

IT Security Services Provider Compendium 2022 – North America

September 2022: Complimentary Abstract / Table of Contents



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- ▶ 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)

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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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Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

Robust definitions and frameworks

Function specific pyramid, Total Value Equation (TVE), PEAK Matrix®, and market maturity

02

Primary sources of information

Annual contractual and operational RFIs, provider briefings and buyer interviews, web-based surveys

03

Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and providers

Proprietary contractual database of over 300+ cybersecurity contracts (updated annually)

Year-round tracking of 30+ security service providers

Large repository of existing research in cybersecurity

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, providers, technology providers, and industry associations

This report is based on two key sources of proprietary information

- Proprietary database of IT services contracts of major IT providers with cybersecurity services in the scope of work (updated annually)
- The database tracks the following elements of each contract:
 - Buyer details including size and signing region
 - Contract details including provider, contract type, TCV & ACV, provider FTEs, start & end dates, duration, and delivery locations
 - Scope details including share of individual buyer locations being served in each contract, Line of Business (LoB) served, and pricing model employed
- Proprietary database of IT providers (updated annually)
- The database tracks the following for each provider:
 - Revenue and number of FTEs
 - Number of clients
 - FTE split by different LoBs
 - Revenue split by region
 - Location and size of delivery centers
 - Technology solutions developed
- Provider briefings
 - Vision and strategy
 - Annual performance and future outlook
 - Key strengths and improvement areas
 - Emerging areas of investment
- Buyer reference interviews, ongoing buyer surveys, and interactions
 - Drivers and challenges for adopting cybersecurity services
 - Assessment of provider performance
 - Emerging priorities
 - Lessons learned and best practices adopted

Providers assessed¹



¹ Analysis for LTI and Mindtree is based on capabilities before their merger

Note: **The source of all content is Everest Group unless otherwise specified**

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract-specific will only be presented back to the industry in an aggregated fashion

Introduction

Organizations are leveraging IT security services to improve their security posture and prepare for challenges such as ransomware attacks and business disruptions. The COVID-19 pandemic has further accelerated the adoption of security services, buttressed by enterprise challenges, in securing a remote workforce. Another important factor that has significantly contributed to the rise of IT security services is the shortage of expert cybersecurity talent and rising CAPEX and OPEX in maintaining in-house security teams, especially during the great resignation period. The US federal government too has taken a serious stance against cybercriminals and has been proactive in making laws and issuing executive orders covering a wide variety of security challenges ranging from OT security to data privacy laws such as CCPA and GDPR. All these factors combined have resulted in a major uptick in IT security services demand across the North American geography.

In this research, we present an assessment and detailed profiles of 27 IT service providers for the IT security capabilities in the North American region featured on the **IT Security Services PEAK Matrix® Assessment 2022 – North America**. The assessment is based on Everest Group’s annual RFI process for the calendar year 2022, interactions with leading IT security service providers, client reference checks, and an ongoing analysis of the IT security services market.

This report includes the profiles of the following 27 leading IT security service providers featured on the IT Security Services PEAK Matrix – North America:

- **Leaders:** Accenture, HCL Technologies, IBM, TCS, and Wipro
- **Major Contenders:** AT&T, Atos, Capgemini, Cognizant, Deloitte, DXC Technology, EY, Infosys, KPMG, Kyndryl, LTI, Microland, Mphasis, NTT DATA, PwC, Tech Mahindra, and Zensar
- **Aspirants:** GAVS Technologies, Happiest Minds, ITC Secure, Mindtree, and Yash Technologies

Scope of this report



Geography
North America



Providers
27



Services
IT Security Services

The IT security services – North America report has over 27 provider profiles/buyer case studies/architecture of the survey questionnaire, etc.

IT Security Services Service Provider Compendium 2022 – North America

Provider | IT security services – North America (page 1 of 7)
Everest Group assessment – Major Contender

IT Security Services Service Provider Compendium 2022 – North America

Provider | IT security services – North America (page 2 of 7)
Overview

Market impact		
Market adoption	Portfolio mix	Value delivered

Strengths

- Enterprises looking for automation-capable security offerings has an automation-backed security services portfolio that can deliver cyber risk quantification, and remediation and resolution through services
- Enterprises from the healthcare and life sciences and energy find Provider to be highly relevant as it has deep domain knowledge contextualized security services delivery in these industries
- Enterprises looking for localized defense capabilities should significantly expanded its Cyber Defense Centers (CDC) in these industries
- Pricing flexibility, coupled with the ability to provide domain expertise as a key differentiator by clients while evaluating Provider against other providers
- Clients have lauded Provider's unified platform for delivering security applications through risk-based vulnerability management

IT security services revenue (2021)

<US\$200 million	US\$200-500 million	US\$500 million to US\$1 billion
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Client: the largest environmental solutions provider in North America

Business challenge
The client was confronted with industry regulations and compliance requirements, data, and applications. There was a lack of vulnerability assessment, patching, limited incident reporting and response, including ad hoc reporting, with no SLA defined.

Solution
Provider offered MDR services, including security monitoring and incident management, security strategy that protects against vulnerabilities and risks, SOC operations, compliance and policy management.

Impact

- The time required to mitigate vulnerabilities has been reduced by XX%
- Resulted in XX% predictability of security breaches (up from XX%) and high network adverse

Proprietary solutions / IP / Products (representative list)

Solution	Details
Solution 1	MicroRNA all parts security expedite down re
Solution 2	Network adverse
Solution 3	Process judgment
Solution 4	Solution with tool
Solution 5	All the
Solution 6	Solution ensuring together
Solution 7	Provide establish

IT Security Services Service Provider Compendium 2022 – North America

Provider | IT security services – North America (page 3 of 7)
Case studies

IT Security Services Service Provider Compendium 2022 – North America

Provider | IT security services – North America (page 4 of 7)
Solutions/IP/products

Partnerships (representative list)

Partner	Partnership type	Details
Partner 1	Technology partnership	Partner the Azure response
Partner 2	Technology partnership	Partner hunting modern
Partner 3	Technology partnership	Provider and non-quantific
Partner 4	Technology partnership	Offers it
Partner 5	Technology partnership	Provider generati analysis
Partner 6	Technology partnership	Leverage cloud inf, DAST, #
Partner 7	Technology partnership	Provider analysis
Partner 8	Service partnership	Partner business and is et
Partner 9	Technology partnership	Provider products joint GT

IT Security Services Service Provider Compendium 2022 – North America

Provider | IT security services – North America (page 5 of 7)
Partnerships

IT Security Services Service Provider Compendium 2022 – North America

Provider | IT security services – North America (page 7 of 7)
Investments and recent activities

Investments (representative list)

Investment name	Details
Investment 1	<ul style="list-style-type: none"> Provider has invested in cloud security in order to achieve strong cloud security branding and to participate in CSA events to ensure that Provider cyber services are positioned and promoted to end-clients to address cloud security challenges, and to ensure that the Provider cyber security team is skilled and trained in cloud security approaches framework implementation experience XYZ: Provider has engaged in digital platform that provides employees with learning and engagement opportunities to enable them to speed their talent transformation journey. It is an in-house learning solution that is constantly improving to provide best-in-class content alternatives via a single interface
Investment 2	<ul style="list-style-type: none"> MicroJelly: MicroJelly is a digital platform that provides employees with learning and engagement opportunities to enable them to speed their talent transformation journey. It is an in-house learning solution that is constantly improving to provide best-in-class content alternatives via a single interface Cyber security XYZ platform: Cybersecurity skill development for employees by using simulation platforms
Investment 3	<ul style="list-style-type: none"> XYZ platform: XYZ is an in-house platform to cater to the entire life cycle of managed services, detection, response, remediation, and SecOps analytics as a unified platform. XYZ includes four modules, namely XYZ Resilience, XYZ ThreatIntelligence, XYZ AdvisoryInsight, and XYZ Response Global CyberTrust: Provider continues to invest in growing worldwide CyberTrust centers and improving procedures and controls meant to safeguard systems, networks, and data from cyberattacks. Provider has a XYZ CyberTrust Center, which is a cutting-edge facility dedicated to assessing, creating, and modeling next-generation cyber technologies in order to improve the security and stability of client infrastructure Industry vertical solutions: Provider has invested in developing vertical-centric solutions (such as XYZ and XYZ) by assessing markets, developing industry compliance built-in solutions, and engaging vertical-focused domain experts. Manufacturing, energy and utilities, pharmaceuticals, and healthcare. It also developed a use case and productized service offerings for three industry verticals (manufacturing, energy & utilities, and pharma & healthcare), and intends to invest further in deep contextualized solutions for these industry verticals for specific and unique requirements, as well as XYZ frameworks

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Research calendar

Cybersecurity

Published Planned Current release

Reports title	Release date
Supplier Management Toolkit: Cybersecurity Risk Management in the Supplier Life Cycle	January 2022
Getting to the Bottom of Zero Trust (ZT) Security	April 2022
Technology Vendor Snapshot for OT security	June 2022
IT Security Services PEAK Matrix® Assessment 2022 – North America	July 2022
IT Security Services PEAK Matrix® Assessment 2022: Europe	August 2022
IT Security Services Provider Compendium 2022 – North America	September 2022
IT Security Services Provider Compendium 2022 - Europe	Q4 2022
Data Security and Privacy	Q4 2022
Network Security and Security at the Edge	Q4 2022
Managed Detection and Response (MDR) Services PEAK Matrix® assessment	Q4 2022
Managed Detection and Response (MDR) Services Provider Compendium	Q1 2023
Managed Detection and Response (MDR) State of the Market	Q1 2023
IT Security Services State of the Market	Q1 2023

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



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