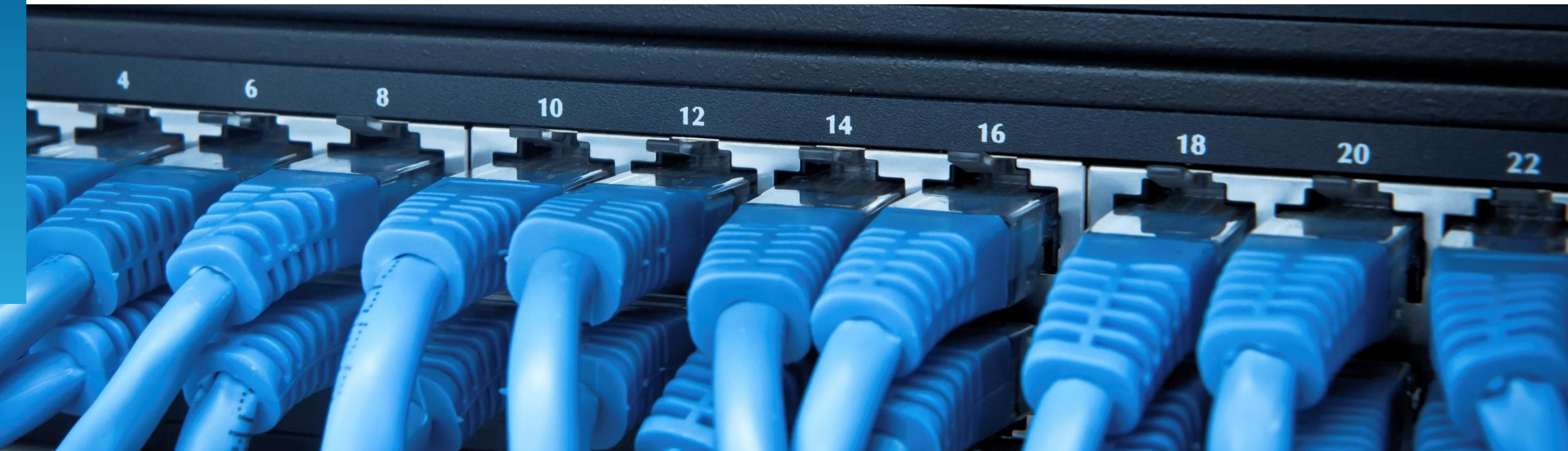


Cloud Services PEAK Matrix® Assessment 2023 – Europe

September 2023: Complimentary Abstract / Table of Contents



Our research offerings

This report is included in the following research program(s):

Cloud and Infrastructure

- ▶ Amazon Web Services (AWS)
- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Asset and Wealth Management
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ CXM Technology
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Research and Development
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ Finance and Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ GBS Talent Excellence
- ▶ Global Business Services
- ▶ Google Cloud
- ▶ Healthcare Business Process
- ▶ Healthcare Information Technology
- ▶ HealthTech
- ▶ Human Resources
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Excellence
- ▶ IT Services Executive Insights™
- ▶ IT Talent Excellence
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Pricing Analytics as a Service
- ▶ Process Mining
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG Information Technology
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Value and Quality Assurance (VQA)

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:

Mukesh Ranjan, Vice President

Zachariah Chirayil, Practice Director

Kaustubh K, Senior Analyst

Deepti Sekhri, Senior Analyst

Bharanidharan SP, Senior Analyst

Praharsh Srivastava, Senior Analyst

Aastha Chakrawarty, Analyst

1. Introduction and overview	6
• Research methodology	7
• Key information on the report	8
• Background of the research	9
• Focus of the research	10
2. Cloud services PEAK Matrix® – Europe characteristics	11
• Summary of key messages	12
• PEAK Matrix framework	13
• Everest Group PEAK Matrix for cloud services – Europe	16
• Characteristics of Leaders, Major Contenders, and Aspirants	17
• Star Performer summary	18
• Service provider capability summary dashboard	19
3. Enterprise sourcing considerations	23
• Leaders	23
– Accenture	24
– Capgemini	25
– HCLTech	26
– Infosys	27
– TCS	28
– Wipro	29

Contents

• Major Contenders	30
– Atos	31
– Cognizant	32
– Deloitte	33
– DXC Technology	34
– EPAM	35
– Fujitsu	36
– GFT	37
– IBM	38
– Kyndryl	39
– LTIMindtree	40
– Microland	41
– Mphasis	42
– NTT DATA	43
– Orange Business	44
– Sopra Steria	45
– Tech Mahindra	46
• Aspirants	47
– Aspire Systems	48
– Sonata Software	49

Contents

- Aspirants (continued)

- UST 50

- Unisys 51

- Virtusa 52

- 4. Appendix 53**

- Glossary 54

- Research calendar 56

Background of the research

Cloud adoption has reached a stage of maturity where organizations are now leveraging cloud services for increasing operational efficiency, enabling business innovation, and accelerating organizational growth. However, existing economic headwinds have prompted enterprises to scrutinize their cloud modernization spend and intensify their focus on cloud operations. Hybrid cloud and multi-cloud strategies are being adopted to enhance reliability and utilize the best-of-the-breed offerings across cloud providers. At the same time, industry-specific cloud offerings, AI-backed cloud solutions, cloud sustainability, and product-centric operations are gaining traction. In the European market, the cloud adoption strategy is being defined based on regional nuances. There is an increasing demand for sovereign private and hybrid cloud-hosted infrastructure to support enterprises' business enablement and growth. Additionally, there is a continued momentum toward AI-enabled automation and SRE-enabled operations to better manage their multi-cloud environment. Service Providers (SPs) have increased investments in regional delivery centers and are focusing on strengthening their regional partnerships with technology vendors in the public and private cloud space to provide compliant and accelerated cloud transformation services.

In this research, we present an assessment and detailed profiles of 27 cloud SPs featured on **Cloud Services PEAK Matrix® Assessment 2023 – Europe**. The assessment is based on Everest Group's annual RFI process for calendar year 2023, interactions with leading cloud SPs, client reference checks, and an ongoing analysis of the cloud services market.

This report includes the profiles of the following 27 leading providers featured on the cloud services PEAK Matrix – Europe:

- **Leaders:** Accenture, Capgemini, HCLTech, Infosys, TCS, and Wipro
- **Major Contenders:** Atos, Cognizant, DXC Technology, Deloitte, EPAM, Fujitsu, GFT, IBM, Kyndryl, LTIMindtree, Microland, Mphasis, NTT Data, Orange Business, Sopra Steria, and Tech Mahindra
- **Aspirants:** Aspire Systems, Sonata Software, UST, Unisys, and Virtusa

Scope of this report



Geography
Europe



Providers
27 cloud SPs



Services
Cloud services

Overview and abbreviated summary of key messages

In this report, we present the assessment and detailed profiles of 27 SPs featured on the Cloud Services PEAK Matrix® Assessment 2023 – Europe. The assessment is based on Everest Group’s annual RFI process for calendar year 2023, interactions with leading SPs, client reference checks, and an ongoing analysis of the cloud services market.

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

Everest Group Cloud Services PEAK Matrix® Assessment

This report includes the profiles of the following 27 leading SPs featured on the Cloud Services PEAK Matrix:

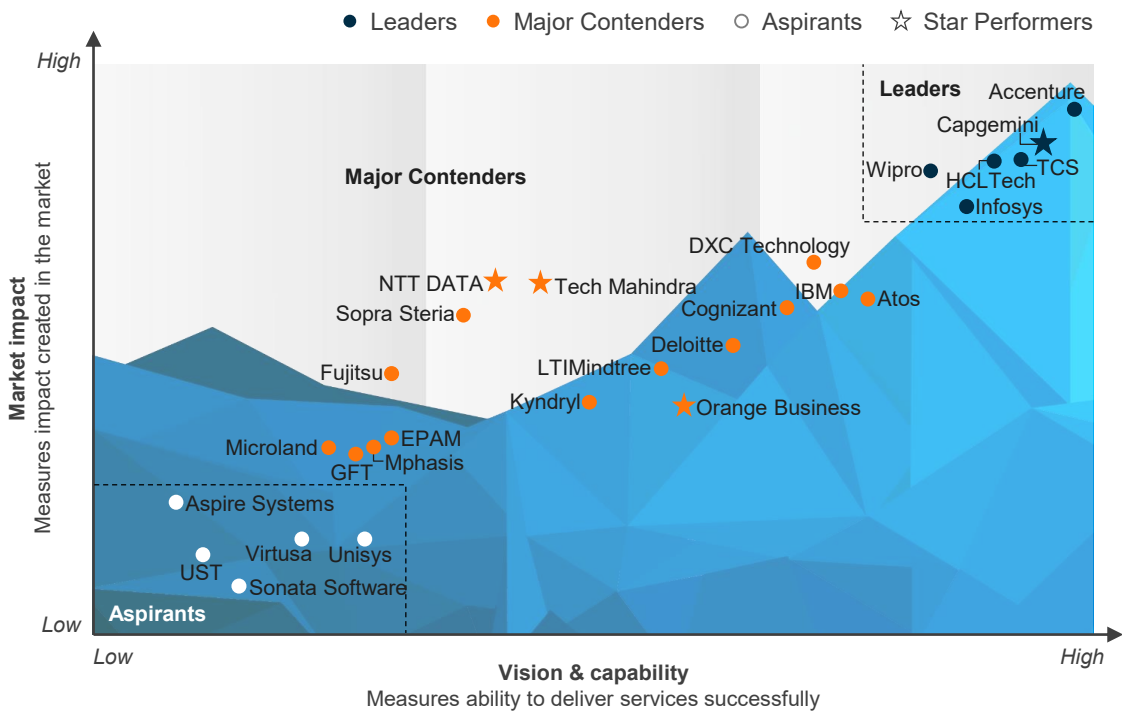
- **Leaders:** Accenture, Capgemini, HCLTech, Infosys, TCS, and Wipro
- **Major Contenders:** Atos, Cognizant, DXC Technology, Deloitte, EPAM, Fujitsu, GFT, IBM, Kyndryl, LTIMindtree, Microland, Mphasis, NTT DATA, Orange Business, Sopra Steria, and Tech Mahindra
- **Aspirants:** Aspire Systems, Sonata Software, UST, Unisys, and Virtusa

Service provider characteristics

- Leaders continue to showcase expertise in end-to-end integrated cloud transformation engagements with a credible suite of IP and solutions. They are providing a value-focused and sustainability-focused cloud transformation approach, making headway into disruptive themes such as generative AI to optimize their operational efforts and accelerate enterprises’ cloud journey
- Major Contenders are augmenting their broader cloud capabilities with targeted investments in talent development, delivery capabilities, and partnership ecosystem; however, end-to-end integrated cloud transformation capabilities have some visible gaps
- Aspirants are approaching the market with a higher focus on certain segments of cloud services rather than a balanced portfolio, limited vertical focus, and restricted delivery footprint

This study offers 27 distinct chapters providing a deep dive into key aspects of cloud services market; below are three charts to illustrate the depth of the report

Cloud services PEAK Matrix® Assessment 2023 – Europe^{1,2,3,4}



1 Assessments for Cognizant, Deloitte, Fujitsu, IBM, and Sopra Steria excludes service provider inputs and are based on Everest Group’s proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, service provider public disclosures, and Everest Group’s interaction with buyers
 2 Analysis for Atos is based on capabilities before its split into Atos and Eviden
 3 Analysis for IBM is based on capabilities after the split into IBM and Kyndryl
 4 Analysis for LTIMindtree is based on capabilities after the merger of LTI and Mindtree
 Source: Everest Group (2023)

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

- Enterprises seeking an SP for cloud security coverage based on zero-trust principles with an integrated approach across data, app, and infrastructure, will benefit from provider’s security platforms and their credible enterprise proof points
- Enterprises have appreciated provider for its process-oriented approach and client-centric delivery

Limitations

- Enterprises need to do a careful due diligence before opting for provider for large-scale consulting-focused engagements as its cloud consulting capabilities are less mature compared to peers
- Provider might not be the right fit for clientele seeking a cost-optimized offshore-based delivery model as it has a heavy onshore and nearshore delivery presence

Research calendar

Cloud and Infrastructure Services

Published
 Planned
 Current release

Reports title	Release date
Cloud Services State of the Market: Maximizing Value from Cloud – North America	December 2022
Cloud Services State of the Market: Maximizing Value from Cloud – Europe	December 2022
Network Transformation Services PEAK Matrix® Assessment - Communication Services Providers (CSPs) 2023	December 2022
Network Transformation Services Provider Compendium – Communication Service Providers (CSPs) 2023	January 2023
Cloud Adoption in Banking: Imperative Role of Hyperscalers	July 2023
Navigating the Cloudscape: Unveiling Enterprise Adoption of Google Cloud Services	July 2023
Cloud Services PEAK Matrix® Assessment 2023 – North America	July 2023
Navigating the Cloudscape: Unveiling Enterprise Adoption of Google Cloud Services	July 2023
Network Transformation and Managed Services PEAK Matrix® Assessment – System Integrators 2023	August 2023
AWS Services State of the Market 2023: Enabling Enterprise Transformation with AWS	August 2023
Microsoft Azure Services State of the Market 2023: Catalyzing Enterprise Transformation with Azure Cloud Services	September 2023
Cloud Services PEAK Matrix® Assessment 2023 – Europe	September 2023
Cloud Services – Provider Compendium 2023 – North America	Q4 2023
Cloud Services – Provider Compendium 2023 – Europe	Q4 2023
FinOps: a Critical Element of Enabling Cloud for Value (CfV)	Q4 2023

Note: [Click](#) to see a list of all of our published Cloud and Infrastructure Services reports



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at www.everestgrp.com.

Stay connected

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
+1-214-451-3000

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.

Website
everestgrp.com

Social Media
 @EverestGroup
 @Everest Group
 @Everest Group
 @Everest Group

Blog
everestgrp.com/blog

NOTICE AND DISCLAIMERS

IMPORTANT INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY AND IN ITS ENTIRETY. THROUGH YOUR ACCESS, YOU AGREE TO EVEREST GROUP'S TERMS OF USE.

Everest Group's Terms of Use, available at www.everestgrp.com/terms-of-use/, is hereby incorporated by reference as if fully reproduced herein. Parts of these terms are pasted below for convenience; please refer to the link above for the full version of the Terms of Use.

Everest Group is not registered as an investment adviser or research analyst with the U.S. Securities and Exchange Commission, the Financial Industry Regulatory Authority (FINRA), or any state or foreign securities regulatory authority. For the avoidance of doubt, Everest Group is not providing any advice concerning securities as defined by the law or any regulatory entity or an analysis of equity securities as defined by the law or any regulatory entity.

All Everest Group Products and/or Services are for informational purposes only and are provided "as is" without any warranty of any kind. You understand and expressly agree that you assume the entire risk as to your use and any reliance upon any Product or Service. Everest Group is not a legal, tax, financial, or investment advisor, and nothing provided by Everest Group is legal, tax, financial, or investment advice. Nothing Everest Group provides is an offer to sell or a solicitation of an offer to purchase any securities or instruments from any entity. Nothing from Everest Group may be used or relied upon in evaluating the merits of any investment. Do not base any investment decisions, in whole or part, on anything provided by Everest Group.

Products and/or Services represent research opinions or viewpoints, not representations or statements of fact. Accessing, using, or receiving a grant of access to an Everest Group Product and/or Service does not constitute any recommendation by Everest Group that recipient (1) take any action or refrain from taking any action or (2) enter into a particular transaction. Nothing from Everest Group will be relied upon or interpreted as a promise or representation as to past, present, or future performance of a business or a market. The information contained in any Everest Group Product and/or Service is as of the date prepared, and Everest Group has no duty or obligation to update or revise the information or documentation. Everest Group may have obtained information that appears in its Products and/or Services from the parties mentioned therein, public sources, or third-party sources, including information related to financials, estimates, and/or forecasts. Everest Group has not audited such information and assumes no responsibility for independently verifying such information as Everest Group has relied on such information being complete and accurate in all respects. Note, companies mentioned in Products and/or Services may be customers of Everest Group or have interacted with Everest Group in some other way, including, without limitation, participating in Everest Group research activities.