



Microsoft Azure Services PEAK Matrix[®] Assessment 2024

December 2024: Complimentary Abstract / Table of Contents



Cloud and Infrastructure Services



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- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Microsoft Business Application Services
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- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Payment Integrity Solutions
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
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- ▶ Rewards and Recognition
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Contents

5	Introduction and overview	27	HCLTech
6	Research methodology	28	Infosys
7	Key information on the report	29	TCS
8	Background of the research	30	Wipro
9	Focus of the research		
10	Market Update	31	Major Contenders
11	Summary of key messages	32	DataArt
12	Microsoft Azure Services PEAK Matrix® characteristics	33	DXC Technology
13	PEAK Matrix framework	34	EPAM
16	Everest Group PEAK Matrix for Microsoft Azure Services	35	Eviden
17	Characteristics of Leaders, Major Contenders, and Aspirants	36	EY
18	Star Performer summary	37	Happiest Minds
19	Provider capability summary dashboard	38	HSO
23	Enterprise sourcing considerations	39	IBM
23	Leaders	40	Kyndryl
24	Accenture	41	LTIMindtree
25	Capgemini	42	Mphasis
26	Cognizant	43	NTT DATA
		44	Orange Business
		45	Persistent Systems
		46	Tech Mahindra

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Contents

31	Major Contenders (continued)
47	UST
48	Virtusa
49	Aspirants
50	Computacenter
51	GFT
52	Orion Innovation
53	Sutherland
54	VVDN
55	Appendix
56	Glossary
58	Research calendar

Background of the research

The public cloud market has seen rapid expansion in recent years, driven by enterprises' growing need for digital transformation, innovation, and operational resilience. Microsoft Azure has capitalized on this demand, accelerating its adoption through investments in cutting-edge technologies such as generative AI in association with Open AI, industry-specific cloud solutions, data management (including Microsoft Fabric), and robust security features.

As Azure continues to evolve, enterprises are increasingly relying on Azure service providers to guide them through seamless cloud migrations and optimize their cloud environments. These providers offer critical expertise in cost control, resource optimization, and cloud-native development, ensuring businesses can fully leverage the power of Azure to drive growth and innovation.

In response to these evolving needs, Azure service providers are strengthening their go-to-market strategies, expanding certifications and specialization, and developing Azure-specific Intellectual Property (IP). Strong relationships with Microsoft enable these providers to deliver tailored, industry-specific solutions that enhance

operational efficiency and unlock new avenues for business value.

In this research, we present an assessment and detailed profiles of 29 Microsoft Azure Service Providers (SPs) featured on Microsoft Azure Services PEAK Matrix® Assessment 2024. The assessment is based on Everest Group's annual Request for Information (RFI) process for the calendar year 2024, interactions with leading Microsoft Azure SPs, client reference checks, and an ongoing analysis of the cloud services market.

This report includes the profiles of the following 29 leading Microsoft Azure SPs featured on the Microsoft Azure Services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, HCLTech, Infosys, TCS, and Wipro
- **Major Contenders:** DataArt, DXC Technology, EPAM, Eviden, EY, Happiest Minds, HSO, IBM, Kyndryl, LTIMindtree, Mphasis, NTT DATA, Orange Business, Persistent Systems, Tech Mahindra, UST, and Virtusa
- **Aspirants:** Computacenter, GFT, Orion Innovation, Sutherland, and VVDN

Scope of this report

Geography: global

Providers: 29 SPs

Services: Microsoft Azure Services

Overview and abbreviated summary of key messages

In this research, we present an assessment and detailed profiles of 29 SPs featured on Microsoft Azure Services PEAK Matrix® Assessment 2024. The assessment is based on Everest Group's annual RFI process for calendar year 2024, interactions with leading SPs, client reference checks, and an ongoing analysis of the Microsoft Azure services market.

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

Microsoft Azure Services PEAK Matrix

- This report includes the profiles of the following 29 leading providers featured on the Microsoft Azure Services PEAK Matrix®:
 - Leaders: Accenture, Capgemini, Cognizant, HCLTech, Infosys, TCS, and Wipro
 - Major Contenders: DataArt, DXC Technology, EPAM, Eviden, EY, Happiest Minds, HSO, IBM, Kyndryl, LTIMindtree, Mphasis, NTT DATA, Orange Business, Persistent Systems, Tech Mahindra, UST, and Virtusa
 - Aspirants: Computacenter, GFT, Orion Innovation, Sutherland, and VVDN

Service provider characteristics

- Leaders demonstrate strong market impact and extensive capabilities across the Azure ecosystem, supporting enterprises with end-to-end services, including infrastructure, application modernization, data transformation, and AI adoption
- Major Contender's collaboration with Microsoft and Independent Software Vendors (ISVs) underpins many successful Azure engagements, and is also lauded for their commercial flexibility and competitive pricing in some cases
- Aspirants excel in cost optimization, managed services, and workload migration but fall short in advanced Azure specializations, generative AI, and vertical-specific use cases, making them less suited for large-scale transformations

This study offers 29 distinct chapters providing a deep dive into key aspects of Microsoft Azure Services market; below are three charts to illustrate the depth of the report

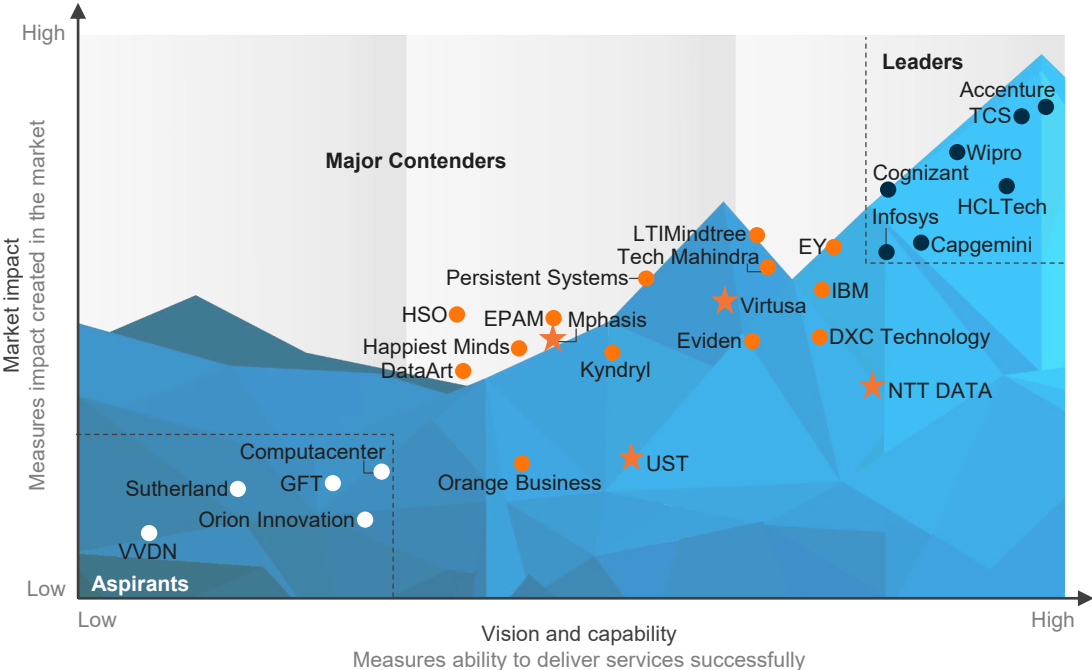
Everest Group PEAK Matrix® Assessment 2024

Capability assessment

Illustrative example

Everest Group Microsoft Azure Services PEAK Matrix® Assessment 2024¹

● Leaders ● Major Contenders ○ Aspirants ☆ Star Performers



¹ Assessments for DXC Technology and Tech Mahindra 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 (2024)

Measure of capability: ○ Low ● High

Provider	Market impact				Vision and 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	○	○	●	○	●	○	○	●	○

Everest Group's remarks on providers

Illustrative example

Measure of capability: ○ Low ● High

Market adoption	Portfolio mix	Value delivered	Overall	Vision and capability					
				Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall	
○	●	●	●	●	○	○	○	○	●

Strengths

- Provider 1's solution portfolio can help enterprises of different maturity to accelerate their cloud implementation, embed data and analytics at scale
- Enterprises can rely on Provider 1 for cloud security needs on Microsoft Azure owing to its broad portfolio of security-focused solutions

Limitations

- Enterprises need to carefully assess Provider 1's capabilities as an MSP to manage their Microsoft Azure environment end-to-end as its experience in serving such engagements
- Some clients have voiced concerns around lack of proactive communication while managing Microsoft Azure engagements

Research calendar

Cloud and Infrastructure

	Published	Current release	Planned
Reports title	Release date		
FinOps for Enabling Value in Cloud: Unveiling the Top 10 Multi-cloud FinOps Visibility Tool Providers			December 2023
Secure Access Service Edge (SASE) Spotlight: Exploring the Top 10 SASE Technology Providers			December 2023
Accelerating Clients' Cloud Journeys: IT Services and Cloud Provider Partnerships to Drive Ecosystem Value			January 2024
Google Cloud Services Specialists PEAK Matrix® Assessment 2024			February 2024
Mainframe Services PEAK Matrix® Assessment 2024			April 2024
AWS Services Specialists PEAK Matrix® Assessment 2024			August 2024
Mainframe Services Enterprise Pulse 2024 – Top Three Providers Delivering Superior Value			September 2024
AWS Services PEAK Matrix® Assessment 2024			December 2024
Microsoft Azure Services PEAK Matrix® Assessment 2024			December 2024
Managed SD-WAN/SASE Services PEAK Matrix® Assessment 2024			Q4 2024
Cloud Services State of the Market 2024 – North America			Q4 2024
Cloud Services State of the Market 2024 – Europe			Q4 2024
Google Cloud Services PEAK Matrix® Assessment 2024			Q4 2024
Google Cloud Services State of the Market 2024			Q4 2024
Network Services State of the Market 2024			Q4 2024
AI-led Network Transformation for Businesses			Q4 2024

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