Everest Group®

Market Report | Cloud and Infrastructure Services

IT Managed Security Services (MSS) PEAK Matrix® Assessment 2021

June 2021: Complimentary Abstract / Table of Contents

Everest Group PEAK MATRIX®

EGR-2021-29-CA-4379

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
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- This report is included in the following research program(s)
  – Cloud and Infrastructure Services
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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

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Background of the research

- The COVID-19 pandemic has proved to be a catalyst for MSS providers to thrive even during turbulent times, as enterprises were forced to take a step back and review their security posture and controls and reevaluate their ongoing security programs
- With unprecedented changes in IT budgets and shortage of cybersecurity talent, enterprises could not continue with their planned capex for cybersecurity. Meanwhile, MSSPs started gaining increased traction due to their investments in next-generation themes such as MDR, threat intelligence, advanced analytics, AI-/ML-enabled threat hunting, and detection
- The value proposition of these providers now revolves around orchestration and automation through modular, platform-led operations. Investment by these providers in areas such as IT/OT convergence, 5G security, connected vehicle SOC, establishing Zero Trust methodologies, and XDR is pushing enterprises to seek third-party support. These service providers are now helping enterprises clear the clutter and stay steadfast on their advanced managed security initiatives underpinned by strong security foundations

The assessment is based on Everest Group's annual RFI process conducted over Q1 2021, interactions with leading managed security service providers, and analysis of the managed security services marketplace.

This report includes the profiles of the following 28 leading service providers featured on the IT Managed Security Services (MSS) PEAK Matrix®:

- **Leaders:** Accenture, Atos, Capgemini, HCL Technologies, IBM, TCS, and Wipro
- **Major Contenders:** AT&T Cybersecurity, BT, Cognizant, Deloitte, DXC Technology, EY, Fujitsu, Infosys, LTI, Microland, Mphasis, NTT DATA, Orange Cyberdefense, Tata Communications, Tech Mahindra, T-Systems, and Zensar
- **Aspirants:** Computacenter, GAVS Technologies, Happiest Minds, and YASH Technologies

Scope of this report:

Geography
Global

Service providers
28

Services
IT managed security services

This report focuses on IT managed security services and offers insights into the prominent IT service providers operating in this space

Consulting/assessment services
Policy and process consulting, vulnerability assessment, audits, certification services, optimization, and readiness assessment services

Design and implementation
Security architecture design and rearchitecting, security roadmap formulation, security implementation services, etc.

Managed services
Ongoing device management, continuous monitoring (including remote monitoring through SOCs), incident management/response, and SIEM/SOAR

Managed security services

Managed application security
Managed SAST/DAST, vulnerability detection and management, public and internal web app scanning, advanced dynamic web client testing, and compliance reporting. DevSecOps-as-a-Service, and enterprise platform security (ERP, CRM, etc.)

Managed cloud security
Cloud security configuration, controls, and policies across enterprise cloud foundation; cloud risk management; cloud networking monitoring and automated events-based playbooks for threat detection and incident response in cloud; VPC security; cloud governance

Managed endpoint security
Managed endpoint security host intrusion detection and prevention management; managed anti-virus/anti-malware, proactive patch management, managed encryption services, and managed data loss prevention; data integrity monitoring; change management

Managed network security
Managed firewall, WAF management, DDoS mitigation and management, network intrusion detection / prevention system management; web content filtering; gateway anti-virus management

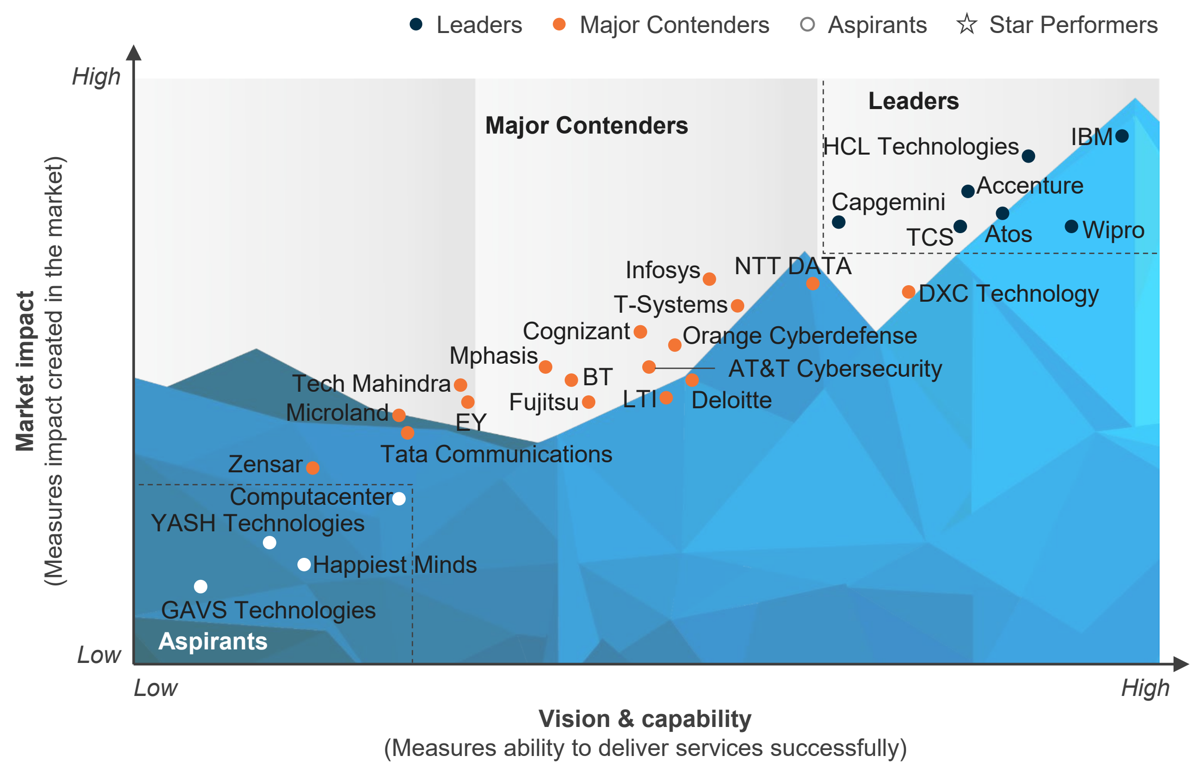
Managed IAM
Identity governance and life cycle management; PIM/PAM managed services; identity platform management; active directory services

Managed risk and compliance
Risk assessment as-a-service; security threat, risk analytics, and event correlation; enterprise compliance monitoring; security awareness training

Managed threat operations
Managed SIEM; threat hunting services; threat intelligence services; managed detection and response services; security infrastructure management; malware analysis; forensics investigations

This study offers three distinct chapters providing a deep dive into key aspects of IT managed security services market; below are three charts to illustrate the depth of the report

Everest Group IT Managed Security Services (MSS) PEAK Matrix® Assessment[1]



1 Assessments for Accenture, Atos, AT&T Cybersecurity, BT, Deloitte, EY, and IBM excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI)database, service provider public disclosures, and Everest Group's interactions with buyers

Source: Everest Group (2021)

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	Delivery 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 can serve large clients with complex security mandate leveraging its global network of SOCs that provide the needed scale; in addition, it brings an extensive partner and alliance ecosystem to help its clients
- It has invested in scaling its OT security portfolio, which not only helps clients beyond basic monitoring, but also with IT-OT convergence, OT threat hunting, response, and remediation

Areas of improvement

- Its portfolio is skewed toward the North American and Asia Pacific regions; it needs to further augment its delivery capabilities beyond these regions
- Needs to build credible proof points and capabilities in delivering managed OT and cloud security services

Research calendar
Cloud and Infrastructure Services (CIS)

Published | Planned | Current release

Flagship CIS reports	Release date
System Integrator (SI) Capabilities on Google Cloud Platform (GCP) Services PEAK Matrix® Assessment 2021	December 2020
Service Integrator (SI) Capabilities on Microsoft Azure Compendium 2021	December 2020
System Integrator (SI) Capabilities on Google Cloud Platform (GCP) Services Compendium 2021	December 2020
Cloud Hyperscalers: A Critical but Not the Only Building Block of Enterprise IT	June 2021
IT Managed Security Services (MSS) PEAK Matrix® Assessment 2021	**June 2021**
State of the Market: IT Infrastructure Automation Services	Q3 2021
Network Transformation and Managed Services PEAK Matrix® Assessment 2021	Q3 2021
SD-WAN Services PEAK Matrix® Assessment 2021	Q3 2021
State of the Market: IT Infrastructure Services (Private & Hybrid Clouds)	Q3 2021

Thematic CIS reports	Release date
Future-proofing Enterprise Transformation with Cloud-agnostic Managed Services	February 2021
Upcoming Contract Renewals – Infrastructure Services 2021	March 2021
Enterprise Pulse Report: From Dissatisfaction to Delight: Sustaining Client Satisfaction in a Post-pandemic World	March 2021
Future of SecOps: Security Operations for the Digital World	Q3 2021
Contracting for the cloud	Q3 2021

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

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