

Identity and Access Management (IAM) Services PEAK Matrix® Assessment 2023

July 2023: Complimentary Abstract



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Background of the research

The surge in next-generation security threats has left enterprises worldwide grappling with cybersecurity challenges. Enterprises across the globe are in search of reliable Identity and Access Management (IAM) service providers that can offer highly tailored security services, such as Single Sign-On (SSO), multi-factor authentication, Privileged Access Management (PAM), and identity governance for compliance assurance. This approach ensures not only compliance with various regional regulations but also adherence to local data privacy laws. A robust IAM program also imparts multiple other benefits to enterprises such as enhanced user experience and productivity, heightened security, operational efficiency, and reduced burden on IT support teams.

In response, IAM service providers are expanding their capabilities to meet these diverse demands. There is also a marked drive to enhance their cybersecurity consulting capabilities, in order to be recognized as a holistic security partner that can provide end-to-end security services. Undertaking this research on IAM service providers thus seeks to shed light on their evolving capabilities and strategies.

In this research, we present an assessment and detailed profiles of 21 Identity and Access Management (IAM) service providers for the IT security capabilities featured on the Identity and Access Management (IAM) Security Services PEAK Matrix® Assessment 2023. The assessment is based on Everest Group's annual RFI process for the calendar year 2023, interactions with leading Identity and Access Management (IAM) service providers, client reference checks, and ongoing analysis of the IAM services market

This report includes the profiles of the following 21 leading IAM providers featured on the Identity and Access Management Services PEAK Matrix:

- **Leaders:** Accenture, HCLTech, IBM, Infosys, TCS, and Wipro
- **Major Contenders:** Capgemini, Cognizant, Deloitte, DXC Technology, Eviden, EY, Kyndryl, LTIMindtree, NTT DATA, Optiv, and Persistent Systems
- **Aspirants:** GAVS Technologies, Happiest Minds, Inspira, and Mphasis

Scope of this report



Geography
Global



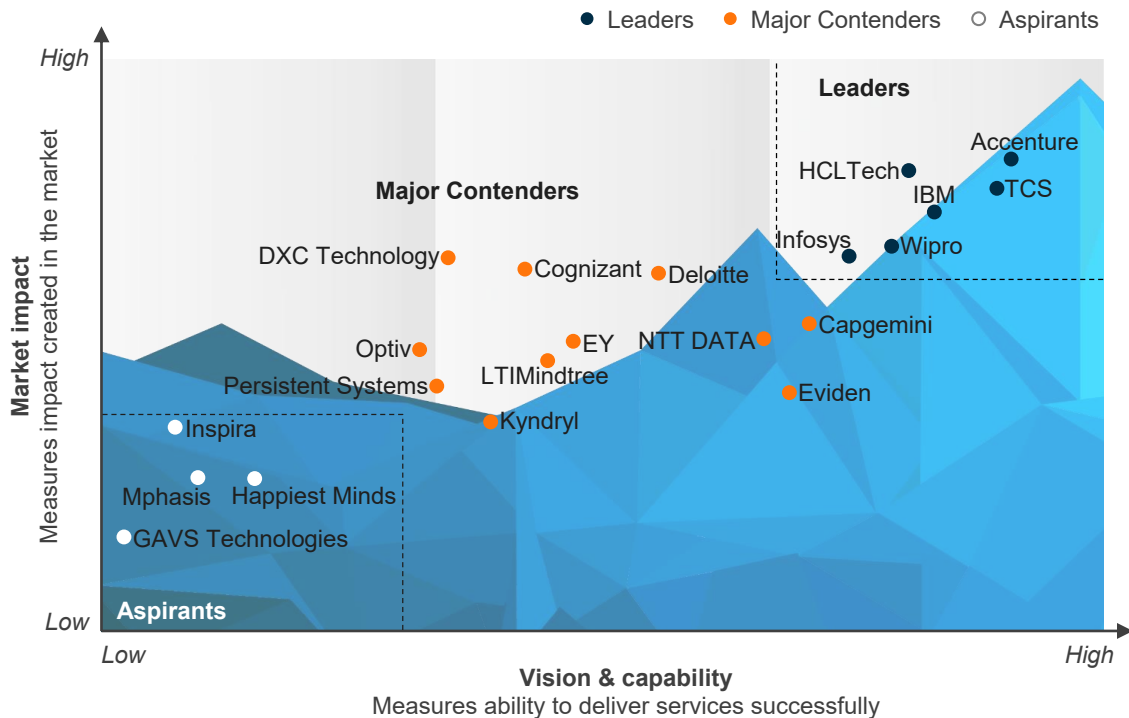
Providers
21



Services
Identity and Access
Management

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

Everest Group Identity and Access Management (IAM) Services PEAK Matrix® Assessment 2023¹



1 Assessments for Capgemini, Deloitte, and EY excludes provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with insurance buyers
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

- Enterprises considering user experience as a critical parameter in their IAM journey should consider Provider 1 because of its focus towards human-centric design
- Enterprises looking to reduce IAM implementation time through automation will benefit from Provider 1's investments in building dedicated IPs for automated application migration and onboarding to IAM tools

Limitations

- A few clients have highlighted that Provider 1 needs to focus coordination of multiple teams spread across different regions while working on global IAM engagements
- Provider 1 has strong delivery capabilities across the entire life cycle of IAM services, but there are limited proof points in next-gen IAM areas such as Identity Threat Detection and Response (ITDR)

Research calendar

Cybersecurity

Published Planned Current release

Reports title	Release date
Managed Detection and Response (MDR) Services PEAK Matrix® Assessment 2023	December 2022
Managed Detection and Response (MDR) Services Provider Compendium 2023	February 2023
Cautious Optimism Amid Disruption – 2023 Key Issues, Enterprise IT Perspective	March 2023
Enterprise Pulse for Technology Services 2023: Sharp Decline in Customer Satisfaction	April 2023
Talent Demand Trends India IT Services – H2 2022	May 2023
Cyber without Perimeters: Starting Your Zero-trust Journey with Identity	May 2023
Cybersecurity Services State of the Market 2023: Cyber Secure to Cyber Resilient	June 2023
Identity and Access Management (IAM) Services PEAK Matrix® Assessment 2023	July 2023
From Risk Mitigation to ESG Leadership: The Untapped Potential of Managed Detection and Response (MDR)	Q3 2023
Cloud Security Services PEAK Matrix® Assessment 2023	Q3 2023
Identity and Access Management Services Provider Compendium 2023	Q3 2023
Cloud Security Services Compendium 2023	Q3 2023
Operational Technology (OT) Security Providers PEAK Matrix® Assessment	Q4 2023
Network Security and Security at the Edge	Q4 2023
Managed Security Services Specialists PEAK Matrix® Assessment 2023	Q4 2023

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