

Application Transformation Services PEAK Matrix® Assessment 2024 – North America

January 2024: Complimentary Abstract / Table of Contents



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- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ 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
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Background of this research

In light of evolving customer expectations and the need for enhanced productivity, the importance of application transformation has grown significantly for enterprises. To harness the full potential of emerging technologies, businesses must embrace the cloud and move away from outdated legacy systems. With the looming macro-economic uncertainty, North American enterprises are driving more focus on business value realization and outcomes of their application transformation initiatives. Service providers are in turn enhancing their offerings through strategic partnerships with technology, and platform providers and developing Intellectual Property (IP) to deliver higher Return on Investment (RoI) and gain enterprise confidence. They are also investing substantially in next-generation technology themes such as low-code/no-code and generative AI to augment their solution offerings.

In this research, we present an assessment and detailed profiles of 28 application transformation service providers featured on the Application Transformation Services PEAK Matrix® – North America. Each provider profile provides a comprehensive picture of its service focus, key IP / solutions, domain investments, and case studies. The assessment is based on Everest Group’s annual RFI process for calendar year 2023, interactions with leading application transformation service providers, client reference checks, and an ongoing analysis of the application transformation services market.

This report includes the profiles of the following 28 leading application transformation service providers featured on the application transformation services PEAK Matrix – North America:

- **Leaders:** Accenture, Deloitte, HCLTech, IBM, Infosys, TCS, Wipro
- **Major Contenders:** Apexon, Aspire Systems, Brillio, Capgemini, CI&T, DataArt., DXC Technology, Hitachi Digital Services (formally Hitachi Vantara), HTC Global Services, Kyndryl, LTIMindtree, Mphasis, Nous Infosystems, SLK Software, Tech Mahindra, UST
- **Aspirants:** Datamatics, Dexian IT Solutions, Jade Global, Stefanini

Scope of this report



Geography
North America



Providers
28 leading application
transformation service
providers



Services
Application
transformation solutions

Overview and abbreviated summary of key messages

In this research, we present an assessment and detailed profiles of 28 application transformation service providers featured on the application transformation services PEAK Matrix® for North American geography. Each provider profile provides a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies.

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

Everest Group Application Transformation Services PEAK Matrix® 2024 – North America

Everest Group classified 28 application transformation service providers for North American geography on the Everest Group Services PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants

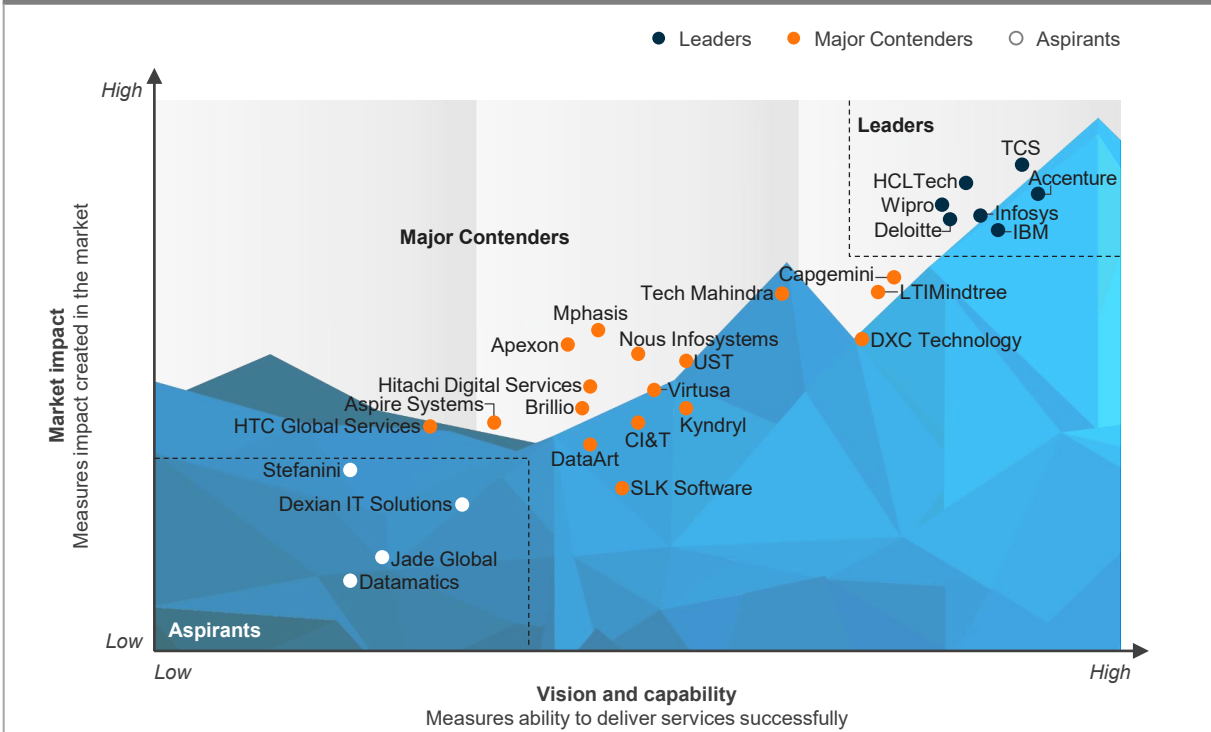
- **Leaders:** Accenture, Deloitte, HCLTech, IBM, Infosys, TCS, and Wipro
- **Major Contenders:** Apexon, Aspire Systems, Brillio, Capgemini, CI&T, DataArt, DXC Technology, Hitachi Digital Services, HTC Global Services, Kyndryl, LTIMindtree, Mphasis, Nous Infosystems, SLK Software, Tech Mahindra, and UST
- **Aspirants:** Datamatics, Dexian IT Solutions, Jade Global, and Stefanini

Insights on the competitive landscape

- Leaders have displayed a focused vision and strategy to drive application transformation for North American enterprise clients through a credible suite of branded IP and solution accelerators and a balanced services portfolio with mature advisory and implementation capabilities
- Major Contenders are driving focus on strengthening their service offerings through dedicated investments in IP development and partner network expansion, their service portfolio and delivery capabilities are not as balanced as those of Leaders
- Aspirants have a limited market presence but are expanding their footprint and capabilities. They are gradually increasing their investments to develop focused solution accelerators, expand their partner network, and augment their services portfolio to contend in the mature transformation services market

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

Application Transformation Services PEAK Matrix® Assessment 2024 – North America^{1,2,3}



1 Assessments for Accenture, Capgemini, and Virtusa excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with buyers
 2 Analysis of IBM is based on capabilities after the split into IBM and Kyndryl
 3 Analysis for Kyndryl and Infosys includes partial inputs from the service provider, and is based on Everest Group's estimates that leverages its proprietary data assets, service provider public disclosures, and interaction with buyers
 Source: Everest Group (2024)

Capability assessment Illustrative example

Measure of capability: 🟡 Low ● High

Providers	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	●	🟡	●	●	●	●	●	●	●
Provider 7	●	●	●	●	●	●	●	●	●
Provider 8	●	🟡	●	●	●	●	●	●	●
Provider 9	●	●	●	●	●	●	●	●	●

Everest Group's remarks on providers Illustrative example

Measure of capability: 🟡 Low ● High

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
●	●	●	●	●	●	●	●	●

- | | |
|---|---|
| <p>Strengths</p> <ul style="list-style-type: none"> Enterprises looking for end-to-end transformation services with mature competencies for cloud adoption and platform-native modernization will benefit from provider's accelerator | <p>Limitations</p> <ul style="list-style-type: none"> Provider partnership ecosystem lacks breadth due to limited proof points of alliances with niche vendors and emerging start-ups in the application transformation space Provider has limited focus on next-generation themes such as AI-led transformation or multi-/hybrid-cloud migrations |
|---|---|

Research calendar

Application Services

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Quality Engineering (QE) Specialist Services PEAK Matrix® Assessment 2023	September 2023
Automation Platform Engineering: Unleashing the True Potential of Application Automation	September 2023
Next-generation Quality Engineering (QE) Services PEAK Matrix® Assessment 2023	October 2023
Low-code Application Development Platforms PEAK Matrix® Assessment 2023	November 2023
Quality Engineering (QE) Specialist – Provider Compendium 2023	November 2023
Next-generation Quality Engineering (QE) Services – Provider Compendium 2023	January 2024
Application Transformation Services PEAK Matrix® Assessment 2024 – North America	January 2024
Generative AI for the Future of Application Services – Propelling Productivity and Reshaping Cost Paradigms	Q1 2024
Understanding the Potential Impact of Generative AI in Application Services – Application Services State of the Market 2024	Q1 2024
Low-code Application Development Platforms – Provider Compendium 2024	Q1 2024
Next-generation Quality Engineering (QE) Service – Provider Compendium 2024	Q1 2024
Moving the Enterprise Gen AI Needle Forward – Quality Engineering (QE) State of the Market 2024	Q1 2024
Application Transformation Services PEAK Matrix® Assessment 2024 – Europe	Q1 2024
Application Services – Top Five Service Providers 2024	Q1 2024
Application Transformation Services – Provider Compendium 2024 – North America and Europe	Q1 2024

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