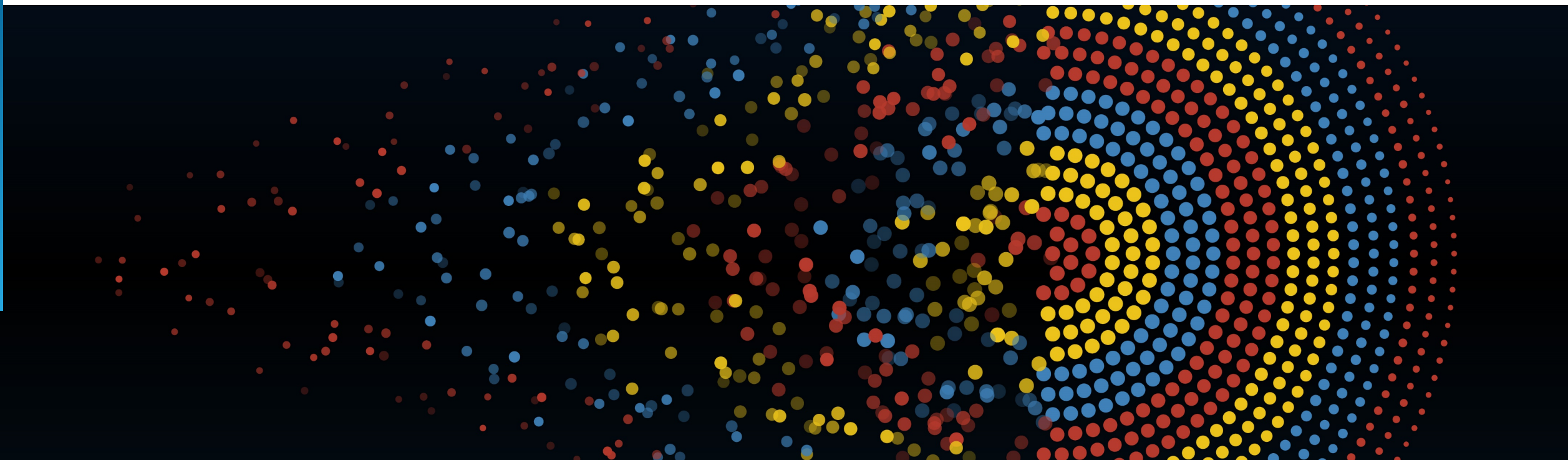# Data and Analytics (D&A) Service Provider Compendium 2021 – Update

September 2021: Complimentary Abstract / Table of Contents

Our research offerings

This report is included in the following research program(s):
Data & Analytics

- Application Services
- Banking & Financial Services BPS
- Banking & Financial Services ITS
- Catalyst™
- Clinical Development Technology
- Cloud & Infrastructure
- Conversational AI
- Contingent Workforce Management
- Cost Excellence
- Customer Experience Management Services
- Cybersecurity
- Data & Analytics
- Digital Adoption Platforms (DAP)
- Digital Services
- Engineering Services
- Enterprise Platform Services
- Finance & Accounting

- Financial Services Technology (FinTech)
- Global Business Services
- Healthcare BPS
- Healthcare ITS
- Human Resources
- Insurance BPS
- Insurance ITS
- Insurance Technology (InsurTech)
- Insurance Third-Party Administration (TPA) Services
- Intelligent Document Processing (IDP)
- Interactive Experience (IX) Services
- IT Services Executive Insights™
- Life Sciences BPS
- Life Sciences ITS
- Locations Insider™
- Market Vista™
- Mortgage Operations

- Multi-country Payroll
- Network Services & 5G
- Outsourcing Excellence
- Pricing-as-a-Service
- Process Mining
- Procurement
- Recruitment Process Outsourcing
- Rewards & Recognition
- Service Optimization Technologies
- Supply Chain Management (SCM) Services
- Talent Excellence GBS
- Talent Excellence ITS
- Technology Skills & Talent
- Trust and Safety
- Workplace Services
- Work at Home Agent (WAHA) Customer Experience Management (CXM)

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Peer analysis

Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Background and scope of the research

The ecosystem of D&A players has succeeded in educating the market on the supremacy of evidence-based decision-making over traditional thumb rule-based approaches. The pandemic further emphasized the need for agile, data-driven decision-making and placed D&A as an essential navigation tool to achieve improved business outcomes and customer and employee experience. However, organizations are still unable to achieve the full benefit of scaled D&A initiatives owing to the adoption of D&A programs in pockets, lack of data skills across the enterprise, inefficient/unoptimized data management practices, and lack of uptake of advanced technologies. In this regard, service providers can help enterprises formulate a central vision for D&A, modernize the data landscape, and upskill enterprise users to achieve business outcomes through coherent and enterprise-wide data-driven decision-making.

In this context, we present the detailed profiles of 29 service providers featured on the D&A services PEAK Matrix® 2021. Each service provider deep-dive provides a comprehensive picture of its services focus through a snapshot of its operational overview, delivery locations, key investments, and market success as assessed by Everest Group. It is based on Everest Group's annual RFI process for the calendar year 2020, interactions with leading D&A service providers, client reference checks, and ongoing analysis of the D&A services market (refer to slide 8 for key sources).

Everest Group has employed following exclusion criterion before assessing service providers in the D&A PEAK Matrix assessment:

- Service provider should have a separate team and dedicated leadership for its D&A services
- With reference to our D&A Services Framework (slide 10), the service provider should have meaningful presence across all D&A value chain segments.
- The service provider must have substantial annual revenue from its D&A services practice

This report includes the profiles of the following 29 leading D&A service providers featured on the D&A PEAK Matrix ® :

- **Leaders:** Accenture, Capgemini, Cognizant, Deloitte, IBM, Infosys, TCS, and Wipro
- **Major Contenders:** Atos, Birlasoft, Brillio, Coforge, DXC Technology, EY, HCL Technologies, KPMG, LTI, Mindtree, Mphasis, NTT DATA, PwC, Stefanini, Tech Mahindra, T-systems, and Virtusa
- **Aspirants:** DMI, Infogain, UST, and Zensar

Scope of this report:

Geography
Global

Service providers
29 leading D&A service providers

Services
D&A services (refer to page 10 for scope of the research)

Data & Analytics (D&A) – scope of research 2021
Everest Group's D&A program takes an end-to-end view of the market, covering all aspects of data and analytics solutions

Industry coverage

| BFSI | Healthcare & life sciences | Retail & CPG | Telecom | Media & entertainment | Energy & utilities | Technology |

Functional coverage

- Sales
- Marketing & branding
- Finance & Accounting (F&A)
- Procurement
- Supply chain & operations
- Human Resources (HR)
- Customer support

Strategy and consulting

- Vision and strategy for data initiatives
- Data architecture and infrastructure assessment
- Data management consulting, roadmapping, and tool selection advisory

- Vision and strategy for BI and analytics
- Business case and use case development
- BI and analytics consulting, roadmapping, and tool selection advisory

Enterprise data management	BI & reporting	Advanced analytics & insights and next-generation services	
• Data architecture and design • Data storage and administration • Data warehousing • Data integration (data pipelining, ETL, etc.) • Data quality (data profiling, cleansing, enhancement, etc.) • Master and reference data management • Metadata management (data lineage, data catalog, etc.) • Data modernization, DataOps, etc. • Data migration	• Implementation of BI tools • Data preparation and transformation for analysis • Descriptive modeling • KPI monitoring/reporting, canned reports, and intelligent business alerts • Custom visualization • Interactive and mobile BI	• Domain-specific analytics use cases • Predictive and prescriptive analytics • Cognitive services (NLP/NLG, AR/VR, computer vision, etc.) • Recommendation engines	• AI/ML, machine leaning, and deep learning • Data exchange and marketplaces • Big data, IoT, and edge analytics • Data monetization

Data governance, privacy, and security

- Data stewardship
- Data profiling
- Data encryption and masking
- Sensitive data management

- Compliance, validation, and auditing
- Data vulnerability and risk assessment
- Identity and access management
- AI governance and explainability

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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

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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 range of services in strategy, consulting, digital, technology, and operations. It assists clients in business advanced analytics and design methodologies, supply chain, talent and organization cloud and infrastructure, and other solutions. The company's clientele includes companies, Fortune Global 500 companies, government agencies, and other entities across the world, especially focusing on the US, Europe, and Asia Pacific.

Key leaders	Headquarters:
	Website:

D&A practice overview

- Service Provider 's D&A solutions, including strategy and consulting, enterprise governance, BI & visualization, advanced analytics, and next-generation services Intelligence Network & Programs (AAI N&P). Its a formal practice of professional end Data-/AI-led enterprise transformations and AI powered industry and functions driving business outcomes and value with accentuated data capabilities
- Its recent key focus areas are transforming itself into a data-powered company solutions for rapid client value creation, embedding high-end machine learning solutions innovation through its labs, innovation centers, studios, and strategic universities across the globe. Its 30+ delivery centers focus on delivering and solutions and an additional seven Centers of Excellence (CoEs) focus on leading
- Most of its deals are signed with large market clients with an annual revenue

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

Service Provider | D&A services profile (page 2 of 4)
Key delivery locations

Canada
United States
Mexico
Costa Rica
Argen

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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, funct with other technology companies and underpinned by data insights and desi
- The company holds IP in areas such as Artificial Intelligence (AI), cybersecu patents and invested US$871 million in R&D in FY 2020
- The Innovation Architecture integrates the company's end-to-end capabilities identify, develop, scale, and deliver disruptive innovations

Proprietary IP/solutions/frameworks/accelerators/tools developed

Solution name	Solution type	Year launched	Details
A	Set of solutions	2020	Scalabl and ecc
B	Assets	2020	Centre with clie
C	Framework/accelerator	2015	A collec digital o

Key partnerships (logos)

Cloud and big data: Alibaba Group, aws, Azure, Google Cloud, CLOUDERA, snowflake, teradata.

ERP: IBM, Microso

Data integration: Collibra, databricks

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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	- Multiple investments to hire, train, and upskill data and AI professionals, and the establishment of a global AI hub to meet growing client demand and anticipate future needs for data & AI talent - Establishing the AI Institute and partnering with universities for both upskilling and innovation
Innovation network	- Scaled its support infrastructure by adding multiple innovation hubs focused on data and AI in North America, Europe, and Asia to help clients create innovative solutions that deliver tangible value
Acquisitions	- In Nov 2020, acquired EndtoEnd analytics, a boutique analytics and data science consultancy based in Palo Alto, CA. EtoE Analytics brings a deep heritage in the high tech, retail, industrial, and consumer goods, supported by a strong portfolio of assets and accelerators in the areas of supply chain, forecasting, trade promotion, pricing, marketing, and customer analytics - In April 2020, acquired Core Compete a data engineering and advanced analytics firm to enhance the D&A capabilities of the firm
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 its platforms and provide these as accelerators to its client. Partnered with academic institutions to help skill the current employees. Through the Centre for Data and Insights, expanding connects with data aggregators and vendors to provide a differentiated experience for clients
R&D	- The R&D group is exploring neuromorphic computing, expanding company's heterogenous computing platform which now ranges from GPGPU to FPGA to quantum computing
Others	- Company hosted an AI leaders' program in North America and Europe, which brings executives (CAOs/CDOs) every eight weeks in an open forum that fosters engagement, communication, and idea sharing around the role of data and AI in business

Recent D&A engagements (non-exhaustive)

Client	Year of signing	Geography	Engagement details
Global quick serve restaurant	Not disclosed	Not disclosed	Client wanted to serve more customers at a better value and with a more personalized experience. Accenture undertakes a data and analytics transformation program to meet continued business demand and reduced scope, time, and effort by focusing only on data that drove value for the organization.
Global pharma company	Not disclosed	Not disclosed	Accenture helped the pharma company to create the client's rapid data labs, to enable analytic exploration and help migrate its capabilities and consolidate its vendors onto a common platform.
A North American bank	Not disclosed	North America	Using its AI tools for B2B growth, Accenture helped the client target high-value SMB prospects that have a strong propensity to close & offer deep insights into those clients' businesses.

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Research calendar
Data & Analytics

Flagship Data & Analytics reports	Release date
Artificial Intelligence (AI) Services – State of the Market Report 2021 | Scale the AI Summit Through Democratization	January 2021
Data and Analytics (D&A) Services PEAK Matrix® Assessment 2021	July 2021
Data and Analytics (D&A) Service Provider Compendium 2021 – Update	**September 2021**
Data and Analytics (D&A) Services State of the Market Report 2021	Q3 2021
Advanced Analytics & Insights (AA&I) Services PEAK Matrix® Assessment 2021	Q3 2021
Healthcare Analytics – PEAK Matrix® for Services Assessment 2021	Q3 2021
Analytics Specialists PEAK Matrix® for Services Assessment	Q3 2021

Thematic Data & Analytics reports	Release date
Recalibrating for Resiliency – 2021 Key Issues in Global Sourcing – Enterprise IT Perspective	January 2021
From Dissatisfaction to Delight: Sustaining Client Satisfaction in the Post-pandemic World	March 2021
Customer Data Platform Trailblazers: Top 15 Startups Redefining Hyper-personalization	March 2021
Analytics Accelerating Industry 4.0: The Quest for Operational Resilience and Agility in Manufacturing	May 2021
Acquisitions Galore – Everest Group Point of View on Rising M&A Activity in the DSA Services Space	Q3 2021
Data Modernization – The Backbone of a Future-Ready Enterprise	Q3 2021
Augmented Data Management – How AI is Transforming the Way an Enterprises Capture, Store, and Manage Data	Q3 2021

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

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