Oracle Cloud Applications Services PEAK Matrix® Assessment 2023

July 2023: Complimentary Abstract / Table of Contents

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Background of the research

- Organizations are increasingly adopting Oracle Cloud Applications (OCA) for various reasons, including legacy modernization, cost optimization, and improved stakeholder experience
- With industry-specific solutions, enterprise expectations have shifted beyond traditional back-office modernizations using ERP and SCM modules to innovations around customer and employee experience
- To help enterprises adopt OCA effectively, providers are skilling talent across products and forming partnerships with Oracle, leading cloud vendors, and specialist technology partners to develop innovative solutions
- In this research, we present an assessment of 21 service providers featured on the Oracle Cloud Applications (OCA) Services PEAK Matrix® Assessment 2023
- The assessment is based on Everest Group's annual RFI process for calendar year 2023, interactions with leading services providers, client reference checks, and an ongoing analysis of the OCA services market

This report includes the profiles of the following 21 leading service providers featured on the OCA services PEAK Matrix:

- **Leaders:** Accenture, Cognizant, Deloitte, Infosys, TCS, and Wipro
- **Major Contenders:** Argano, Birlasoft, Capgemini, DXC Technology, Eviden, Genpact, HCLTech, IBM, LTIMindtree, Mastek, and Tech Mahindra
- **Aspirants:** 4i apps solutions, Aspire Systems, Huron Consulting Group, and Jade Global

Scope of this report

Geography
Global

Providers
21

Services
Oracle Cloud Application services

Overview and abbreviated summary of key messages

This report examines the global 2023 Oracle Cloud Applications (OCA) Services provider landscape and its impact on the Oracle Cloud Applications Services market. It focuses on provider position and growth in the Oracle Cloud Applications Services market, changing market dynamics and emerging provider trends, assessment of provider delivery capabilities, and key Oracle Cloud Applications Services provider profiles. It also identifies the key implications of the research findings for buyers and providers.

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

OCA Services provider capability

- Oracle Cloud Applications Services providers can be classified into Leaders, Major Contenders, and Aspirants on a capability-market-share matrix
- Accenture, Cognizant, Infosys, Deloitte, TCS, and Wipro are the Leaders in this Oracle Cloud Applications Services PEAK Matrix assessment with several IT service providers emerging as Major Contenders

Star Performer characteristics

- We identify the providers whose improvement ranks in the top quartile and award the Star Performer rating to those providers with:
  - The maximum number of top-quartile performance improvements across all of the above parameters
  - At least one area of top-quartile improvement performance in both market success and capability advancement
- Birlasoft, Cognizant, TCS, Tech Mahindra, and Wipro are the Star Performers in this Oracle Cloud Applications Services PEAK Matrix assessment
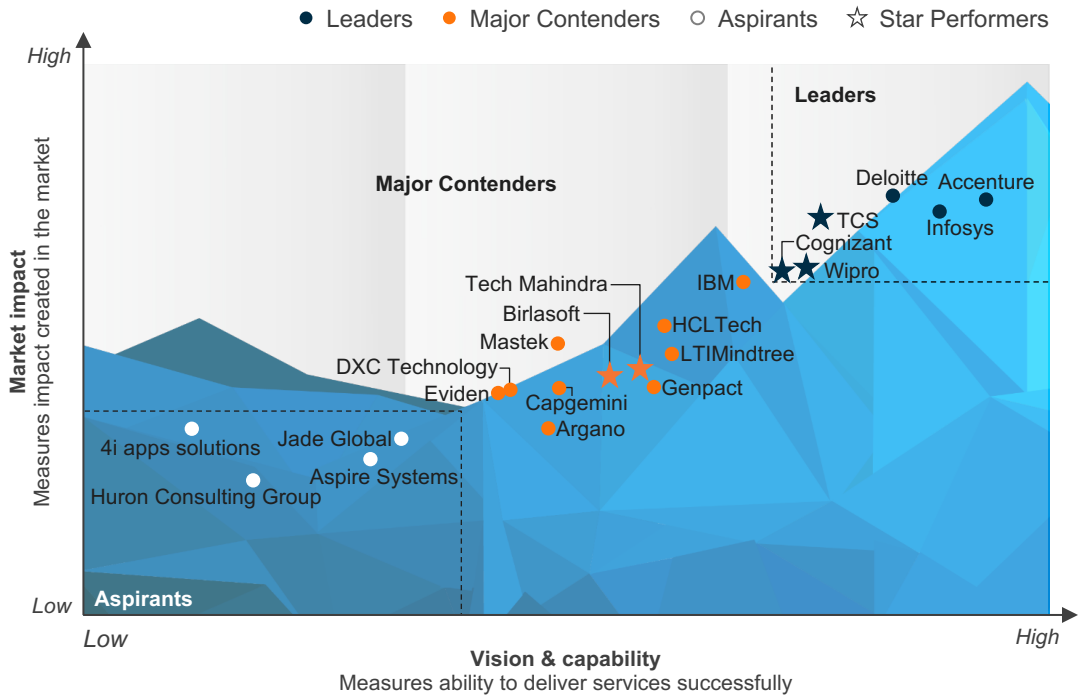
Service Provider characteristics

- Leaders have credible proof points of transformational engagements in various industries globally. These engagements are backed by a strong delivery network and a large pool of resources
- Leaders are characterized by their strong advisory capabilities; they have proof points of end-to-end transformation along with change management support
- Major Contenders are distinguished by their focus on pure-play implementation and managed-services engagements. They have capabilities and proof points to support both greenfield and brownfield engagements
- Aspirants offer pricing discounts and exhibit strong account management throughout the engagement

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

Everest Group Oracle Cloud Applications Services PEAK Matrix® Assessment 2023[1,2]

Illustrative example

● Leaders   ● Major Contenders   ○ Aspirants   ☆ Star Performers

Market impact — Measures impact created in the market (vertical axis, Low to High)

Vision & capability — Measures ability to deliver services successfully (horizontal axis, Low to High)

Leaders:
- Deloitte
- Accenture
- TCS
- Infosys
- Cognizant
- Wipro

Major Contenders:
- Tech Mahindra
- Birlasoft
- Mastek
- DXC Technology
- Eviden
- Capgemini
- Argano
- IBM
- HCLTech
- LTIMindtree
- Genpact

Aspirants:
- 4i apps solutions
- Jade Global
- Aspire Systems
- Huron Consulting Group

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	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	Innovation and investments	Delivery footprint	Overall
◔	◔	◑	◑	◑	◑	◔	◕	◑

Strengths
- Provider 1's ability to consistently win relevant Oracle partner awards upholds its credibility in the OCA market
- Enterprises can leverage Provider 1's industry experience in the public sector and healthcare and life sciences to expedite implementation and minimize customizations
- Clients have called out its domain expertise, global delivery presence, and account management capabilities as its key strengths

Limitations
- Provider 1's buyer profile is skewed toward the APAC and UK regions. Clients in mature markets, such as the North America region, should further evaluate its regional delivery capabilities
- Its lack of OCA-certified resources can act as a deterrent for certain clients looking for large, complex implementations

1 Assessments for Accenture, Capgemini, Deloitte, Eviden, Huron Consulting Group, and IBM exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers

2 Eviden is an Atos business

Source: Everest Group (2023)

Research calendar
Enterprise Platform Services (EPS)

Reports title	Release date
SAP Business Application Services PEAK Matrix® Assessment 2023 – Global	November 2022
Salesforce Industry Cloud Services Provider Compendium 2023	December 2022
Playbook: Transforming Customer and Partner Experiences in the Retail, Consumer Packed Goods (CPG), and Manufacturing Industries	March 2023
Microsoft Dynamics 365 Services PEAK Matrix® Assessment 2023	June 2023
Microsoft Dynamics 365 Services – Provider Compendium 2023	July 2023
Oracle Cloud Applications Services PEAK Matrix® Assessment 2023	**July 2023**
Enterprise Platform Services: Voice of the Customer 2023	Q3 2023
SAP Business Application Services – State of the Market 2023	Q3 2023
Microsoft Dynamics 365 Services – State of the Market 2023	Q3 2023
Salesforce Industry Cloud State of the Market 2023	Q3 2023
Oracle Cloud Applications Services – Provider Compendium 2023	Q3 2023
Oracle Cloud Applications – State of the Market 2023	Q3 2023
Pega Services PEAK Matrix® Assessment 2023	Q4 2023
Pega Services – Provider Compendium 2023	Q4 2023
Pega Services – State of the Market 2023	Q4 2023

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