Artificial Intelligence (AI) Services Provider Compendium 2021

December 2020: Complimentary Abstract / Table of Contents

EGR-2020-33-CA-4090

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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

Membership information

● This report is included in the following research program(s)
   – Digital Services, Data & Analytics
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Background of the research

- Artificial Intelligence (AI), the buzzword of the decade, is now delivering on its promise in the form of enhanced experiences, improved productivities, higher efficiencies, and greater autonomy. Fueled by the pandemic, the technology is increasingly moving from a POC to production stage. AI has become synonymous with digital transformation as it is increasingly being embedded in the broader transformation agenda instead of point solutions and stand-alone constructs

- As AI becomes ubiquitous, democratization as a theme has taken the front seat, with enterprises wanting the ability to integrate AI in their operations with no-code/low-code tools at their own level. With this level of pervasiveness, the need for explainability and responsible AI is rising, especially within the more critical areas of application and heavily regulated industries such as BFSI and healthcare and life sciences. Government guidelines and international consortia are further propagating this

- The need for customizable AI solutions at accelerated time-to-market, overcoming data scarcity and unreliable data pipelines, increased explainability, persistent talent crunch, and limited AI literacy are pushing enterprises to engage with service providers to help them navigate roadblocks and stay resolute on their AI transformation journey

- In this research, we present an assessment and detailed profiles of 21 IT service providers featured on the AI services PEAK Matrix®. Each service provider profile provides a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for calendar year 2020, interactions with leading IT services providers, client reference checks, and an ongoing analysis of the digital services market

This report includes the profiles of the following 21 leading AI service providers featured on the AI Services PEAK Matrix®:

- **Leaders:** Accenture, Capgemini, Cognizant, HCL Technologies, TCS, and Wipro
- **Major Contenders:** Atos, Deloitte, DMI, DXC Technology, Genpact, IBM, Infosys, LTI, Mphasis, NTT DATA, Tech Mahindra, and Virtusa
- **Aspirants:** Coforge, Stefanini, and Zensar

Scope of this report:

Geography
Global

Service providers
21 leading AI service providers

Services
AI services

The AI services provider compendium report has 21 service provider profiles

Artificial Intelligence (AI) Services Provider Compendium 2021

Leader | AI services profile (page 1 of 2)
Overview

Vision
Leader envisions to build a responsible AI ecosystem that is explainable and unbiased. The firm leverages its IP, partnership ecosystem, and culture of innovation to provide AI services to its clients

Scope of services
Leader leverages its modular architecture platform to provide secure, trusted AI. Leader has established a dedicated (vertical specific) AI practice. The firm also brings pre-built cognitive solutions such as logo detection, sentiment analysis, and image analytics for clients
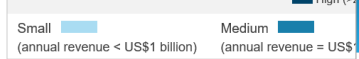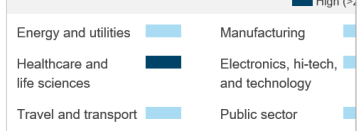
AI services revenue

<US$200 million	US$200-500 million	US$500 million – US$1 billion	>US$1 billion

Adoption by function

High (>20%) Medium (10-20%) Low (<10%)

Consulting   Build and optimize   Impleme

Adoption by buyer size

High (>

Small
(annual revenue < US$1 billion)

Medium
(annual revenue = US$

Adoption by industry

High (>

Energy and utilities	Manufacturing
Healthcare and life sciences	Electronics, hi-tech, and technology
Travel and transport	Public sector

Adoption by geography

High (>

| North America | Europe (excluding UK) |
| Asia Pacific | Middle East & Africa |

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Leader | AI services profile (page 2 of 2)
Case studies

Use cases distribution across 4E AI business impact framework

High (>20%) Medium (10-20%) Low (<10%)

Efficiency	Effectiveness	Experience	Evolution

Case study 1 — Building a cognitive assistant to reinvent customer experience

Client: A global retail and CPG firm

Business challenge
The client wanted a cognitive roadmap to better utilize AI in reinventing customer-facing processes

Solution
- Leader introduced a new cognitive assistant. The cognitive assistant utilized NLP and voice-to-text capabilities to communicate with these customers
- Leader helped develop internal skills as well as the external experience using cognitive service delivery

Impact
- Increased productivity by 5%
- Improved customer experience by 10%

Case study 2 — Automating claims processing for enhanced customer experience

Client: A leading banking institure

Business challenge
The client wanted to enhance customer experience and reduce Turnaround Time (TAT) during claim settlement, leveraging a solution that could help automate their claim assessment process and minimize human intervention

Solution
- Leader built and deployed a claims assessment tool that leverages cognitive image analytics to assess the type and extent of damage incurred to the vehicle to facilitate the claims process
- Within a few minutes, the assessment and the cost are given to the customer, accepting which the customer gets paid in 15 minutes

Impact
- This resulted in 50% reduction in claim processing time and cost

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Research calendar
Digital Services

| | Published | | Planned | | Current release |

Flagship Digital Services reports	Release date
Digital Services – Market Report 2020: Digital Transformation: Triumph Beyond Technology Adoption	May 2020
IoT Services State of the Market report 2020 | Driving Impact Beyond the Horizons of Operational Efficiency	July 2020
Digital Interactive Experience (IX) Services PEAK Matrix® Assessment 2020	September 2020
Digital Interactive Experience (IX) Services PEAK Matrix® Assessment 2020 – Service Provider Compendium	October 2020
Artificial Intelligence (AI) Services PEAK Matrix® Assessment 2021	November 2020
Artificial Intelligence (AI) Services PEAK Matrix® Assessment 2020 – Service Provider Compendium	**December 2020**
Digital Interactive Experience (IX) Services State of the Market report 2020	Q4 2020
Artificial Intelligence (AI) Services State of the Market report 2020	Q4 2020

Thematic Digital Services reports	
Customer Experience Trailblazers – Experience Spearheading the Digital Economy	February 2019
BigTech Battle: Digital Experience Platforms Assessment – Rise of the Digital Experience Platform	June 2019
AI Masterclass | Recalibrate Your AI Impact – Insights from 230 AI Use Cases Across Industries	October 2019
Experience Design: Rearchitecting the Trust Equation Through a Human-centered Design Approach	June 2020
Trailblazer: Customer Data Platforms	December 2020
Industry report on AdTech	Q1 2021
Industry report on Intelligent edge (federated learning)	Q1 2021

Note: For a list of all our published digital services reports, please refer to our website page

Research calendar
Data & Analytics

Flagship D&A reports	Release date
Insurance Analytics and Insights (A&I) Third-party Services PEAK Matrix® Assessment 2020	June 2020
Data and Analytics (D&A) Services PEAK Matrix® Assessment 2020	September 2020
Data and Analytics (D&A) Service Provider Compendium 2021	October 2020
Artificial Intelligence (AI) Services PEAK Matrix® Assessment 2020 – Service Provider Compendium	**December 2020**
Data & Analytics (D&A) State of the Market Report 2020	Q4 2020
Advanced Analytics & Insights (AA&I) – PEAK Matrix® for Services Assessment	Q4 2020

Thematic D&A reports	Release date
The Future of Data	January 2020
Data Monetization in Healthcare	July 2020
Winning the War for Talent: An Enterprise Guide to Building a Sustainable Workforce Strategy	July 2020
Charting the Skilling Journey to Build the IT Services Talent of Tomorrow	August 2020
Winning with Analytics in CPG & Retail – The Need to Continuously Re-invent with Evolving Customer Preferences	October 2020
Banking analytics case book	Q4 2020
Data Modernization	Q4 2020
Advanced analytics masterclass	Q4 2020

Note:　For a list of all our published D&A reports, please refer to our website page

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