Everest Group®

Application Transformation Services PEAK Matrix® Assessment 2021

June 2021: Complimentary Abstract / Table of Contents

Everest Group PEAK MATRIX®

EGR-2021-32-CA-4419

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Background of the research

Application transformation is an on-going and continuous process where the application's environment and its features constantly evolve based on the changing business needs and advancements in technologies. To compete in the digital world, enterprises are not only looking to shed yesterday's applications with flexible and modular cloud-based applications, but also to reimagine their processes to align with their cloud-first strategy.

In this research, we present an assessment and detailed profiles of 29 application transformation service providers featured on the application transformation services PEAK Matrix®. Each service provider profile captures 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 the calendar year 2021, interactions with leading application transformation services providers, client reference checks, and an ongoing analysis of the application transformation services market.

This report includes the profiles of the following 29 leading application transformation service providers featured on the application transformation services PEAK Matrix®:

- **Leaders:** Accenture, Cognizant, HCL Technologies, IBM, Infosys, Wipro, and TCS
- **Major Contenders:** Aspire Systems, Atos, Brillio, Capgemini, Deloitte, DXC Technology, LTI, Mindtree, Mphasis, NTT DATA, Softtek, Sopra Steria, Stefanini, Tech Mahindra, UST, and Virtusa
- **Aspirants:** Cybage, Damco Solutions, Datamatics, GAVS, Jade Global, and Value Labs

Scope of this report:

Geography
Global

Service providers
29 leading application transformation service providers

Services
Application transformation services

Overview and abbreviated summary of key messages

This report examines the global application transformation service provider landscape. It focuses on service provider position, assessment of their delivery capabilities, and key strengths and areas of improvement of application transformation service providers

Some of the findings in this report, among others, are:

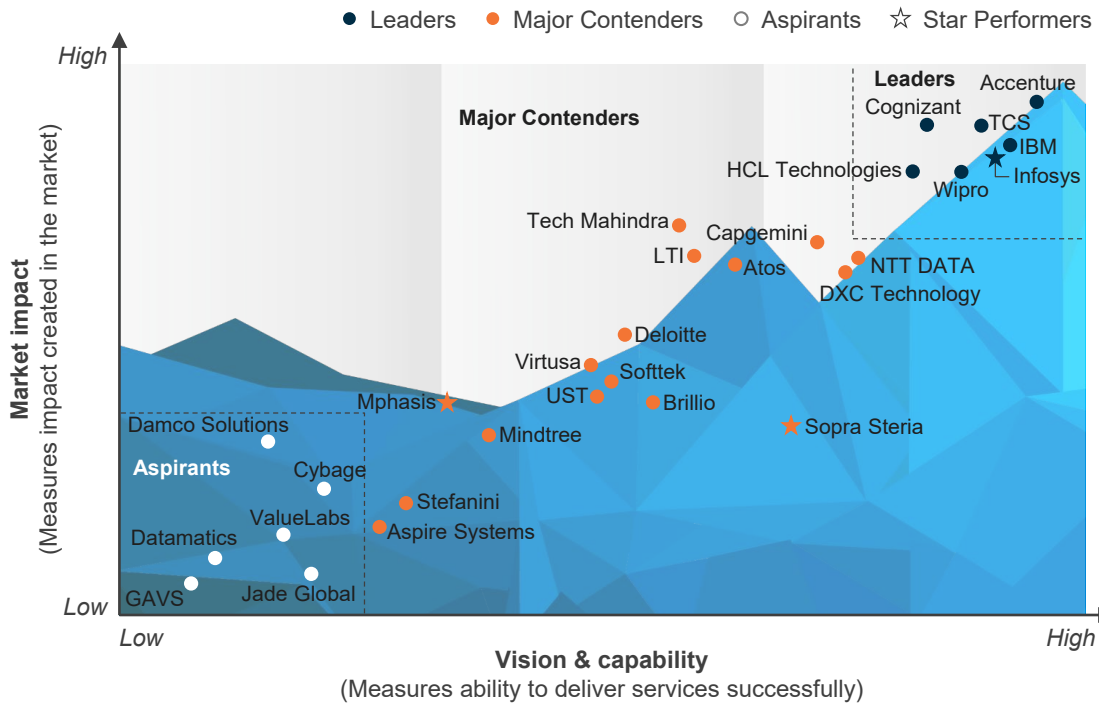**Service provider delivery capability**

- Application transformation service providers can be categorized into Leaders, Major Contenders, and Aspirants on a capability-market-share matrix

- Accenture, Cognizant, HCL Technologies, IBM, Infosys, TCS, and Wipro are the current leaders in the global cloud-native application development market. However, several service providers are emerging as major contenders

Service provider characteristics

- Leaders have exhibited strong client orientation and have helped their clients in the transformation of complex business-critical applications to achieve faster time-to-value and enhanced user experience
- They have made significant investments in building IPs and partnerships to accelerate the application transformation process and deliver custom solutions to clients
- Major Contenders have exhibited a high degree of responsiveness to client requirements and have supported clients in building strategy and prospective business cases
- They have been able to transform sophisticated applications and are extensively leveraging partnership network to fill capability gaps
- Aspirants are either focused on a region(s) or vertical(s), or currently have relatively small application transformation practice
- While they are limited by scale to cater to the requirements of large global players, they have been collaborating with clients and other service providers to drive innovation and value through their niche capabilities

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

Application Transformation Services PEAK Matrix® Assessment 2020[1,2,3]

Illustrative example

● Leaders ● Major Contenders ○ Aspirants ☆ Star Performers

Market impact (Measures impact created in the market)

High ... Low

Leaders
Accenture
Cognizant
TCS
IBM
HCL Technologies
Wipro
Infosys

Major Contenders
Tech Mahindra
Capgemini
LTI
Atos
NTT DATA
DXC Technology
Deloitte
Virtusa
Softtek
UST
Brillio
Mphasis ☆
Mindtree
Sopra Steria ☆

Aspirants
Damco Solutions
Cybage
ValueLabs
Datamatics
Stefanini
Aspire Systems
GAVS
Jade Global

Vision & capability (Measures ability to deliver services successfully)
Low ... High

1 The source of all content is Everest Group unless otherwise specified that leverage its proprietary data assets, service provider public disclosures, and interaction with buyers

2 Assessment for Atos, Capgemini, and Deloitte excludes service providers' inputs on this particular study and is based on Everest Group's estimates

3 Assessment for ValueLabs includes partial inputs from the service provider, and is based on Everest Group's estimates that leverage its proprietary data assets, service provider public disclosures, and interaction with buyers

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
- The organization has demonstrated accelerated value creation leveraging its end-to-end offering portfolio, spanning across advisory services till execution
- Clients have identified project management, client management, and domain expertise as the biggest strengths

Areas of improvement
- It can increase its focus on driving cost savings from application transformation initiatives. It needs to proactively track and demonstrate cost savings in its engagements
- It needs to further enhance its consulting capabilities to be viewed as a strategic partner for business transformation

Research calendar
Application services

Flagship application services reports	Release date
Cloud-native Application Development Services PEAK Matrix® Assessment 2020	August 2020
Cloud-native Application Development Service Provider Compendium	September 2020
Application Services – Preparing for the Post-pandemic World	October 2020
Next-generation Application Management Services PEAK Matrix® Assessment 2020	November 2020
Next-generation Application Management Service Provider Compendium	December 2020
Cloud-native Application Services – the Cloud-native Juggernaut is Rolling; Be Mindful of Pitfalls	January 2021
Application Transformation Services PEAK Matrix® Assessment 2021	**June 2021**
Enterprise QA Services PEAK Matrix® Assessment 2021	Q3 2021

Thematic application services reports	Release date
Talent Readiness for Next-generation IT Services PEAK Matrix® Assessment 2020 – Closing the Demand-Supply Gap	December 2019
Upcoming Contract Renewals – Application Services 2020	March 2020
Rapid Application Development Platform Trailblazers: Top 14 Start-ups in Low-code Platforms – Taking the Code Out of Coding	May 2020
Strength in Adversity: Enterprise Service Resilience During the COVID-19 Crisis	June 2020
Winning the War for Talent: An Enterprise Guide to Building a Sustainable Workforce Strategy	July 2020
Cloud-based Application Modernization	July 2020
Upcoming Contract Renewals – Application Services 2021	March 2021

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

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