

Cloud Services Provider Compendium 2022 – Europe

January 2022: Complimentary Abstract / Table of Contents



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- ▶ Service Optimization Technologies
- ▶ Supply Chain Management (SCM) Services
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Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Contents

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1. Introduction and overview	6
• Research methodology	7
• Key information on the report	8
• Background and/or introduction	9
• Focus of the research	10
2. Cloud Services PEAK Matrix® characteristics	11
• PEAK Matrix framework	12
• Everest Group PEAK Matrix for Cloud Services – Europe	14
• Characteristics of Leaders, Major Contenders, and Aspirants	15
3. Enterprise sourcing considerations	19
• Leaders	19
– Accenture	20
– Atos	25
– Capgemini	31
– DXC Technology	40
– HCL Technologies	46
– IBM	54
– Infosys	61
– TCS	67
– Wipro	73

Contents

• Major Contenders	79
– Cloudeach	80
– Cognizant	85
– Deloitte	91
– Ensono	97
– Fujitsu	103
– GFT	109
– LTI	114
– Microland	120
– Mindtree	125
– Mphasis	131
– NTT DATA	137
– Orange	143
– Sopra Steria	149
– Tech Mahindra	155
• Aspirants	160
– Coforge	161
– Unisys	166
– UST	172

Contents

- Aspirants (continued)

- Virtusa 176

- Zensar 182

- 5. Appendix 187**

- Glossary 188

- Research calendar 190

Background of the research

The COVID-19 pandemic has accelerated the pace of digital transformation and increased the adoption of cloud among enterprises. Enterprises are no longer looking at cloud just from a cost-saving perspective, but as an area of investment that drives value for their businesses. Clients expect services beyond cloud with the aspects of customer experience-centric design, business-led transformation, and code-based infrastructure embedded in the overall transformation play. Cloud sustainability across environmental, social, and governance themes and data sovereignty are emerging as key decision-making criteria for European customers while selecting a service provider.

Enterprises prefer service providers with solid hybrid cloud solution portfolio and delivery capabilities characterized by strong regional presence in Europe. Service providers are adopting platform-based instead of service-based approach to design offerings and are approaching clients with industry-specific cloud solution portfolios. Enterprises are looking for partners to aid them in end-to-end cloud adoption journey across cloud consulting, infrastructure design/build, modernization, private cloud hosting, cloud operations, and cloud security services.

In this research, we provide detailed profiles of 28 IT service providers for their capabilities in the European region featured on [Cloud Services PEAK Matrix® Assessment 2022 – Europe](#). The assessment is based on Everest Group’s annual RFI process for calendar year 2021, interactions with leading cloud services providers, client reference checks, and an ongoing analysis of the cloud services market.

This report includes the profiles of the following 28 leading cloud service providers featured on the cloud services PEAK Matrix® - Europe:

- **Leaders:** Accenture, Atos, Capgemini, DXC Technology, HCL Technologies, IBM, Infosys, TCS, and Wipro
- **Major Contenders:** Cloudreach, Cognizant, Deloitte, Ensono, Fujitsu, GFT, LTI, Microland, Mindtree, Mphasis, NTT DATA, Orange, Sopra Steria, and Tech Mahindra
- **Aspirants:** Coforge, Unisys, UST, Virtusa, and Zensar

Scope of this report



Geography
Europe



Service providers
28



Services
Cloud services

This report provides an insight into cloud services

Cloud services – market definition

Consulting services

- Strategy formulation (business and technical); TCO analysis
- Cloud adoption roadmap formulation, cloud readiness assessment, application assessment, and benchmarking
- Hybrid / multi-cloud feasibility assessment and adoption roadmap formulation

Infrastructure design/build services

- Design, implementation, and build of ground-up cloud infrastructure/platform for public cloud, private cloud, and edge cloud
- Design and implementation of hybrid cloud and multi-cloud

Cloud modernization services

- Application/workload migration (lift and shift) to cloud and between clouds (competitive migration)
- App/data platform modernization, application refactoring, application rearchitecting, and decommissioning
- Cloud-native and container-native application development

Private cloud hosting

SI-owned private/colocation cloud hosting and hosted as-a-service offerings (disaster recovery, storage, private Platform-as-a-Service (PaaS), and Infrastructure-as-a-Service (IaaS))

Infrastructure design/build services

- L1, L2, L3, and L4 support, operations, monitoring, capacity planning, and configuration support for cloud and container workloads
- Cloud orchestration, automation, optimization, and billing
- Next-generation IT operations: FinOps, AIOps, DevSecOps, etc.
- Excluding higher than L1 application management services

Cloud security

- Cloud security consulting, vulnerability assessment, and auditing
- Cloud security design and implementation
- Cloud security managed services, incident management/response, cloud governance & monitoring, and container security for cloud workloads

The report includes detailed profiles of 29 cloud services providers

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Service provider | cloud services profile – Europe (page 1 of 6)
Everest Group assessment –

Cloud Services Provider Compendium 2022 – Europe

Service provider | cloud services profile – Europe (page 2 of 6)
Overview

Market impact

Market adoption	Portfolio mix	Value

Strengths

- As part of the offering, service provider has invested in agnostic cloud services and developing a strong solutions and platform solutions across multiple multiple proof points for the implementation of
- Service provider is a good fit for clients looking demand themes such as IoT, edge computing, are supported by investments in partner ecosystem
- Service provider has been stepping up its capabilities in Belgium and worldwide
- Enterprise buyers have highlighted its collaborative solutioning flexibility as key strength areas

Cloud services revenue (2020)

<US\$200 million	US\$200-500 million

Vision
Service provider envisions to be its clients' trusted partner has committed to investing US\$1 billion in cloud technology partnerships over the next three years.

Cloud Services Provider Compendium 2022 – Europe

Service provider | cloud services profile – Europe (page 3 of 6)
Case studies

Case study 1 Enabled hybrid cloud services (BLE) services

Client: a leading equipment manufacturer in North America

Business challenge
The client saw declining revenues owing to the rise of expand the service portfolio and enable hybrid cloud services

Solution
Wipro proposed to deliver turnaround of hybrid cloud through reuse of the existing platform framework and customer's cloud footprint to 50,000 devices. The engagement involving detailed designs, workshops, and design-led center of the design and plug-in framework to deliver standard timeline of 24 months.

Impact

- Implemented customer journey mappings
- Customized and integrated blueprints and automation
- Delivered over 80 use cases and completed over 500

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Service provider | cloud services profile – Europe (page 4 of 6)
Solutions

Proprietary solutions (representative list)

Solution name	Details
Solution 1	It helps customer
Solution 2	It is the reimagine
Solution 3	An automated ass
Solution 4	It is a platform tha
Solution 5	A comprehensive
Solution 6	A productized ser
Solution 7	A fully orchestrate
Solution 8	It is an end-to-end

Cloud Services Provider Compendium 2022 – Europe

Service provider | cloud services profile – Europe (page 5 of 6)
Partnerships

Partnerships (representative list)

Partner name	Details
Partner 1	A premier consul
Partner 2	Service provider i
Partner 3	A Premier Partne
Partner 4	An IBM Platinum
Partner 5	Partnered to help
Partner 6	A long-standing g
Partner 7	A premier partner
Partner 8	It is a global strat
Partner 9	Partnered to deliv

Cloud Services Provider Compendium 2022 – Europe

Service provider | cloud services profile – Europe (page 6 of 6)
Investments and recent activities

Investments (representative list)

Investment name	Details
Investment 1	Investment in building out three targeted business groups as part of its Cloud practice: the Microsoft Business Group (MBG), Amazon Business Group (ABG), and Google Business Group (GBG)
Investment 2	Investment in implementing cloud-based industry solutions in different verticals <ul style="list-style-type: none"> Smart Buildings is an IoT-based offering that helps real estate companies reduce utilities and facility management costs and improve occupant experience and safety Connected Factory helps manufacturers (automotive, industrial equipment, food & beverage, etc.) improve visibility, efficiency, quality, and equipment uptime associated with manufacturing operations An omnichannel digital ordering platform designed for the restaurant and food services industry
Investment 3	Learning process is based on the creation of a customized role development plan for each associate, based on their role and the technology they are working on.

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Research calendar

Cloud and Infrastructure Services

■ Published
 ■ Planned
 ■ Current release

Flagship reports

	Release date
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
Cloud Services PEAK Matrix® Assessment 2022 – North America	December 2021
Cloud Services PEAK Matrix® Assessment 2022 – Europe	December 2021
Cloud Services Provider Compendium 2022 – North America	January 2022
Cloud Services Provider Compendium 2022 – Europe	January 2022
State of the Market: IT Infrastructure Services	Q1 2022
Mainframe Services Service Provider Compendium 2022	Q1 2022
State of the Market: Mainframe Services	Q1 2022

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
Tech Bytes for Business Leaders: Containers	August 2021
Tech Bytes for Business Leaders: Workplace-as-a-Service (WaaS)	August 2021

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