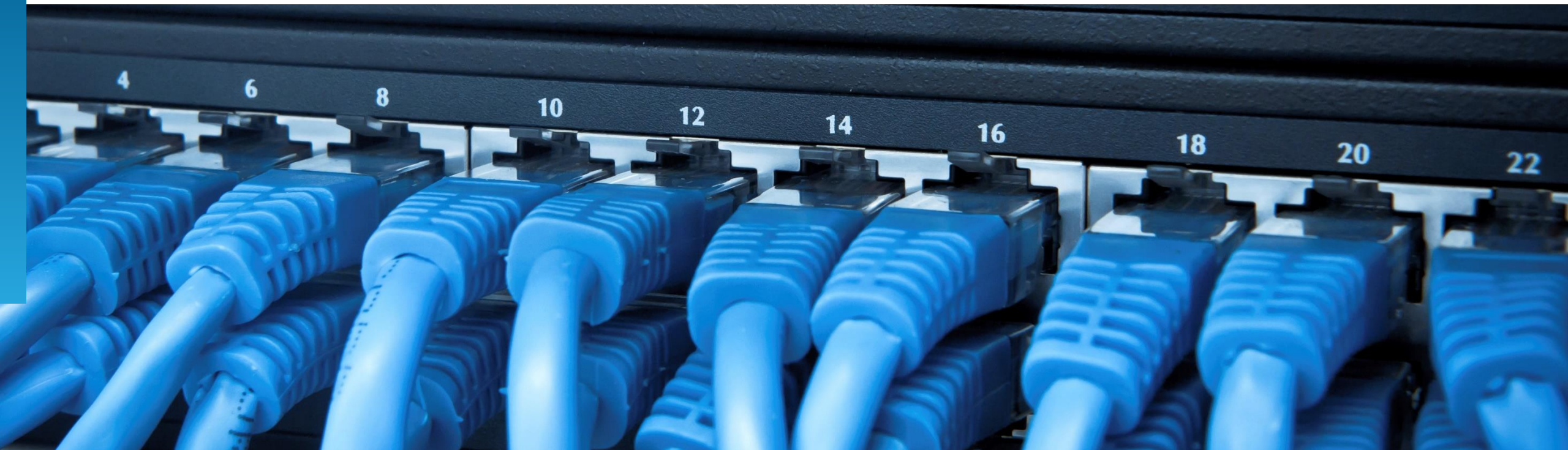# Aware (Intelligent) IT Infrastructure Services Automation – Service Provider Compendium 2021

November 2020: Complimentary Abstract / Table of Contents

EGR-2020-29-CA-4059

Our research offerings for global services

▶ **Market Vista™**
Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

▶ Application Services

▶ BPS | Banking & Financial Services

▶ BPS | Healthcare & Life Sciences

▶ BPS | Insurance

▶ Catalyst™

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▶ Customer Experience Management Services

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▶ Data & Analytics

▶ Digital Services

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▶ Enterprise Platform Services

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▶ ITS | Banking & Financial Services

▶ ITS | Healthcare

▶ ITS | Insurance

▶ IT Services Executive Insights™

▶ ITS | Life Sciences

▶ Locations Insider™

▶ PricePoint™

▶ Procurement

▶ Recruitment Process Outsourcing

▶ Service Optimization Technologies

Membership information

- This report is included in the following research program(s)
    - Cloud and Infrastructure Services (CIS)
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at **info@everestgrp.com**

More about membership

In addition to a suite of published research, a membership may include

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model® reports
- PriceBook
- 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

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For more information on this and other research
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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[1].

- 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
Cloud and data center services	Cloud strategy formulation (business and technical), cloud adoption roadmap formulation, cloud readiness assessment and benchmarking, and cloud TCO analysis	• 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	Datacenter operation, cloud operations (cloud asset management, lights on / helpdesk, service assurance, etc.), cloud application management, cloud orchestration, optimization, billing, etc.
Network services	Strategy, roadmap formulation, readiness assessment, Total Cost of Ownership (TCO) analysis, etc.	• 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)	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
Workplace services	Assessment & evaluation, consulting & strategy formulation, and TCO / Return on Investment (ROI) analysis	Design, engineering, migration, consolidation, integration, modernization, change management, and validation	Ongoing management, monitoring, security management, support, and other operations/services

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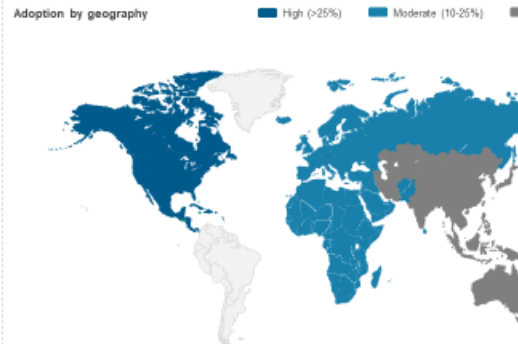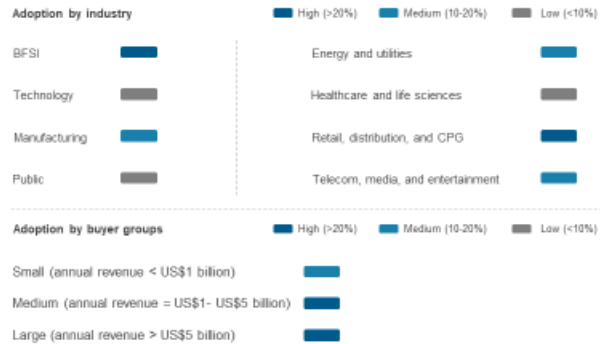*(integrated automation solutions cutting across the IT infrastructure services stack)*

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

Research calendar
Cloud and Infrastructure Services (CIS)

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

Everest Group®

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