

Mainframe Services PEAK Matrix® Assessment 2022

November 2021: Complimentary Abstract / Table of Contents



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Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Background of the research

Despite many heralding the end-of-the-road for mainframe systems, these continue to be critical components in enterprise IT. They are still considered a strong choice for enterprises needing large processing capacities for high-volume transactions. These systems are known for superior performance and reliability delivered on the back of their unique computing architecture. However, as the pace of digital transformation mandates picks up, most enterprises are evaluating their mainframe systems for better optimization and compatibility with modern platforms and applications. Limitations around availability of skilled resources also influence enterprise decisions in this regard. Manufacturers and service providers have responded with innovative solutions for faster application deployments, intelligent optimization, and integration into modern hybrid environments.

In this research, we present an assessment and detailed profiles of 14 mainframe service providers featured on the mainframe services PEAK Matrix®. The assessment is based on Everest Group's annual RFI process for calendar year 2021, interactions with leading mainframe services providers, client reference checks, and an ongoing analysis of the mainframe services market.

This report includes the profiles of the following 14 leading mainframe service providers featured on the Mainframe Services PEAK Matrix®:

- **Leaders:** Accenture, Capgemini, HCL Technologies, IBM, and TCS
- **Major Contenders:** Atos, Cognizant, DXC Technology, Ensono, Infosys, and Mindtree
- **Aspirants:** Mphasis, Unisys, and UST

Scope of this report:



Geography
Global



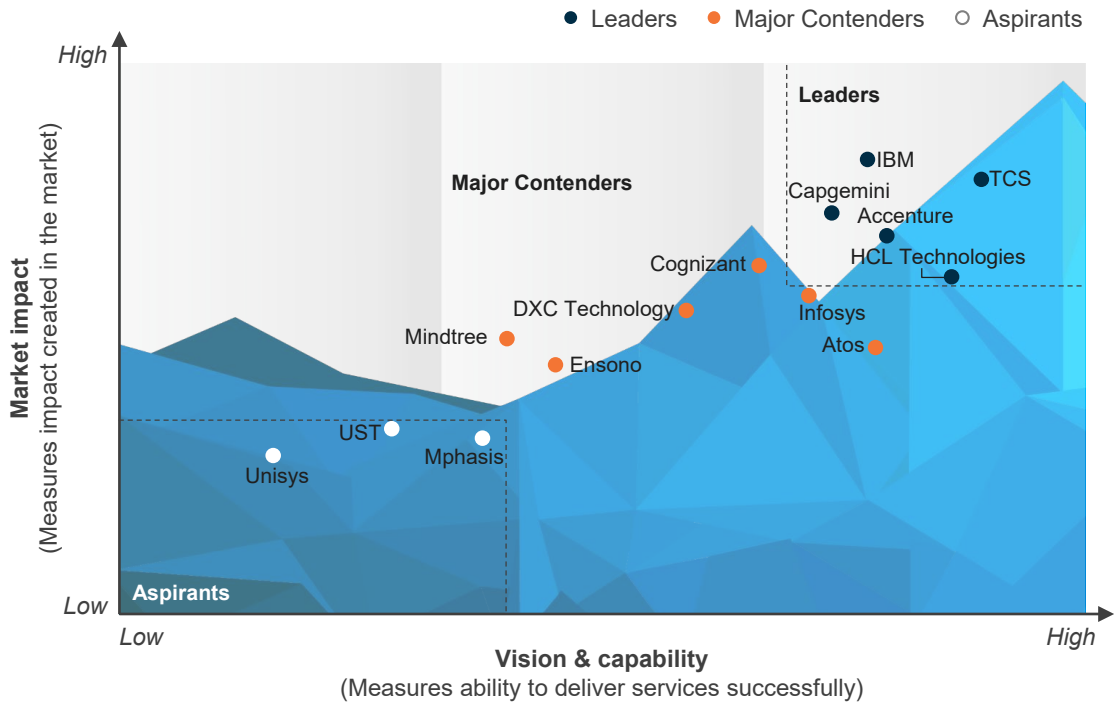
Service providers
14



Services
Mainframe services

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

Everest Group Mainframe Services PEAK Matrix® Assessment 2022¹



Capability assessment

Illustrative example

Measure of capability: ☐ Low ● High

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: ☐ Low ● High

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 1 has a balanced vision for mainframes, and offers mature use cases for mainframe migrations, management, modernization, and enhancements backed by an extensive portfolio of accelerators
- Clients have appreciated provider's competitiveness in pricing mainframe solutions and the technical expertise demonstrated by its resources

Limitations

- A few clients have expressed that it should be more proactive with mainframe optimization activities that could help reduce their costs and improve Returns on Investment(RoI)
- It has scope for further improvement in the level of industrialization in its mainframe reverse engineering and modernization accelerators

1 Assessment for Atos excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, service provider public disclosures, and Everest Group's interaction with buyers.

Source: Everest Group (2021).

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 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	June 2021
Network Transformation and Managed Services PEAK Matrix® Assessment 2021	July 2021
Software-defined Wide Area Network (SD-WAN) Services PEAK Matrix® Assessment 2021	September 2021
Mainframe Services PEAK Matrix® Assessment 2022	November 2021
State of the Market: IT Infrastructure Services	Q4 2021
Mainframe Services – Service Provider Compendium 2022	Q4 2021
Cloud Services PEAK Matrix® Assessment 2022	Q4 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
Tech Bytes for Business Leaders: Containers	August 2021
Tech Bytes for Business Leaders: Workplace-as-a-service (WaaS)	August 2021

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