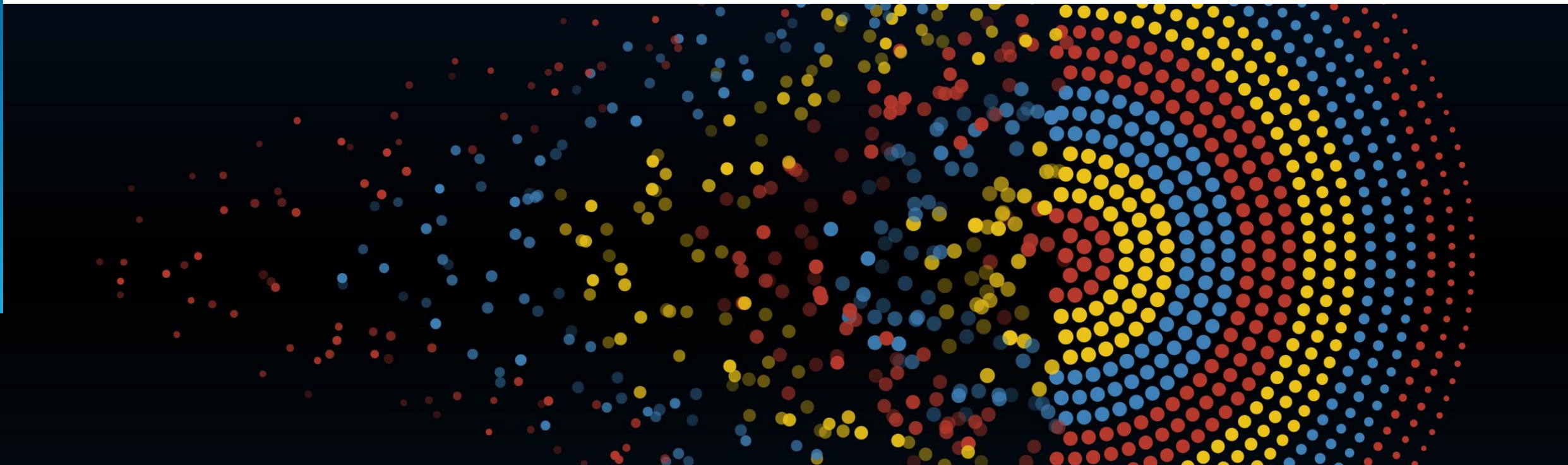


Data and Analytics (D&A) Service Provider Compendium 2021

October 2020: Complimentary Abstract / Table of Contents



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	▶ Finance & Accounting
▶ BPS Banking & Financial Services	▶ Human Resources
▶ BPS Healthcare & Life Sciences	▶ ITS Banking & Financial Services
▶ BPS Insurance	▶ ITS Healthcare
▶ Catalyst™	▶ ITS Insurance
▶ Cloud & Infrastructure	▶ IT Services Executive Insights™
▶ Customer Experience Management Services	▶ ITS Life Sciences
▶ Contingent Workforce Management	▶ Locations Insider™
▶ Data & Analytics	▶ PricePoint™
▶ Digital Services	▶ Procurement
▶ Engineering Services	▶ Recruitment Process Outsourcing
▶ Enterprise Platform Services	▶ Service Optimization Technologies

Membership information

- This report is included in the following research program(s)
 - [Data & Analytics](#)
- 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

Contents

1. Introduction and overview	5
• Research methodology	6
• Key information on the report	7
• Background and scope of the report	8
• Focus of the research	9
2. D&A services PEAK Matrix assessment snapshot	10
• PEAK Matrix framework	11
• Everest Group PEAK Matrix for D&A Services	14
• Service provider capability summary dashboard	15
3. Profiles of data analytics service providers	19
• Leaders	19
– Accenture	20
– Capgemini	25
– Cognizant	30
– Deloitte	35
– IBM	40
– TCS	45
– Wipro	49
• Major Contenders	55
– Atos	56
– Birlasoft	61

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

Vishal Gupta, Practice Director

Arpita Dwivedi, Senior Analyst

Deepthi Mudunooru, Senior Analyst

Akash Tandon, Analyst

Contents

– Coforge	66
– DXC Technology	71
– EY	76
– HCL	81
– Infosys	86
– KPMG	91
– LTI	96
– Mphasis	101
– NTT DATA	106
– PwC	111
– Stefanini	116
– Tech Mahindra	121
– Virtusa	126
• Aspirants	131
– Datamatics	132
– DMI	137
– Happiest Minds	142
– Sonata Software	147
– UST Global	152
– Zensar	157
4. Appendix	162
• Glossary	163
• Research calendar	164

Background and scope of the research

The ecosystem of data and analytics (D&A) players has succeeded in educating the market on the supremacy of evidence-based decision-making over traditional gut-based and thumb rule-based approaches. Consequently, the debate today has upgraded to ROI of D&A investments and scalability of initiatives. While enterprises have seen D&A investments translate into improved business outcomes and customer and employee experience, organizations are still failing to achieve the full benefit owing to the adoption of D&A programs in pockets, lack of data skills across the enterprise, and inefficient/unoptimized data management practices. In this regard, service providers can help enterprises formulate a central vision for D&A, streamline investments, modernize the data landscape, and upskill enterprise users to achieve multiple outcomes through coherent and enterprise-wide data-driven decision-making.

In this context, we present an assessment and detailed profiles of 28 service providers featured on the D&A services PEAK Matrix® 2020. Each service provider profile provides a comprehensive picture of its services focus through a snapshot of its operational overview, delivery locations, solutions on offer, investments, and market success as assessed by Everest Group. The assessment is based on Everest Group's annual RFI process for the calendar year 2019, interactions with leading D&A service providers, client reference checks, and ongoing analysis of the D&A services market.

This report includes the profiles of the following 28 leading D&A service providers featured on the D&A PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, Deloitte, IBM, TCS, and Wipro
- **Major Contenders:** Atos, Birlasoft, Coforge, DXC Technology, EY, HCL, Infosys, KPMG, LTI, Mphasis, NTT DATA, PwC, Stefanini, Tech Mahindra, and Virtusa
- **Aspirants:** Datamatics, DMI, Happiest Minds, Sonata Software, UST Global, and Zensar

Scope of this report:



Geography
Global

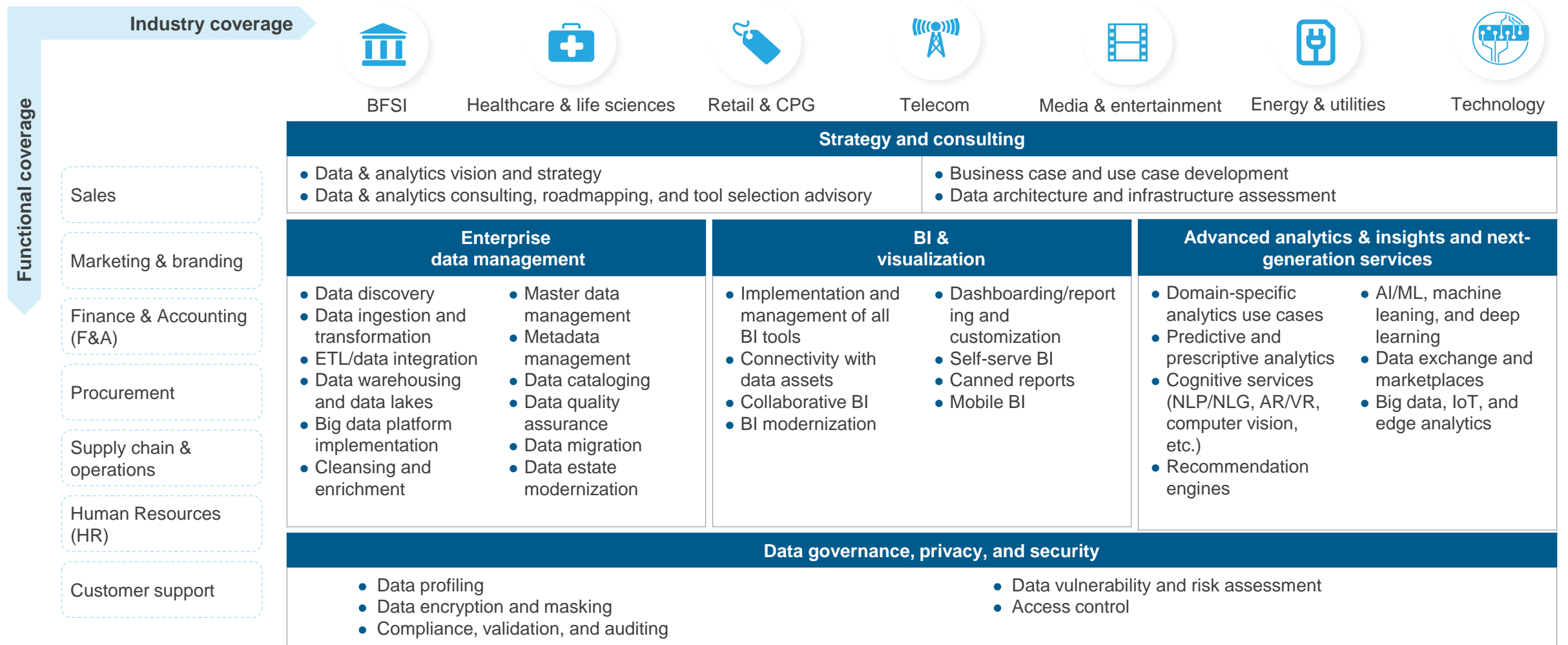


Service providers
28 leading D&A service providers



Services
D&A services

Everest Group's D&A program takes an end-to-end view of the market, covering all aspects of D&A solutions



The report has over 25 service provider profiles providing comprehensive view of geography focus, industry focus, buyer size, delivery locations, key intellectual property (IP), partnerships, investments, and case studies

Data and Analytics (D&A) Service Provider Compendium 2021

Service provider | D&A services profile (page 1 of 4)

Overview

Company overview

Service provider is a global professional services company offering a wide gamut of services including strategy, consulting, digital, technology, and operations. It assists clients in business transformation through advanced analytics and design methodologies, supply chain, talent and organization, cloud and infrastructure, and other solutions. The company's clientele includes Fortune Global 500 companies, government agencies, and other organizations across the world, especially focusing on the US, Europe, and Asia Pacific.

Key leaders: XX (CEO), XX (CIO)

Headquarters: Dublin, Ireland

Website: www.serviceprovider.com

Percentage of revenue by industry


BFSI	<div style="width: 100%; height: 10px; background-color: #0070c0;"></div>	Electronics, hi-tech, and IT
Energy and utilities	<div style="width: 80%; height: 10px; background-color: #0070c0;"></div>	Healthcare and life sciences
Manufacturing	<div style="width: 60%; height: 10px; background-color: #0070c0;"></div>	Retail, distribution, and consumer goods
Public sector	<div style="width: 40%; height: 10px; background-color: #0070c0;"></div>	Telecom, media, and entertainment
Travel and transport	<div style="width: 20%; height: 10px; background-color: #0070c0;"></div>	Others

Everest Group® | Proprietary & Confidential. © 2020, Everest Global, Inc. | EGR-2020-44-CA-4013

Data and Analytics (D&A) Service Provider Compendium 2021

Service provider | D&A services profile (page 2 of 4)

Key delivery locations



Everest Group® | Proprietary & Confidential. © 2020, Everest Global, Inc. | EGR-2020-44-CA-4013

Data and Analytics (D&A) Service Provider Compendium 2021

Service provider | D&A services profile (page 3 of 4)

Solutions

D&A IP overview

- Service provider's IP/technology portfolio is centered around strategy, function, and data insights and design, with other technology companies and underpinned by data insights and design.
- The company holds IP in areas such as Artificial Intelligence (AI), cybersecurity, and data-driven analytics. The company's portfolio of patents includes more than XX patents.
- Service provider R&D serves as the foundation for the formation and on-going management of XX patents and pending patents.

Proprietary IP/solutions/frameworks/accelerators/tools developed internally

Solution name	Solution type	Year launched	Details
XX	Product	2015	A collection of custom solutions
XX	Product	2019	A cloud-enabled solution
XX	Product	2016	An intellectual property practice

Key partnerships

<p style="font-size: 0.7em; margin: 0;">ERP</p> <p style="font-size: 0.6em; margin: 0;">SAP IBM ORACLE Microsoft</p> <p style="font-size: 0.7em; margin: 0;">Data integration, preparation, and governance</p> <p style="font-size: 0.6em; margin: 0;">Informatica</p>	<p style="font-size: 0.7em; margin: 0;">Cloud and big data</p> <p style="font-size: 0.6em; margin: 0;">aws Microsoft cloudera</p>
--	--

Everest Group® | Proprietary & Confidential. © 2020, Everest Global, Inc. | EGR-2020-44-CA-4013

Data and Analytics (D&A) Service Provider Compendium 2021

Service provider | D&A services profile (page 4 of 4)

Investments and market success

Other investments to enhance D&A services capabilities, e.g., setting up of new delivery centers / CoEs / Innovation labs, trainings/certifications, etc.

Development	Details
Talent	<ul style="list-style-type: none"> Invested more than US\$925 million in 2019 on employee training and development to support and nurture talent in analytics and other advanced technologies Invested in focused learning programs on data-driven consulting to help employees build analytics skills through its partnership with Northwestern virtual program Trained 100,000+ service provider people in design thinking and 75,000+ in agile. Also, provided employees training around consulting and TQ programs, function, industry, platform-specific training, and data-driven analytics and industry X.0
Innovation network	Scaled its support infrastructure by adding 10+ innovation hubs focused on automation, analytics, and AI in North America, Europe, and Asia to help clients create innovative solutions that deliver tangible value
Acquisitions	Acquired several D&A organizations, such as Mudano, Clarity Insights, Pragmics Bidooop, Analytics8, and Knowledgegen, since the beginning of 2019 in order to strengthen its capabilities, workforce, and suite of available solutions
Alliance ecosystem	Works with multiple technological partners, such as Microsoft, Google, AWS, IBM, Alibaba, SAP, Oracle, and Salesforce.com, to co-develop industry solutions or use cases on their platforms and provide these as accelerators to its client. Partnered with academic institutions to help skill their current employees
R&D	Invested in R&D activities to develop AI-based solutions and services for clients and scale their capabilities in data engineering and cloud platforms for data

Recently announced D&A engagements (non-exhaustive)

Client	Year of signing	Geography	Engagement details
A global mining contractor	Not disclosed	Not disclosed	Leveraged service provider's analytics and IoT capabilities to increase mine-site efficiency, cut costs, and improve operations. Built an inventory management system supported by predictive analytics to monitor fuel and parts inventory levels for future maintenance and operations and developed a dashboard that provides maintenance schedule recommendations based on truck health, part readiness, and manpower availability and improves component life by 10%
A global consumer goods manufacturer	2019	Not disclosed	Improve client's cyber resilience by using actionable intelligence and advanced analytics to detect advanced internal and external threats. It leveraged Splunk to enhance business insights and revenue growth opportunities with analytics solutions and identify trends and improvement opportunities from enterprise data
A telecom company	Not disclosed	Not disclosed	In a multi-phased, predictive customer service program, service provider helped the client use AI and ML technology to steer customers to digital channels, improve customer experience and reduce costs. It increased the digital channel usage by 26% and reduced the number of inbound calls by 1.5 million

Everest Group® | Proprietary & Confidential. © 2020, Everest Global, Inc. | EGR-2020-44-CA-4013

Research calendar

Data & Analytics

■ Published
 ■ Planned
 ■ Current release

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
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](#)



Everest Group is a consulting and research firm focused on strategic IT, business services, engineering services, and sourcing. Our clients include leading global enterprises, service providers, and investors. Through our research-informed insights and deep experience, we guide clients in their journeys to achieve heightened operational and financial performance, accelerated value delivery, and high-impact business outcomes. Details and in-depth content are available at [everestgrp.com](https://www.everestgrp.com).

Stay connected

Website

[everestgrp.com](https://www.everestgrp.com)

Social Media

-  @EverestGroup
-  @Everest Group
-  @Everest Group
-  @Everest Group

Blog

[everestgrp.com/blog](https://www.everestgrp.com/blog)

Podcast

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

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.