelligent) IT Infrastructure Services Automation – Service Provider Compendium 2021

Service Provider | Aware IT infrastructure services automation services profile (page 1 of 2)

Overview

Service provider vision for aware IT infrastructure services automation is to enable intelligent automation across multiple towers of infrastructure services such as cloud and datacenter, workplace, network, and IT service management through a combination of internally developed IP's and third-party tools.



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Aware (Intelligent) IT Infrastructure Services Automation – Service Provider Compendium 2021

Service Provider | Aware IT infrastructure services automation services profile (page 2 of 2)

Solutions and partnerships

Proprietary solutions (representative list)

Solution	Scope	Details of the tool/solution
CMP platform	Cloud	It is a multi-cloud life cycle management product that aims to empower organizations to govern, provision, and manage the cloud infrastructure
Bots	Overall IT infrastructure	A repository of reusable bots catering to specific use cases across domains

Proprietary solutions (representative list)

Solution	Scope	Details of the partnership
ServiceNow	Overall IT infrastructure	ServiceNow partnership helps with ITSM implementations and to provide end-user automation.
Cisco	Overall IT infrastructure	Global 360-degree partnership with Cisco. HCL is listed on Cisco DevNet Exchange. Utilizes Cisco Viptela for SDWAN requirements and Cisco ACI for SDN requirements. Cisco is a strategic partner for cloud and compute with co-developed hybrid cloud architectures and blueprint.
BMC	Overall IT infrastructure	Focus areas are datacenter automation and ITSM.
Moogsoft	Overall IT infrastructure	Leverages Moogsoft with an aim to assist customers derive value from active data, sense faults prior to failure, and rationalize workflow for quicker remediation.
Google Cloud	Cloud	Aims to bring together cloud engineering, industry solutions, and execution capabilities from Google.
Amazon Web Services	Cloud	The focus is to provide joint solutions for data & AI, IoT, SAP, DevOps, consulting, and assessments.
Microsoft Azure	Cloud	Azure native capabilities to develop automation.
NexThink	Workplace	Partner for self-healing and automation, workplace analytics, and proactive support.
Splunk	Overall IT infrastructure	Leverages Splunk for IT Operations Analytics (ITOA) with an aim to offer a streamlined approach for retrieving, reporting, and analyzing IT-related data and to provide insights that help customers meet key objectives for their IT operations.

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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
Aware (Intelligent) IT Infrastructure Services Automation PEAK Matrix® Assessment 2021	October 2020
Aware (Intelligent) IT Infrastructure Services Automation – Service Provider Compendium 2021	November 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	Q3 2020

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



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DigitalReallTy



Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-80-61463500

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-416-388-6765

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