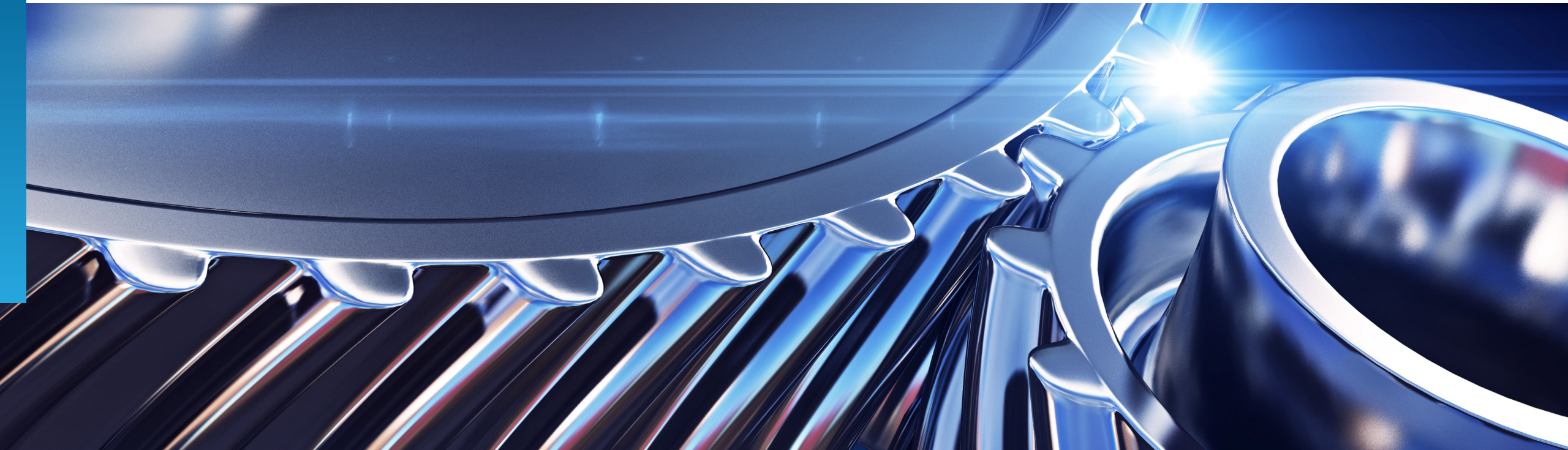


Industry 4.0 Services PEAK Matrix® Assessment 2022: Unleashing the Era of Phygital Manufacturing

September 2022: Complimentary Abstract / Table of Contents



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Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Background and introduction of the research

Industry 4.0 is revolutionizing the manufacturing and operations ecosystem by converging the digital world with the physical world, integrating emerging technologies with physical systems. Enterprise outlook toward Industry 4.0 has changed post the COVID-19 pandemic, as early adopters realized significant benefits via enhanced operational efficiencies, improved asset utilization and labor productivity, and increased visibility and inventory tracking. Industry 4.0 enables cost savings, increased revenues, and the development of new platform-based business models; and as a result, enterprise investments in technologies enabling Industry 4.0 have increased across the value chain.

Engineering service providers are playing a critical role in accelerating enterprise adoption of Industry 4.0 by offering a wide range of services revolving around consulting and design, development and verification & validation (V&V), deployment & system integration (SI), and managed services and support.

This research is the second edition of Everest Group's Industry 4.0 Services PEAK Matrix® Assessment, wherein we have evaluated 22 engineering service providers featured on the PEAK Matrix®. This assessment is based on RFI responses from providers, interactions with their Industry 4.0 leadership, client reference checks, and an ongoing analysis of the engineering services market.

This report includes the profiles of the following 22 leading engineering service providers featured on the Industry 4.0 PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, HCL Technologies, LTTTS, TCS, and Wipro
- **Major Contenders:** Bosch SDS, Cyient, eInfochips, Globant, Happiest Minds, HARMAN DTS, Microland, Mindtree, SoftServe, Softek, Tech Mahindra, and UST
- **Aspirants:** GS Lab, Incedo, and Onward Technologies

Scope of this report



Geography
Global



Providers
22 leading broad-based and pure-play engineering service providers



Services
Industry 4.0 Services

Overview and abbreviated summary of key messages

This report examines the global Industry 4.0 services landscape and assesses 22 engineering service providers associated with Industry 4.0 Services. It focuses on service providers' position, assessment of their delivery capabilities and market impact, and their key strengths and areas of improvement.

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

Service provider position and delivery capability

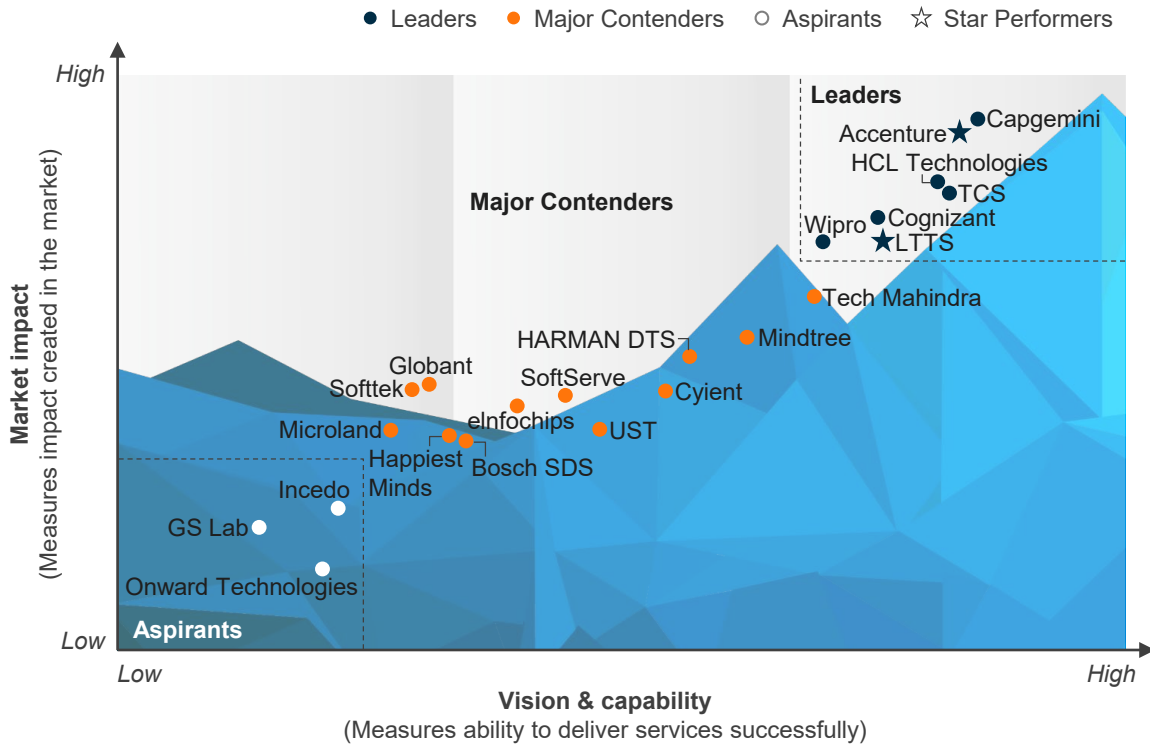
- Service providers can be categorized into leaders, major contenders, and aspirants on a capability-market-share matrix for Industry 4.0 engineering services
- Accenture, Capgemini, Cognizant, HCL Technologies, LTTS, TCS, and Wipro are the current Leaders in the overall Industry 4.0 services market
- Accenture and LTTS have emerged as the Star Performers owing to the compelling growth momentum showcased by them – both in terms of revenue and differentiated capabilities

Service provider characteristics

- Leaders for Industry 4.0 Services have developed strong capabilities across all four Industry 4.0 Service functions by forging strategic partnerships, investing in labs and CoEs, and building capabilities in next-generation technologies
- While several Leaders have taken the inorganic path to achieve growth, Leaders have also been able to successfully grow organically by forming partnerships with hardware and software vendors and by making investments in developing labs, CoEs, and innovation centers in next-generation technologies such as IoT, analytics, AI/ML, AR/VR, and robotics
- Major Contenders include both IT-heritage firms and pure-play providers that are actively making investments in establishing CoEs and developing IP and solutions in areas such as AI/ML, cloud, analytics, IIoT, edge computing, and blockchain for enhancing their capabilities and presence and bridging capability gaps across service functions that have hitherto not been a major focus
- Aspirants primarily deal with small and midsize enterprises and have a limited portfolio of offerings catering to Industry 4.0. These firms typically have a significant focus on only one or two of the four service functions

This study offers 3 distinct chapters providing a deep dive into key aspects of Industry 4.0 Services market; below are three charts to illustrate the depth of the report

Industry 4.0 PEAK Matrix® Assessment 2022



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

- Provider 1 has a well-balanced mix of clients across small, midsize, and large enterprises spread across key geographies
- It has a strong solutions portfolio, with multiple IP/solution accelerators for AI/ML, IIoT, analytics, cybersecurity, additive manufacturing, simulation, and blockchain

Limitations

- Provider 1 can leverage market-facing collateral such as thought papers and blogs to educate potential consumers on emerging technologies such as AR/VR and blockchain
- It has limited experience of engaging with customers via emerging pricing models such as outcome-based and risk-reward

Research calendar

Engineering services

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Engineering Services Outsourcing Handbook	March 2022
Digital Product Engineering Service Provider Compendium 2022: Bridging the Chasm between the Physical and Digital Worlds	March 2022
The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists	May 2022
Engineering Services Enterprise Pulse: Sustaining Customer Satisfaction Amid a Talent Shortage	May 2022
Impact Sourcing Specialist Profiles 2022	June 2022
Engineering Next-Generation Digital Products	June 2022
Digital Twin Services PEAK Matrix® Assessment 2022	July 2022
Connected Medical Device Services PEAK Matrix® Assessment 2022	August 2022
Mirror into the Megatrends	August 2022
Trends for the Top 200 Engineering Research & Development (ER&D) Enterprises	September 2022
Industry 4.0 Services PEAK Matrix® Assessment 2022: Unleashing the Era of Phygital Manufacturing	September 2022
Digital Product Engineering Services State of the Market Report 2022: Breaking the Chasm between Physical and Digital Worlds	Q4 2022
Engineering Services Top 50	Q4 2022
Software Product Engineering Services PEAK Matrix® Assessment 2022	Q4 2022
5G PEAK Matrix® Assessment 2022	Q1 2023

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