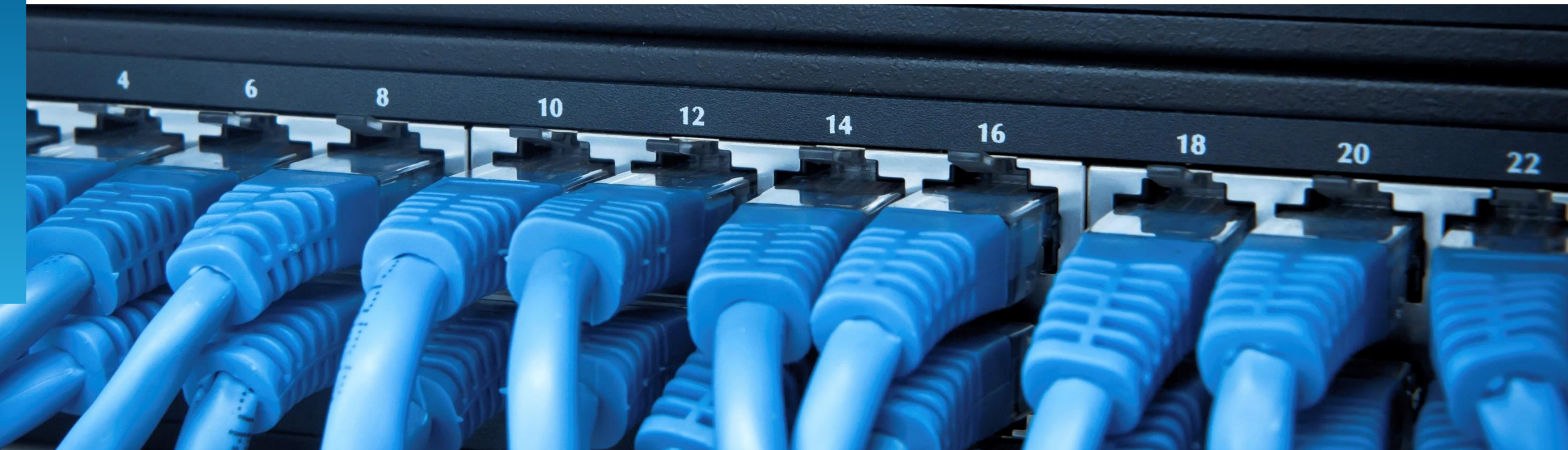# Network Transformation Services PEAK Matrix® Assessment – Communication Service Providers (CSPs) 2023

December 2022: Complimentary Abstract / Table of Contents

EGR-2022-29-CA-5685

Our research offerings

This report is included in the following research program(s):
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- Application Services
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- Banking and Financial Services Business Process
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- Sustainability Technology and Services
- Talent Excellence GBS
- Talent Excellence ITS
- Technology Skills and Talent
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- Value and Quality Assurance (VQA)
- Work at Home Agent (WAHA) Customer Experience Management (CXM)

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Overview and abbreviated summary of key messages

In this research, we present the assessment and detailed profiles of 12 communication service providers featured on the Network Transformation Services PEAK Matrix® Assessment – CSPs 2023. The assessment is based on Everest Group's annual RFI process for the calendar year 2022, interactions with leading CSPs, client reference checks, and an ongoing analysis of the network services market.

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

Everest Group PEAK Matrix for CSPs on network transformation services

This report includes the profiles of the following 12 leading CSPs featured on the Network Transformation Services PEAK Matrix:
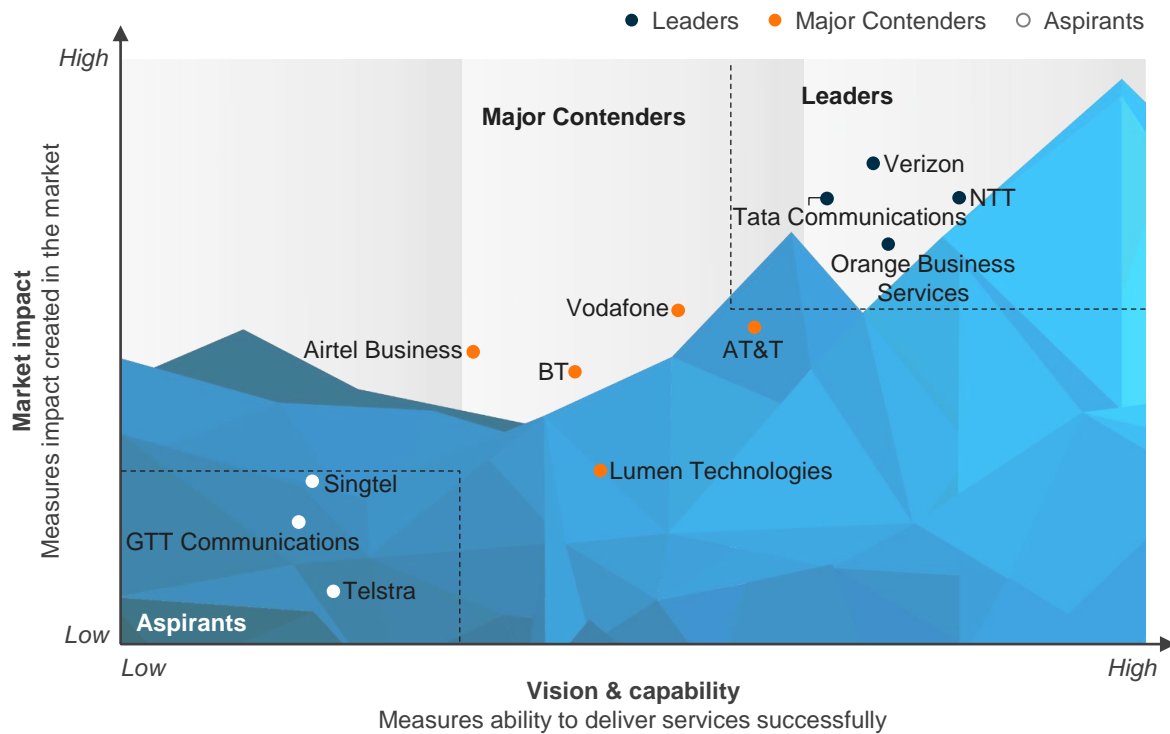
- **Leaders:** NTT, Orange Business Services, Tata Communications, and Verizon
- **Major Contenders:** Airtel Business, AT&T, BT, Lumen Technologies, and Vodafone
- **Aspirants:** GTT Communications, Singtel, and Telstra

Communication service provider capabilities

- Leaders have expanded their positioning from being telecommunication service providers to digital service providers through extensive investments to support connectivity requirements for cloud, edge, IoT, AI/ML workloads, and industry-specific application
- Major contenders are evolving to become digital services providers; however, they lack maturity and investments in comparison to the leaders in this assessment
- Aspirants are in the early stage of evolving into a digital services providers and are expected to compete effectively in the coming years

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This study offers 12 distinct chapters providing a deep dive into key aspects of network services market; below are three charts to illustrate the depth of the report

Network Transformation Services PEAK Matrix® Assessment – CSPs 2022[1]

Illustrative example

● Leaders   ● Major Contenders   ○ Aspirants

Market impact — Measures impact created in the market (vertical axis, Low → High)

Vision & capability — Measures ability to deliver services successfully (horizontal axis, Low → High)

Leaders:
- Verizon
- Tata Communications
- NTT
- Orange Business Services

Major Contenders:
- Vodafone
- Airtel Business
- BT
- AT&T
- Lumen Technologies

Aspirants:
- Singtel
- GTT Communications
- Telstra

1. In this study, Assessments for AT&T, Airtel Business, BT, Lumen Technologies, Orange Business Services, Singtel, Telstra, Verizon, and Vodafone exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, service provider public disclosures, and Everest Group's interaction with buyers

Source: Everest Group (2022)

Capability assessment

Illustrative example

Measure of capability: ◔ Low ● High

Providers	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Provider 1	◑	◔	◑	◑	◑	◔	◕	◑	◑
Provider 2	◔	◑	◑	◔	◔	◑	◕	◑	◔
Provider 3	◔	◑	◑	◑	◑	◑	◑	◑	◑
Provider 4	◑	◑	◑	◔	●	◔	◕	◑	◑
Provider 5	◔	◑	◑	◑	◑	◑	◑	◑	◑
Provider 6	◑	◑	◑	◑	◑	◑	◑	◑	◑
Provider 7	◑	◔	◑	◑	◑	◑	●	◑	◑
Provider 8	◑	◔	◑	◑	◑	◔	◑	◑	◔
Provider 9	◔	◑	◑	◑	●	◔	◑	◑	◔

Everest Group's remarks on 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
- Enterprises from the manufacturing, public sector, and BFSI verticals will find provider suitable due to its strong proof points and domain expertise serving these industries
- Clients appreciate provider for its competitive and reliable services while opting a progressive approach

Limitations
- Provider needs to maintain regular cadence after deploying services as it is perceived to provide sub-par customer support post sales
- Enterprises looking for network automation, monitoring, and analytics capabilities will not find provider suitable due to lack of significant investments

Research calendar
Cloud and Infrastructure Services (CIS)

Reports title	Release date
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
An Integrated Operations Transformation Approach to Network Operations	July 2022
Mainframe Services State of the Market Report 2022	July 2022
System Integration (SI) Capabilities on Amazon Web Services (AWS) PEAK Matrix® Assessment 2022	August 2022
System Integration (SI) Capabilities on Microsoft Azure PEAK Matrix® Assessment 2022	August 2022
System Integration (SI) Capabilities on Amazon Web Services (AWS) Provider Compendium 2022	September 2022
System Integration (SI) Capabilities on Microsoft Azure Provider Compendium 2022	September 2022
System Integration (SI) Capabilities on Google Cloud Platform (GCP) PEAK Matrix® Assessment 2022	November 2022
Network Transformation Services PEAK Matrix® Assessment – Communication Service Providers (CSPs) 2023	**December 2022**
Network Transformation Services Provider Compendium – Communication Service Providers (CSPs) 2023	Q1 2023
Network Transformation and Managed Services PEAK Matrix® Assessment – System Integrators (SIs) 2023	Q2 2023

Note: Click to see a list of all of our published Cloud and Infrastructure Services reports

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