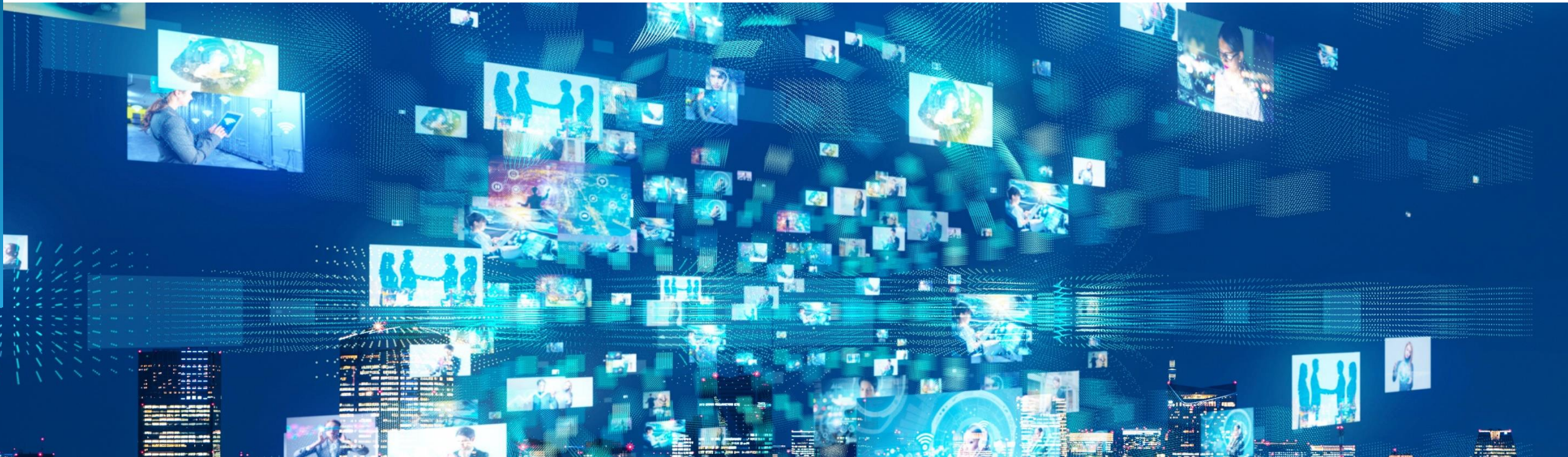


# Oracle Cloud Applications Services – Provider Compendium 2023

October 2023: Complimentary Abstract / Table of Contents



# Our research offerings

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

## Enterprise Platform Services

- ▶ 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
- ▶ 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 Talent Excellence
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Microsoft Business Application Services
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ 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](mailto: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

|  |           |
|--|-----------|
| <b>1. Introduction and overview</b>  | <b>5</b>  |
| • Research methodology   | 6         |
| • Key information on the report  | 7         |
| • Background of the research   | 8         |
| • Scope of the research  | 9         |
| <b>2. Oracle Cloud Applications Services PEAK Matrix® 2023 characteristics</b> | <b>10</b> |
| • PEAK Matrix® framework   | 11        |
| • Everest Group PEAK Matrix for Oracle Cloud Applications services             | 14        |
| • Characteristics of Leaders, Major Contenders, and Aspirants                  | 15        |
| • Star performers  | 16        |
| • Service provider capability summary dashboard                                | 17        |
| <b>3. Enterprise sourcing considerations</b>                                   | <b>21</b> |
| • Leaders  | <b>22</b> |
| – Accenture  | 22        |
| – Cognizant  | 27        |
| – Deloitte   | 32        |
| – Infosys  | 37        |
| – TCS  | 42        |
| – Wipro  | 47        |
| • Major Contenders   | 52        |
| – Argano   | 53        |

For more information on this and other research published by Everest Group, please contact us:

**Yugal Joshi**, Partner

**Abhishek Mundra**, Practice Director

**AS Yamohiadeen**, Practice Director

**Sangamesh Kadagad**, Senior Analyst

**Nabh Kishore**, Senior Analyst

# Contents

|                               |            |
|-------------------------------|------------|
| • Major Contenders(continued) |            |
| – Birlasoft                   | 58         |
| – Capgemini                   | 63         |
| – DXC Technology              | 68         |
| – Eviden                      | 73         |
| – Genpact                     | 78         |
| – HCLTech                     | 83         |
| – IBM                         | 88         |
| – LTIMindtree                 | 93         |
| – Mastek                      | 98         |
| – Tech Mahindra               | 103        |
| • Aspirants                   | 108        |
| – 4i apps solutions           | 109        |
| – Aspire Systems              | 114        |
| – Huron Consulting Group      | 119        |
| – Jade Global                 | 124        |
| <b>4. Appendix</b>            | <b>129</b> |
| • Glossary                    | 130        |
| • Research calendar           | 131        |

## 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 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

# The Oracle Cloud Applications Services Provider Compendium 2023 report has 21 provider profiles which covers their service focus, key IPs / solutions, domain investments, and case studies

Oracle Cloud Applications Services – Provider Compendium 2023

## Provider 1 profile (page 1 of 5)

### Overview

**Vision for Oracle Cloud Applications services**  
 Provider 1's vision is to deliver exceptional solutions to its customers, tackle significant business obstacles. Its goal is to become a partner in the life sciences industry sectors.

**Number of projects completed in 2022:** 59

**Number of Oracle Cloud Applications experts:** 620

**Oracle Cloud Application services revenue split by buyer size**

|                   |                  |
|-------------------|------------------|
| <US\$1 billion    | US\$1-5 billion  |
| US\$10-20 billion | >US\$ 20 billion |

**Proportion of Oracle Cloud Applications revenue by module**

|     |        |
|-----|--------|
| ERP | CRM/CX |
| HCM | EPM    |

Everest Group® Proprietary & Confidential. © 2023, Everest Global, Inc.

Oracle Cloud Applications Services – Provider Compendium 2023

## Provider 1 profile (page 2 of 5)

### Key solutions

**Proprietary solutions (representative list)**

| Solution name | Industry in focus     |
|---------------|-----------------------|
| Solution 1    | Across all industries |
| Solution 2    | Across all industries |
| Solution 3    | Across all industries |
| Solution 4    | Across all industries |

**Oracle-certified solutions on Oracle marketplace compatible**

| Solution name | Industry in focus |
|---------------|-------------------|
| Solution 1    | ERP, SCM          |
| Solution 2    | ERP, SCM          |

Everest Group® Proprietary & Confidential. © 2023, Everest Global, Inc.

Oracle Cloud Applications Services – Provider Compendium 2023

## Provider 1 profile (page 3 of 5)

### Investments and partnerships

**Key investments (representative list)**

| Investment name | Focused Oracle Cloud Application |
|-----------------|----------------------------------|
| Investment 1    | ERP, SCM                         |
| Investment 2    | ERP, SCM                         |
| Investment 3    | Hi-tech, life sciences           |

**Key partnerships (representative list)**

**Partner ecosystem**

Salesforce  
Boomi

Everest Group® Proprietary & Confidential. © 2023, Everest Global, Inc.

Oracle Cloud Applications Services – Provider Compendium 2023

## Provider 1 profile (page 4 of 5)

### Case studies

**Case study 1** Transformed business operations by Oracle Cloud ERP

**Business challenge**  
 The client faced challenges during the initial implementation process, coordination, and execution to ensure a smooth transition from legacy systems. There were additional difficulties while mapping and configuring business specific requirements, and integrating it with other applications. Integrity and accuracy during the migration process.

**Solution**  
 Provider 1 helped the client streamline end-to-end business processes leveraging the scalability of the cloud and combining it with a third-party integration platform. Oracle Cloud ERP improved the process by providing a single source of truth, allowing the client to easily adapt and grow with business requirements. The client achieved improved efficiency, enhanced decision-making success in a rapidly evolving business environment.

**Impact**

- Enhanced operational activities
- Improved business growth
- Enhanced decision-making capabilities

Everest Group® Proprietary & Confidential. © 2023, Everest Global, Inc.

Oracle Cloud Applications Services – Provider Compendium 2023

## Provider 1 profile (page 5 of 5)

### Everest Group assessment – Aspirant

**Market impact**

| Market adoption | Portfolio mix | Value delivered | Overall |
|-----------------|---------------|-----------------|---------|
|                 |               |                 |         |

**Vision & capability**

| Vision and strategy | Scope of services offered | Innovation and investments | Delivery footprint | Overall |
|---------------------|---------------------------|----------------------------|--------------------|---------|
|                     |                           |                            |                    |         |

Measure of capability: Low High

**Strengths**

- Given its higher focus in manufacturing and hi-tech industries, Provider 1 is a suitable partner for clients in these industries
- Clients can benefit from its investments in accelerators and solutions that expedite implementation timelines; its key solutions include Solution 1 and Solution 2
- It is a compatible partner for enterprises seeking cost-effective, low-to-medium complex implementation and maintenance services for OCA

**Limitations**

- Its buyer portfolio is skewed toward the SMB segment; large and mega clients should further evaluate Provider 1's delivery capabilities
- Most of its buyers are from the North American region; clients in other geographies need to evaluate its region-specific capabilities before partnering
- While Provider 1 has a rich experience in ERP and SCM product areas, its limited proof points in Oracle CRM/CX are a barrier for clients looking for a partner for CX transformation

Everest Group® Proprietary & Confidential. © 2023, Everest Global, Inc. | EGR-2023-50-R-6161

138

# Research calendar

## Enterprise Platform Services

■ Published
 ■ Planned
 ■ Current release

| 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           |
| Enterprise Platform Services: Voice of the Customer 2023   | September 2023      |
| <b>Oracle Cloud Applications Services – Provider Compendium 2023</b>   | <b>October 2023</b> |
| SAP Business Application Services – State of the Market 2023   | Q1 2024             |
| Microsoft Dynamics 365 Services – State of the Market 2023   | Q1 2024             |
| Salesforce Industry Cloud – State of the Market 2023   | Q1 2024             |
| Oracle Cloud Applications – State of the Market 2023   | Q1 2024             |
| Pega Services PEAK Matrix® Assessment 2023   | Q1 2024             |
| Pega Services – Provider Compendium 2023   | Q1 2024             |
| Pega Services – State of the Market 2023   | Q1 2024             |

Note: [Click](#) to see a list of all of our published Enterprise Platform Services (EPS) 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](http://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](http://everestgrp.com)

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

**Blog**  
[everestgrp.com/blog](http://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/](http://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.