

Digital Twin Services Provider Compendium 2022

August 2022: Complimentary Abstract / Table of Contents



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Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Background of the research

As enterprises aim to become business resilient and competitive in a post-pandemic era, they are increasingly focusing on becoming digitally unified. This enterprise requirement, along with the advancements in next-generation technologies, have given rise to the concept of Digital Twin. This technology is defined as a virtual replica of physical products, processes, and systems that leverages the physical entity's real-time data for decision-making and prediction. Digital Twin is aiding firms in reducing downtime, better tracking and tracing of products, and better monitoring of asset conditions by simulating multiple scenarios. While industrial verticals are at the forefront of its adoption, Digital Twin is finding interest among consumer-facing industries too, that are increasingly experimenting with the technology.

The need for accelerated time-to-market of Digital Twins, smoother IT/ OT integration efforts, increased data and infrastructure security, and talent crunch across the various enabling technologies require enterprises to partner with service providers that can aid them in overcoming these challenges while facilitating end-to-end Digital Twin implementations.

In this research, we present an assessment of 16 Digital Twin service providers featured on the Digital Twin services PEAK Matrix®. Each service provider profile offers insights into the strengths and limitations across themes such as investments, vision, strategy, and case studies. The assessment is based on Everest Group's annual RFI process for calendar year 2021, interactions with leading Digital Twin service providers, client reference checks, and an ongoing analysis of the Digital Twin services market.

This report includes the profiles of the following 16 leading Digital Twin service providers featured on the Digital Twin services PEAK Matrix:

- **Leaders:** Atos, HCL Technologies, IBM, TCS, and Wipro
- **Major Contenders:** Accenture, Capgemini, Cognizant, Hitachi, Infosys, LTI, NTT DATA, and Tech Mahindra
- **Aspirants:** DXC Technology, Happiest Minds, and Virtusa

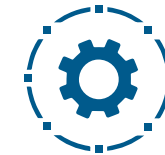
Scope of this report



Geography
Global



Providers
16



Services
Digital Twin services

Overview and abbreviated summary of key messages

This report examines the digital twin services provider landscape. It focuses on service provider position, assessment of the provider capabilities, and key strengths and limitations of these service providers. It also identifies the key implications of the research findings for buyers and service providers.

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

Digital twin service provider capability

- Digital twin service providers can be classified into Leaders, Major Contenders, and Aspirants on a capability-market-share matrix
- Atos, HCL Technologies, IBM, TCS, and Wipro are the Leaders in this digital twin services PEAK Matrix assessment with several IT service providers emerging as Major Contenders

Service provider characteristic

- Leaders exhibit a futuristic vision for Digital Twin that is aimed at achieving operational efficiency through the concept and also establishing an intelligent enterprise
- Leaders are focusing on forging a strong partnership ecosystem that goes beyond the hyperscalers and IoT platform vendors to include specialist Digital Twin vendors such as ASCon Systems to strengthen their Digital Twin services portfolio
- Leaders' strong and well-balanced capabilities in providing engineering as well as IT services is instrumental in scaling Digital Twin initiatives for customer
- Major Contenders are aiming to educate enterprise customers on the concept of Digital Twins through thought leaderships and CoEs
- Most Major Contenders have a strong portfolio of clients across all major geographies and fast-growing verticals such as manufacturing, energy and utilities, and automotive
- Some Major Contenders are aiming to differentiate self from peers by investing in vertical-specific Digital Twin solutions that will accelerate implementation for clients
- Aspirants are at a relatively nascent stage in their Digital Twin offerings and exhibit limited focus on investing in Digital Twin-specific solutions
- Aspirants are currently focusing on one or two service functions across the Digital Twin value chain

The Digital Twin Services Provider Compendium report has 16 provider profiles/buyer case studies/architecture of the survey questionnaire, etc.

Digital Twin Services Provider Compendium 2022

Provider | Digital Twin services profile (page 1 of 4)

Everest Group assessment – Leader

Digital Twin Services Provider Compendium 2022

Provider | Digital Twin services profile (page 2 of 4)

Overview

Company mission/vision statement for digital twin services
 Provider's vision is to lead its customers on a digital transformational journey across Twin approach and patented Digital Twin platform. Provider's approach and verticalized Twin platform for specific industries helps with solutions that are on par with industry structures.

Digital twin services revenue

<US\$50 million	US\$50-150 million	US\$150-300 million	US\$300-450 million
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Strengths

- Provider exhibits a good partner ecosystem with hyperscalers, Digital firms as well as IoT platform players that are aiding the firm in co-development
- Provider's strong set of solutions with a focus on specific industries will be instrumental in driving Digital Twin adoption among these verticals
- Clients appreciate Provider's drive for innovation as well as the firm's implementation to various client propositions

Digital Twin Services Provider Compendium 2022

Provider | Digital Twin services profile (page 3 of 4)

Case studies

Case study 1 Service enablement through Digital Twin for switching

Client: a European rail operator

Business challenge
 The rail operator wanted to provide virtual training on simulated real-life switch gears other rail network assets to its service engineers and subcontractors.

Solution
 The rail operator leveraged Provider's Digital Twin platform for providing virtual train service enablement. The platform was integrated with CAD and AR models, along with to the training instructions.

Impact

- Efficiency of training had improved with high productivity
- The client was able to provide 3D visualization and AR training user experience

Digital Twin Services Provider Compendium 2022

Provider | Digital Twin services profile (page 4 of 4)

Solutions, partnerships, and investments

Proprietary solutions (representative list)

Solution name	Details
Solution accelerator for process quality management	It consists of a set of reusable components and templates covering connectivity, Digital Twins, visual inspection, and process optimization.
Solution accelerator for asset performance management	It provides industrialization capabilities for quick, efficient, and low-risk implementation of asset performance management projects across multiple sites/plants and hundreds of different asset types. It is natively supported by Provider's Digital Twin platform, as well as by asset performance management products of IBM, SAP, and ServiceNow.
Provider 4M-6C Digital Twin consulting methodology	It is a methodology to address business challenges. This approach is called the 4M-6C methodology: 4M stands for (man, machine, material, and method) covering all possible influencers defining the Digital Twin model fidelity (complexity).
Provider Digital Twin platform (patented)	It is a platform contextualizing three digital thread sources: enterprise data (IT systems), field events (OT systems), and experience.

Partnerships (representative list)

Partner	Details
Siemens	Partnership for end-to-end scope of Digital Twin offerings
Bentley Systems	Partnership for end-to-end project delivery and co-development on integration
Amazon Web Services	Partnership for leveraging AWS' cloud infrastructure and IoT-related offerings

Other investments (representative list)

Investment name	Details
Digital Twin innovation	Investment with its strategic partner, Siemens, by integrating its Digital Twin platform with Siemens' products
R&D – Nuclear industry	Investment in a consortium comprising major players from the nuclear industry, including its main client Électricité de France (EDF)
Technology	Investment in the AWS technology stack to optimize Digital Twin platform deployment for operational technology data aggregation

Research calendar

Digital Services

■ Published
 ■ Planned
 ■ Current release

Reports title	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
Viewpoint on Artificial Internet of Things (AIoT)	March 2022
Metaverse Primer: What Is It and Where Can It Be Used?	March 2022
Sustainability Enablement Technology Services PEAK Matrix® Assessment 2022	June 2022
Digital Twin Services PEAK Matrix® Assessment 2022	July 2022
Digital Twin Services Provider Compendium 2022	August 2022
Digital Services State of the Market Report 2022	Q3 2022
Exponential Technology Radar: Charting Emerging Technologies Readiness	Q3 2022

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Research calendar

Engineering services

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Engineering R&D (ER&D) in 2022: Key Macroeconomic and Technological Trends that Will Shape the ER&D Industry in 2022	February 2022
Digital Product Engineering Services PEAK Matrix® Assessment 2022: Breaking the Chasm between the Physical and Digital Worlds	March 2022
Environmental, Social, Governance (ESG) Adoption in the Engineering Landscape	March 2022
Engineering Services Provider of the Year Awards 2022	March 2022
Environmental, Social, Governance (ESG) Adoption in the Engineering Landscape	March 2022
Digital Product Engineering Service Provider Compendium 2022: Bridging the Chasm between the Physical and Digital Worlds	April 2022
Engineering Services Enterprise Pulse: Sustaining Customer Satisfaction amid Talent Shortage	May 2022
Digital Twin Services PEAK Matrix® Assessment 2022	July 2022
Digital Twin Services Provider Compendium 2022	August 2022
Engineering Services Top 50	Q3 2022
Digital Product Engineering Services State of the Market Report 2022: Breaking the Chasm between Physical and Digital Worlds	Q3 2022
Connected Medical Devices PEAK Matrix® Assessment 2022	Q3 2022
Trends in the Top 200 Engineering Research & Development (ER&D) Enterprises	Q3 2022
Industry 4.0 Services PEAK Matrix® Assessment 2022	Q3 2022
Software Product Engineering Services PEAK Matrix® Assessment 2022	Q3 2022

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