

Managed Detection and Response (MDR) Services PEAK Matrix® Assessment 2023

December 2022: Complimentary Abstract / Table of Contents



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Introduction

Organizations are leveraging Managed Detection and Response (MDR) to improve their security operations, tackle and combat any known/unknown threats through the use of advanced technologies, and to preemptively mitigate attacks that can bring down the organization or create the possibility of having to pay heavy fines. The propensity of working from home increases the security challenges due to exposure to more vulnerabilities and creates an avenue for novel threats. As a result, it is humanly impossible to monitor and manage the increased alerts from the all-new technologies and devices as the organization expands its network. This, coupled with a shortage of cybersecurity talent, adds to their challenges. To bridge this gap, MDR enhances an organization's security posture through continuous monitoring, threat detection, and incident response underpinned by playbooks, verticalized SOCs, and expert talent. MDR services provide organizations with an effective response mechanism for known or unknown threats by mapping dynamic threat intelligence to the organization's assets.

In this research, we present an assessment and detailed profiles of 27 MDR service providers featured on the Managed Detection and Response (MDR) Services PEAK Matrix® Assessment. Each provider profile provides a comprehensive picture of its strengths and limitations. The assessment is based on Everest Group's annual RFI process for calendar year 2022, interactions with leading MDR service providers, client reference checks, and an ongoing analysis of the MDR services market.

This report includes the profiles of the following 27 leading MDR providers featured on the Managed Detection and Response (MDR) Services PEAK Matrix:

- **Leaders:** Accenture, Atos, HCLTech, IBM, Orange Cyberdefense, TCS, and Wipro
- **Major Contenders:** Capgemini, Cognizant, CyberProof, Deloitte, DXC Technology, FIS Global, Happiest Minds, Infosys, Kyndryl, LTI, Microland, NTT DATA, Tech Mahindra, T-Systems, and Zensar
- **Aspirants:** GAVS Technologies, Mindtree, Mphasis, Stefanini, and Tata Communication

Scope of this report



Geography
Global



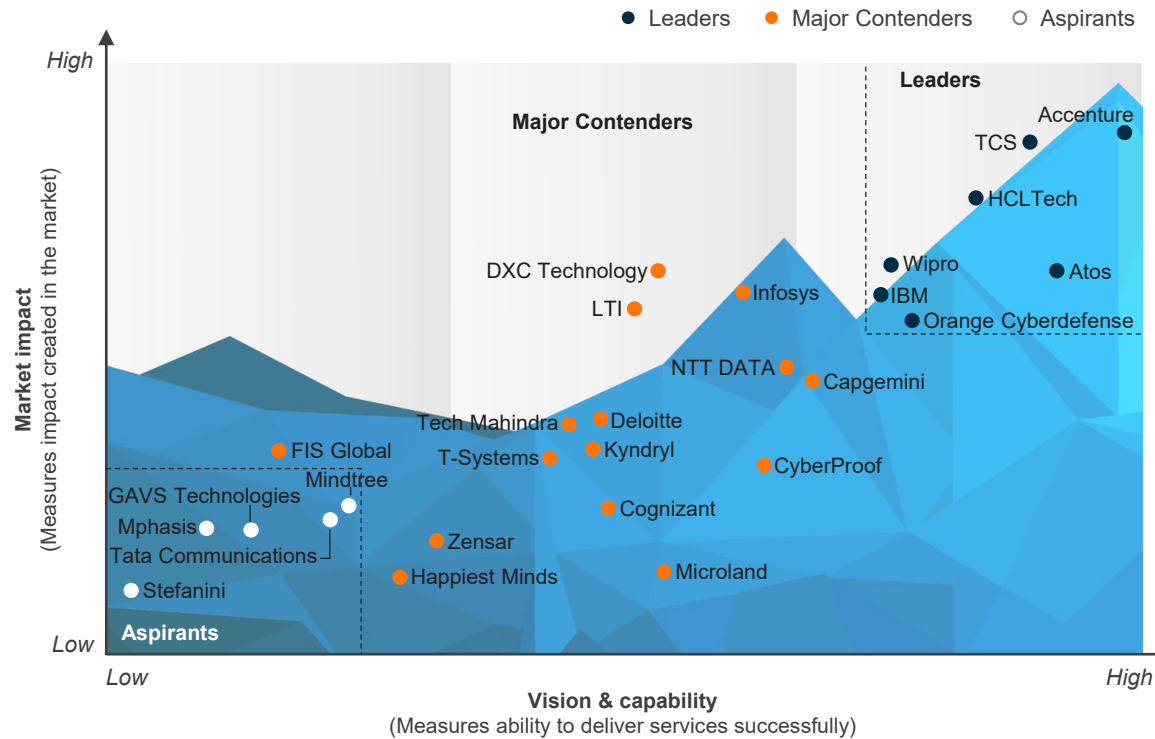
Providers
27



Services
Managed Detection and
Response

This study offers a deep dive into key aspects of MDR services market; below are three charts to illustrate the depth of the report

Managed Detection and Response (MDR) Services PEAK Matrix® Assessment 2022^{1,2}



1 Assessments for Capgemini, Deloitte, IBM, Kyndryl, Mphasis, and T-Systems are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with enterprise buyers

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

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

- Enterprise buyers looking for advanced threat-hunting capabilities can consider Provider 1 for its automated threat-hunting operations, which are backed by machine learning models and XYZ threat intel sources to monitor the dark web with its own IP
- Provider 1 enterprises with data sovereignty as a key criterion can pull Sovereign MDR offering by Provider 1 and localized SOCs in the Provider 1 meeting data residency regulations

Limitations

- Enterprise buyers looking for cyber insurance baked-in with MDR services should carefully assess Provider 1' portfolio as it lags compared to peers in providing cyber insurance premium quantification
- Since Provider 1 depends heavily on its own proprietary XYZ platform, buyers may experience longer waiting periods for new technologies implementations

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	September 2022
Managed Detection and Response (MDR) Services PEAK Matrix® Assessment 2023	December 2022
Managed Detection and Response (MDR) Services Provider Compendium 2023	Q1 2023
Managed Detection and Response (MDR) State of the Market 2023	Q1 2023
IT Security Services State of the Market 2023	Q1 2023
Data Security and Privacy	Q2 2023
Technology Vendor Snapshot for IAM	Q2 2023

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