

# IT Managed Security Services (MSS) Provider Compendium 2021

July 2021: Complimentary Abstract / Table of Contents



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# Contents

<b>1. Introduction and overview</b>	<b>6</b>
• Research methodology	7
• Key information on the report	8
• Background and/or introduction	9
• Focus of the research	10
<b>2. IT Managed Security Services (MSS) PEAK Matrix® characteristics</b>	<b>11</b>
• PEAK Matrix® framework	12
• Everest Group PEAK Matrix® for IT managed security services	14
• Characteristics of Leaders, Major Contenders, and Aspirants	15
• Service provider capability summary dashboard	16
<b>3. Enterprise sourcing considerations</b>	<b>20</b>
• Leaders	20
– Accenture	21
– Atos	24
– Capgemini	27
– HCL Technologies	30
– IBM	33
– TCS	36
– Wipro	39

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# Contents

• Major Contenders	42
– AT&T Cybersecurity	43
– BT	46
– Cognizant	49
– Deloitte	52
– DXC Technology	55
– EY	58
– Fujitsu	61
– Infosys	64
– LTI	67
– Microland	70
– Mphasis	73
– NTT DATA	76
– Orange Cyberdefense	79
– Tata Communications	82
– Tech Mahindra	85
– T-Systems	88
– Zensar	91

# Contents

• Aspirants	<b>94</b>
– Computacenter	95
– GAVS Technologies	98
– Happiest Minds	101
– YASH Technologies	104
<b>4. Appendix</b>	<b>107</b>
• Glossary	108
• Research calendar	109

## 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

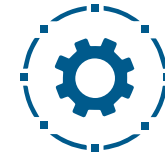
### Scope of this report:



**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 SOC's), 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

# The report includes detailed profiles for 28 leading service providers

IT Managed Security Services (MSS) Provider Compendium 2021

## Service Provider | IT managed security services profile (page 2 of 3)

### Overview

#### Scope of coverage:

Service Provider has over 3,500 FTEs dedicated to providing IT managed security services. The company manages ~five million IP addresses and ~10,000 firewalls / intrusion prevention devices. Service Provider also manages around five billion events per day and over four million end-user devices including physical desktops/laptops, mobile devices, etc.

#### IT managed security services revenue

<US\$50 million	US\$50-200 million	US\$200-500 million	>US\$500 million
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**Vision:** Service Provider aims to help clients transform to the digital age with confidence and resiliency by being an effective provider of end-to-end enterprise information security services and through innovative technology, as-a-service capabilities, and cybersecurity services to its target clients. It also empowers organizations to build resilience from the inside out, protect against known dangers, and recognize and react to the obscure.

■ High (>25%) ■ Medium (10-25%) ■ Low (<10%)

#### Adoption by industry

BFSI	Public sector
Energy and utilities	Technology
Healthcare and life sciences	Telecom, media, and entertainment
Manufacturing	Retail, distribution, and CPG

#### Adoption by geography

Asia Pacific	Rest of Europe
Middle East & Africa	Rest of the World
North America (US & Canada)	United Kingdom

#### Adoption by geography

Managed application security	Managed risk and compliance
Managed cloud security	Managed threat operations
Managed endpoint security	Managed identity and access management
Managed network security	

#### Adoption by buyer size

Small (annual revenue < US\$1 billion)	Medium (annual revenue = US\$1-5 billion)	Large (annual revenue > US\$5 billion)
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IT Managed Security Services (MSS) Provider Compendium 2021

## Service Provider | IT managed security services profile (page 3 of 3)

### Key offerings, investments, and recent activities

#### Proprietary solutions (representative list)

Solution name	Details
Autonomous identity	Identity and Access Management (IAM) solution, which utilizes data analytics and machine learning to process user data and access information through an algorithm to produce information in the form of percent certainty score
Service Provider cyber threat intelligence services	Threat intelligence to enable organizations to prevent, detect, and respond to the cyber threats that have, will, or are currently targeting their organization
Service Provider Managed Detection & Response (MDR)	Helps clients establish or improve cyber resilience and maturity by increasing visibility across the attack surface, identifying known and unknown threats, and driving insights to respond in a changing threat landscape
Service Provider secure cloud foundation	Multi-account environment constructed on hybrid, private, or public cloud that automates the setup of an environment. It is rooted in an initial security baseline, to support running secure and scalable workloads and for continuous self-healing to correct configuration drifts due to human error

#### Key partnerships/alliances leveraged to deliver IT managed security services

Name	Type of investment	Details of investment
AWS	Technology partnership	Partnership with AWS for cloud security
ForgeRock	Technology partnership	Collaboration with ForgeRock to provide digital identity and autonomous identity services
Microsoft	Technology partnership	Leverages the partnership for SIEM, endpoint protection, cloud security, and data security
Palo Alto Networks	Technology partnership	Partnership for cloud-native security, XDR, and SOAR

Service Provider also has partnerships with Cisco, CyberArk, Elastic, Forescout, Google, IBM, MicroFocus, Netskope, Nozomi Networks, Oracle, Qualys, SailPoint, Salesforce, SAP, Splunk, and Tanium, amongst others.

#### Recent investments and activities (representative list)

Development	Details
Acquisition	In 2021, Service Provider acquired XXX, a Brazil-based provider of managed security and cyber defense services to lead Service Provider's managed security services business in Latin America.
Acquisition	Service Provider acquired XXX from YYY to enhance Service Provider Security's position and boost its ability to help organizations anticipate, detect, and respond to cyber threats.



# Research calendar

## Cloud and Infrastructure Services (CIS)

Published Planned Current release

### Flagship reports

### Release date

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
“Aware Automation immunity” is the Key to Combat the COVID-19 crisis	July 2021
<b>IT Managed Security Services (MSS) Provider Compendium 2021</b>	<b>July 2021</b>
State of the Market: Managed Security 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 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 our published CIS reports, please refer to our [website page](#)



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