

Microsoft Dynamics 365 Services PEAK Matrix[®] Assessment 2021

September 2021: Complimentary Abstract / Table of Contents



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Background of the research

- Enterprises, especially small and medium, are adopting Microsoft Dynamics 365 to modernize customer experience and finance and operations, enable end-to-end visibility across the supply chain, and streamline marketing and sales. Large enterprises adopt Microsoft Dynamics 365 mainly to buttress their core ERP and CX
- Microsoft has established its sweet spot by closely integrating Dynamics 365 with Microsoft office, outlook, and teams. It has gained momentum in the market owing to lower TCO compared to its close competitors and faster time to market as it is SaaS-enabled
- To help adopt Microsoft Dynamics 365 across existing complex portfolio, service providers are investing in skilling talent and building robust accelerators to help enterprises in their digital transformation journeys
- In this research, we present an assessment of 18 service providers featured on the Microsoft Dynamics 365 services PEAK Matrix®
- The assessment is based on Everest Group's annual RFI process for calendar year 2020, interactions with leading services providers, client reference checks, and an ongoing analysis of the Microsoft Dynamics 365 services market

This report includes the profiles of the following 18 leading service providers featured on the Microsoft Dynamics 365 services PEAK Matrix:

- **Leaders:** Accenture and Avanade, HCL Technologies, Hitachi Solutions, and Infosys
- **Major Contenders:** Capgemini, Cognizant, Deloitte, HSO, IBM, LTI, Sonata, TCS, and Wipro
- **Aspirants:** Alithya, Birlasoft, UST, Visionet, and Yash Technologies

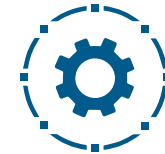
Scope of this report:



Geography
Global



Service providers
18

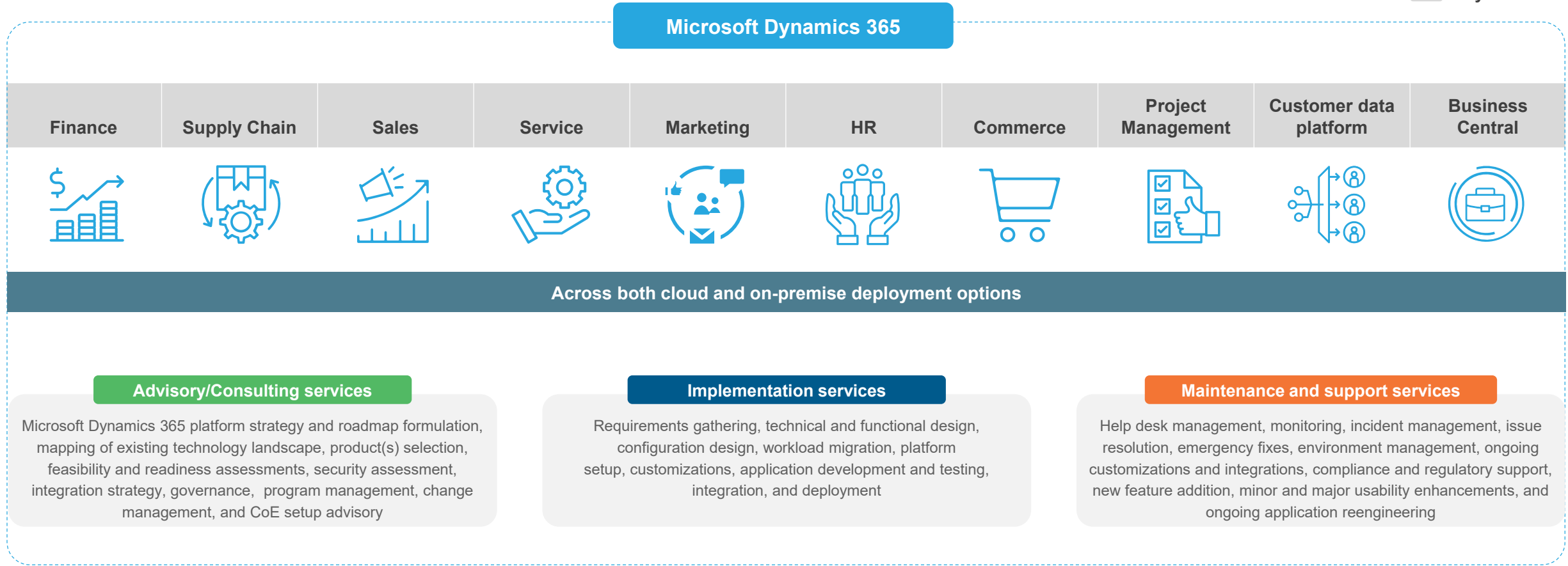


Services
Microsoft Dynamics 365
services

Everest Group's definition of scope of Microsoft Dynamics 365 services

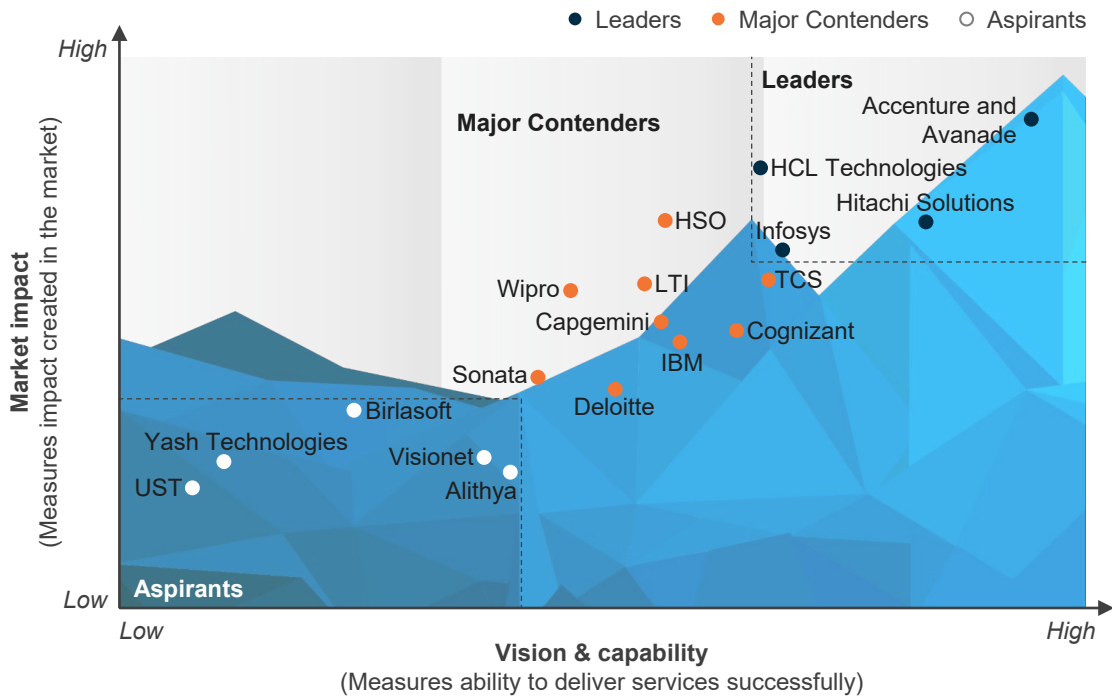
NOT EXHAUSTIVE

Key functions



This study offers three distinct chapters providing a deep dive into key aspects of Microsoft Dynamics 365 services market; below are three charts to illustrate the depth of the report

Everest Group Microsoft Dynamics 365 Services PEAK Matrix® Assessment 2021¹



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 is a good fit for enterprises seeking end-to-end business transformation with Microsoft Dynamics 365 especially in BFSI, manufacturing, and retail industries
- It has good account management capabilities, and its existing clients acknowledge leveraging the competency of service provider 1 for future requirements

Areas of improvement

- Service provider 1 may occasionally face challenges to retain a persistent team during an engagement
- Mature clients need to evaluate service provider 1's organization change management services since feedback is not consistent or Accenture doesn't do it in many engagements

¹ Assessments for Capgemini, Deloitte, and IBM exclude 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)

Research calendar

Enterprise Platform Services (EPS)

■ Published
 ■ Planned
 ■ Current release

Flagship EPS reports

	Release date
Pega Service Provider Compendium 2021	February 2021
ServiceNow Services – the Uberization of IT, HR, and Employee Workflows	February 2021
Enterprise Platform Services – Renewal Opportunity for Service Providers	February 2021
Salesforce Healthcare Services – State of the Market 2021	March 2021
SAP S/4HANA Services PEAK Matrix® Assessment 2021	May 2021
SAP S/4HANA Service Provider Compendium 2021	June 2021
Microsoft Dynamics 365 Services PEAK Matrix® Assessment 2021	September 2021
Microsoft Dynamics 365 Service Provider Compendium 2021	Q3 2021
SAP S/4HANA Services – State of the Market 2021	Q4 2021
Microsoft Dynamics 365 Services – State of the Market 2021	Q4 2021
Supply Chain Management (SCM) Platforms PEAK Matrix® Assessment 2021	Q4 2021
Oracle Cloud Application Services PEAK Matrix® Assessment 2021	Q4 2021

Thematic EPS reports

	Release date
Cloud Management Platform Trailblazers: Top 10 Start-ups Creating Buzz in the Market	October 2020
Assessment of the Niche ServiceNow Services Partner Ecosystem	May 2021
Logistics Visibility Trailblazer	Q3 2021

Note: For a list of all of our published EPS reports, please refer to our [website page](#)



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