Artificial Intelligence (AI) Service Provider Compendium 2022

March 2022: Complimentary Abstract / Table of Contents

Our research offerings

This report is included in the following research program(s):
Digital Services, Data and Analytics

- ▶ 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
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Engineering Services
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ 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 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
- ▶ Retirements 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**

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:

Nitish Mittal, Partner

Nisha Krishan, Practice Director

Suseel Menon, Senior Analyst

Arushi Pandey, Senior Analyst

Contents

Background of the research

AI has reached a critical juncture and it now moving toward mass adoption and industrialization accelerated by the pandemic. We are seeing AI adoption at a much larger scale across different enterprise segments and industries, as enterprises look to bounce back from the pandemic more resilient and disruption-proof. As a result of this push, enterprises are employing AI as a lever in the broader digital transformation to improve cost-effectiveness, increase employee productivity, manage risks, and better target customers in the digital realm. We expect this wave of AI adoption to continue as more and more businesses look to AI to overcome challenges and sustain their business growth.

This deep percolation of AI across a wide array of enterprises will become the watershed moment known for the advancing and propagation of responsible AI. Enterprises have become more customer sensitive and conscious of their AI adoption practices and are looking to ensure inclusive, fair, and bias-free adoption of AI. Hence, the demand for explainable and responsible adoption of AI is becoming important not just across regulated industries but across a wider set of industries. This is being further accelerated by the plethora of government regulations that are already in place or are expected to come in soon that will impose heavy penalties on non-compliant entities.

As this wave of AI adoption continues to mount, enterprises will increasingly seek third-party support to help them plug in capability gaps, manage complexities, and mitigate challenges pertaining to data management, talent crunch, and responsible and compliant adoption of AI. Hence, the role of IT service providers will become extremely crucial to help enterprises adopt and scale AI in a responsible and sustainable fashion.

In this research, we present an assessment and detailed profiles of 20 IT service providers featured on the AI services PEAK Matrix®. Each service provider profile provides a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for 2021, interactions with leading IT services providers, client reference checks, and an ongoing analysis of the digital services market.

This report includes the profiles of the following 20 leading AI service providers featured on the AI Services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, HCL Technologies, TCS, and Wipro
- **Major Contenders:** Atos, DXC Technology, Genpact, IBM, Infosys, Mindtree, Mphasis, NTT DATA, Sopra Steria, Tech Mahindra, Virtusa, and Zensar
- **Aspirants:** Happiest Minds and Stefanini

Scope of this report

Geography
Global

Service providers
20 leading AI service providers

Services
Artificial Intelligence services

The AI services provider compendium report has 20 service provider profiles

Artificial Intelligence (AI) Services Provider Compendium 2022

Provider | AI services profile (page 1 of 4)
Everest Group assessment – Lead...

Market impact		
Market adoption	Portfolio mix	Value delive...

Strengths
- Leader has outlined a holistic vision to help clients reima... as a key layer across different business functions, under...
- It is taking the inorganic route to building up its AI portfoli... improve capabilities related to data quality for data-inten... human-labelling ecosystems
- Clients have commended the provider for bringing in a d... implementation to be able to adapt to the complexities o... accommodate changes and requests beyond discussed
- Client have cited its willingness to invest time, effort, an... in AI engagements

Everest Group® Proprietary & Confidential. © 2022, Everest Global, Inc. | EGR-...

Artificial Intelligence (AI) Services Provider Compendium 2022

Provider | AI services profile (page 2 of 4)
Overview

Vision
Provider's vision is to help clients unlock the maximum bus... journeys. The vision includes not just driving productivity ga... improvements, but also unlocking value for its clients throu... embedding intelligence within business processes by ident... real potential of data to drive insights close to business pro...

Overall AI services revenue (2021)

<US$200 million	US$200-500 million	US...

Adoption by geography

Low

Everest Group® Proprietary & Confidential. © 2022, Everest Global, Inc. |

Artificial Intelligence (AI) Services Provider Compendium 2022

Provider | AI services profile (page 3 of 4)
Case studies

Case study 1	AI-led transformation of healthcare pay...

Client: an American for-profit managed healthcare payer

Business challenge
- The client was facing challenges of high exposure and risk du... claims mismanagement posed several business and complian...
- The total cost to maintain provider directories was estimated t... possibility of the outdated information resulting in fines

Solution
- Implemented a KYP solution to improve provider demographi...
- Activated first-pass automation for an improved first contact re...
- Integrated an ML-based payments integrity solution to detect...
- Helped the client with likely denial prediction and routing of cla... denial by 60%

Impact
- Established an AI CoE with COO sponsorship
- Delivering business impact of over US$100 million annualized... business processes and systems
- Saved over US$70 million in late payment interest through the... and smart operations
- Achieved OPEX savings of US$30 million in provider network... servicing; there was significant improvement in member and p...

Everest Group® Proprietary & Confidential. © 2022, Everest Global, Inc. |

Artificial Intelligence (AI) Services Provider Compendium 2022

Provider | AI services profile (page 4 of 4)
Offerings, partnerships, and investments

Proprietary solutions (representative list)

Solution	Details
Solution 1	Collection of AI-powered, industrialized, and customizable solutions that are designed to unlock new efficiencies and growth, enable new ways of working, and facilitate innovation.
Solution 2	A computer vision solution dedicated to real-time video analytics that leverages the latest advances in AI to assist urban CCTV operators in their day-to-day tasks
Solution 3	A framework and methodology for end-to-end ML development and deployment. It enables organizations to improve the quality and reliability of ML solutions in production and helps automate, scale, and monitor them

Partnerships (representative list)

Partner name	Details
Partner 1	Partnered to deliver joint client projects and gain access to early releases to test solutions before they are open to the public
Partner 2	Premier partner helps customers meet their transformation goals and accelerate business outcomes (Tensorflow, AI/ML, AutoML, and Contact Center AI)
Partner 3	Partnered to leverage their respective strengths to provide on-premise and cloud-based end-to-end solutions built on Technology Platform

Investments (representative list)

Investment	Details
Investment 1	AI and blockchain training is provided to the freshers for them to catch up the pace with other experts working in this technology
Investment 2	A dedicated research and innovation lab for AI researchers. It helps undertake co-innovation engagements for piloting AI business problems
Investment 3	Announced the opening of the Innovation Center for the company and its clients to develop and deliver high-impact digital solutions

Everest Group® Proprietary & Confidential. © 2022, Everest Global, Inc. | EGR-2022-33-R-5059

7

Research calendar
Digital Services

Flagship reports	Release date
Digital Interactive Experience (IX) Services State of the Market Report 2021 – Moving from Persuasive to Purpose-driven Experiences	February 2021
Digital Services – Market Report 2021: Digital Transformation – Fostering Value Through Rearchitecting Change Management	April 2021
Digital Experience Platform (DXP) Products PEAK Matrix® Assessment 2021	August 2021
IoT Supply Chain Solutions PEAK Matrix® Assessment 2021	November 2021
Artificial Intelligence (AI) Services PEAK Matrix® Assessment 2022	December 2021
Artificial Intelligence (AI) Services Provider Compendium 2022	**March 2022**
Digital Twin Services PEAK Matrix® Assessment 2021	Q2 2022
Sustainability Services PEAK Matrix® Assessment 2021	Q2 2022

Thematic reports	Release date
Federated Learning: Privacy by Design for Machine Learning	May 2021
Smart Spaces Transcending Physical Boundaries	September 2021
Viewpoint on Artificial Internet of Things (AIoT)	March 2022
Metaverse Primer: What Is It and Where Can It Be Used?	March 2022
Digital Services State of the Market Report 2022	Q2 2022
Web 3.0: The rise of the decentralized economy	Q2 2022
ExpTech radar: Charting emerging technologies readiness	Q3 2022

Note: For a list of all our published Digital Services reports, please refer to our website page

Research calendar
Data and Analytics

Flagship reports	Release date
Data and Analytics (D&A) Services PEAK Matrix® Assessment 2021	July 2021
Data and Analytics (D&A) Service Provider Compendium 2021 – Update	September 2021
Analytics and AI Services Specialists PEAK Matrix® Assessment 2021	November 2021
Advanced Analytics & Insights (AA&I) Services PEAK Matrix® Assessment 2022	December 2021
Artificial Intelligence (AI) Services PEAK Matrix® Assessment 2022	December 2021
Data and Analytics (D&A) Services State of the Market Report 2022	January 2022
Analytics and AI Services Specialists – Service Provider Compendium 2022	February 2022
Artificial Intelligence (AI) Services Provider Compendium 2022	**March 2022**

Thematic reports	Release date
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
Data Modernization – The Backbone of a Future-ready Enterprise	July 2021
Augmented Data Management: Leveraging the Power of Artificial Intelligence to Handle the Data Deluge	October 2021
Driving Enterprise Business Transformation with Next-generation Data Management	December 2021
Machine Learning Operations (MLOps): the Foundation of an Enterprise Built on Artificial Intelligence (AI)	January 2022
Lifesciences analytics casebook	Q2 2022

Note: For a list of all our published Data and Analytics reports, please refer to our website page

Everest Group®

With you on the journey

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**.

Stay connected

Website
everestgrp.com

Social Media

 @EverestGroup

 @Everest Group

 @Everest Group

 @Everest Group

Blog
everestgrp.com/blog

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto
canada@everestgrp.com
+1-647-557-3475