

# System Integration (SI) Capabilities on Amazon Web Services (AWS) PEAK Matrix® Assessment 2022

August 2022: Complimentary Abstract / Table of Contents



# Our research offerings

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

## Cloud and Infrastructure

- ▶ Application Services
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Conversational AI
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Engineering Services
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Engineering Services
- ▶ Enterprise Platform Services
- ▶ Finance and Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ Global Business Services
- ▶ Healthcare Business Process
- ▶ Healthcare Information Technology
- ▶ Human Resources Outsourcing
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Executive Insights™
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Outsourcing Excellence
- ▶ Pricing-as-a-Service
- ▶ Process Mining
- ▶ Procurement
- ▶ Recruitment
- ▶ Retirement Technologies
- ▶ Rewards and Recognition
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at [info@everestgrp.com](mailto:info@everestgrp.com)

Learn more about our  
**custom research capabilities**

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations,  
risk, technologies

Locations: costs, skills,  
sustainability, portfolios

# Contents

For more information on this and other research published by Everest Group, please contact us:

**Mukesh Ranjan**, Vice President

**Kumar Avijit**, Practice Director

**Sushree Acharya**, Senior Analyst

**Zachariah Chirayil**, Senior Analyst

**Kaustubh K**, Senior Analyst

**Deepti Sekhri**, Senior Analyst

**Anushka Sharma**, Senior Analyst

<b>1. Introduction and overview</b>	<b>6</b>
• Research methodology	7
• Key information on the report	8
• Background of the research	9
• Focus of the research	10
<b>2. SI capabilities on AWS PEAK Matrix® characteristics</b>	<b>11</b>
• PEAK Matrix framework	12
• Everest Group PEAK Matrix for SI capabilities on AWS	15
• Characteristics of Leaders, Major Contenders, and Aspirants	16
• Star Performer summary	17
• System integrator capability summary dashboard	18
<b>3. Enterprise sourcing considerations</b>	<b>22</b>
• Leaders	22
– Accenture	23
– Capgemini	24
– HCL Technologies	25
– Infosys	26
– TCS	27
– Wipro	28

# Contents

• Major Contenders	29
– Brillio	30
– Cognizant	31
– Deloitte	32
– DXC Technology	33
– EPAM	34
– GFT	35
– IBM	36
– LTI	37
– Microland	38
– Mphasis	39
– NTT DATA	40
– Orange Business Services	41
– Persistent Systems	42
– Rackspace Technology	43
– Sopra Steria	44
– Tech Mahindra	45
– TO THE NEW	46

# Contents

- Major Contenders (continued)

---

  - UST 47
  - Virtusa 48
- Aspirants 49

---

  - Aspire Systems 50
  - Jade Global 51
  - Tavant 52
  - Xebia 53
- 4. Appendix 54**

---

  - Glossary 55
  - Research calendar 57

## Background of the research

The growth of enterprise adoption of public cloud is accelerating. The public cloud market is seeing a proliferation in services offered by the hyperscalers and a corresponding increase in the investments made by SIs in their hyperscaler-specific cloud services and solution portfolio. AWS continues to dominate the overall public cloud market and is focusing on innovation across different portfolio segments covering infrastructure, platform, data, and next-generation services.

With more enterprises embarking on their public cloud migration journey, integrated delivery, and effective management of integrated capabilities across the core infrastructure, cloud application, and data on cloud has become crucial. Enterprises are looking for strong system integration capabilities across the entire life cycle of the cloud journey covering consulting, infrastructure design/build, cloud modernization, and cloud operate services for individual hyperscaler portfolio segments.

SIs are investing in a joint go-to-market approach, AWS-specific organization structure, talent development roadmap, AWS-specific solutions and IPs, and co-innovation activities to cater to enterprise demands. There has been an uptick in both organic and inorganic investments by SIs to attain AWS accreditations and competencies.

In this research, we present the assessment and detailed profiles of 29 SIs featured on the System Integration Capabilities on AWS PEAK Matrix® Assessment 2022. The assessment is based on Everest Group's annual RFI process for calendar year 2022, interactions with leading SIs, client reference checks, and an ongoing analysis of the AWS services market.

### This report includes the profiles of the following 29 leading AWS SIs featured on the AWS PEAK Matrix:

- **Leaders:** Accenture, Capgemini, HCL Technologies, Infosys, TCS, and Wipro
- **Major Contenders:** IBM, Brillio, Cognizant, Deloitte, DXC Technology, EPAM, GFT, LTI, Microland, Mphasis, NTT DATA, Orange Business Services, Persistent Systems, Rackspace Technology, Sopra Steria, Tech Mahindra, TO THE NEW, UST, and Virtusa
- **Aspirants:** Aspire Systems, Jade Global, Tavant, and Xebia

### Scope of this report



**Geography**  
Global



**Providers**  
29 leading AWS SIs



**Services**  
AWS cloud services

## Overview and abbreviated summary of key messages

In this research, we present the assessment and detailed profiles of 29 SIs featured on the System Integration Capabilities on AWS PEAK Matrix® Assessment 2022. The assessment is based on Everest Group's annual RFI process for calendar year 2022, interactions with leading SIs, client reference checks, and an ongoing analysis of the AWS services market.

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

### Everest Group PEAK Matrix® for System Integration Capabilities on AWS

**This report includes the profiles of the following 29 leading AWS SIs featured on the AWS PEAK Matrix:**

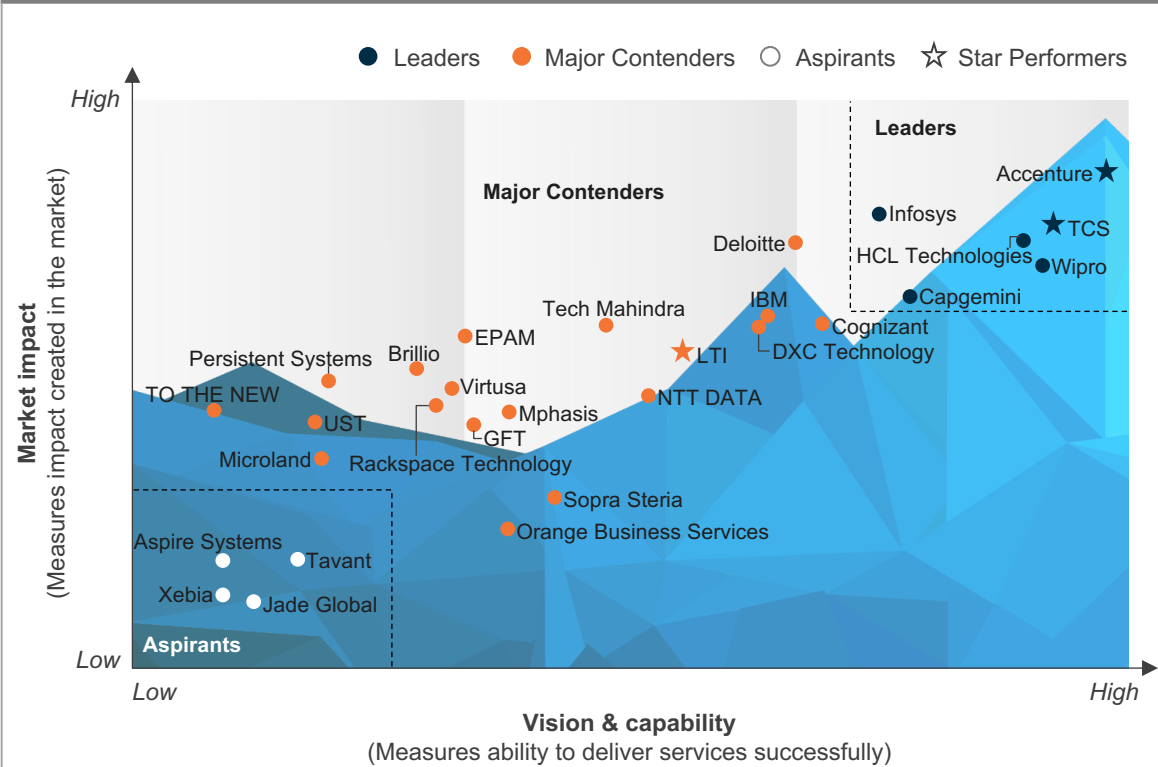
- **Leaders:** Accenture, Capgemini, HCL Technologies, Infosys, TCS, and Wipro
- **Major Contenders:** IBM, Brillio, Cognizant, Deloitte, DXC Technology, EPAM, GFT, LTI, Microland, Mphasis, NTT DATA, Orange Business Services, Persistent Systems, Rackspace Technology, Sopra Steria, Tech Mahindra, TO THE NEW, UST, and Virtusa
- **Aspirants:** Aspire Systems, Jade Global, Tavant, and Xebia

### System integrator characteristics

- Leaders continue to make strategic investments in AWS partnership through AWS accreditations, partner launch programs, and competencies for various industries, use cases, and workloads, along with joint go-to-market initiatives and solution co-creation with AWS
- While major contenders are increasingly investing in building AWS competencies across various workloads and use cases, their capabilities in offering verticalized cloud solutions built on AWS and AWS-specific cross-industry assets lag Leaders
- AWS system integration capabilities of Aspirants are in the initial stages of the partnership level in terms of accreditations, qualifications, and competencies

# This study offers 29 distinct chapters providing a deep dive into key aspects of AWS cloud service provider market; below are three charts to illustrate the depth of the report

System Integrator Capabilities on AWS PEAK Matrix® Assessment 2022<sup>1</sup>



1 Assessments for Capgemini and Deloitte excludes system integrator inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these system integrators, system integrator public disclosures, and Everest Group's interaction with buyers

Source: Everest Group (2022)

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**

- It can serve BFSI, media, and retail clients well with its broad range of industry contextualized solutions
- Enterprises' time-to-market can be accelerated with its cloud modernization factory, which allows it to maintain quality during cloud engagements, build templated frameworks/blueprints, and enable automation
- Enterprises looking for accelerated digital transformation can benefit from its IPs and integrated cloud services solution

**Limitations**

- Enterprises seeking to explore next-generation solutions in AWS should be wary of its capabilities in offering them as it lags peers in acquiring next-generation capabilities on AWS
- Enterprises should carefully evaluate its delivery capabilities as it lags in AWS accreditations and qualifications, where its peers have an edge
- Enterprises might not find it to be impactful while serving enterprises outside its traditionally strong verticals due to the absence of AWS-specific capabilities in the area



# Research calendar

## Cloud and Infrastructure Services (CIS)

Published Planned Current release

Reports title	Release date
Cloud Services Provider Compendium 2022 – North America	January 2022
Cloud Services Provider Compendium 2022 – Europe	January 2022
Software-Defined Wide Area Network (SD-WAN) Service Provider Compendium 2022	January 2022
IT Service Provider of the Year - 2022	February 2022
Contract Renewal – Information Technology (IT) Services 2022	March 2022
Rise of Industry Cloud	April 2022
The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists	May 2022
Enterprise Pulse 2022: Solving the Talent Conundrum around Availability, Attrition, and Reskilling of the Workforce	June 2022
Mainframe Services State of the Market Report 2022	July 2022
<b>System Integration (SI) Capabilities on Amazon Web Services (AWS) PEAK Matrix® Assessment 2022</b>	<b>August 2022</b>
System Integration (SI) Capabilities on Azure PEAK Matrix® Assessment 2022	Q3 2022
System Integration (SI) Capabilities on Google Cloud Platform (GCP) PEAK Matrix® Assessment 2022	Q3 2022
Next-Generation Hybrid Cloud Model	Q3 2022
Cloud Services State of the Market 2022	Q3 2022
Network Transformation PEAK Matrix Assessment (Focus on Telcos) 2022	Q3 2022
Network Services State of the Market – Exploring the Wireless Enterprise	Q3 2022

Note: [Click](#) to see a list of all of our published CIS reports



Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our research also covers the technologies that power those processes and functions and the related talent trends and strategies. Our clients include leading global companies, service and technology providers, and investors. Clients use our services to guide their journeys to maximize operational and financial performance, transform experiences, and realize high-impact business outcomes. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

## Stay connected

### Website

[everestgrp.com](http://everestgrp.com)

### Social Media

 [@EverestGroup](https://twitter.com/EverestGroup)

 [@Everest Group](https://www.linkedin.com/company/everestgrp)

 [@Everest Group](https://www.facebook.com/EverestGroup)

 [@Everest Group](https://www.youtube.com/EverestGroup)

### Blog

[everestgrp.com/blog](http://everestgrp.com/blog)

### Dallas (Headquarters)

[info@everestgrp.com](mailto:info@everestgrp.com)

+1-214-451-3000

### Bangalore

[india@everestgrp.com](mailto:india@everestgrp.com)

+91-80-61463500

### Delhi

[india@everestgrp.com](mailto:india@everestgrp.com)

+91-124-496-1000

### London

[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)

+44-207-129-1318

### Toronto

[canada@everestgrp.com](mailto:canada@everestgrp.com)

+1-647-557-3475

*This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.*