

# Application Transformation Services PEAK Matrix® Assessment 2024 – Europe

March 2024: Complimentary Abstract / Table of Contents



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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
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as-a-Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG IT Services
- ▶ 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
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## Background of this research

In light of evolving customer expectations and the need for enhanced productivity and efficiency, the importance of application transformation has grown significantly for enterprises. To harness the full potential of emerging technologies, businesses are taking transformation steps and moving away from outdated legacy systems. With the looming macro-economic uncertainty, European enterprises are focusing on application transformation initiatives to realize business value with each transformation step. Further, there is a sustained drive toward sustainability, compliance, and regulatory adherence. 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. Additionally, they are making substantial investments to expand their regional delivery centers in Europe to bolster local service delivery and ensure better proximity to customers.

In this research, we present an assessment and detailed profiles of 26 application transformation service providers featured on the Application Transformation Services PEAK Matrix® – Europe. 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.

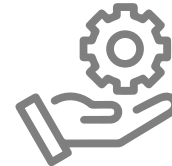
**This report includes the profiles of the following 26 leading application transformation service providers featured on the Application Transformation Services PEAK Matrix – Europe:**

- **Leaders:** Accenture, Capgemini, Deloitte, HCLTech, IBM, Infosys, TCS, and Wipro
- **Major Contenders:** CI&T, DataArt, DXC Technology, Fujitsu, Hitachi Digital Services, Kyndryl, LTIMindtree, Mphasis, Nous Infosystem, PwC, Sopra Steria, Stefanini, Tech Mahindra, and UST
- **Aspirants:** Datamatics, SLK Software, Sonata Software, and Virtusa

### Scope of this report



**Geography**  
Europe



**Providers**  
26 leading application transformation service providers



**Services**  
Application transformation services

## Overview and abbreviated summary of key messages

In this research, we present an assessment and detailed profiles of 26 application transformation service providers featured on the application transformation services PEAK Matrix® for European 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 – Europe

Everest Group classified 26 application transformation service providers for European geography on the Everest Group Services PEAK Matrix into the three categories of Leaders, Major Contenders, and Aspirants

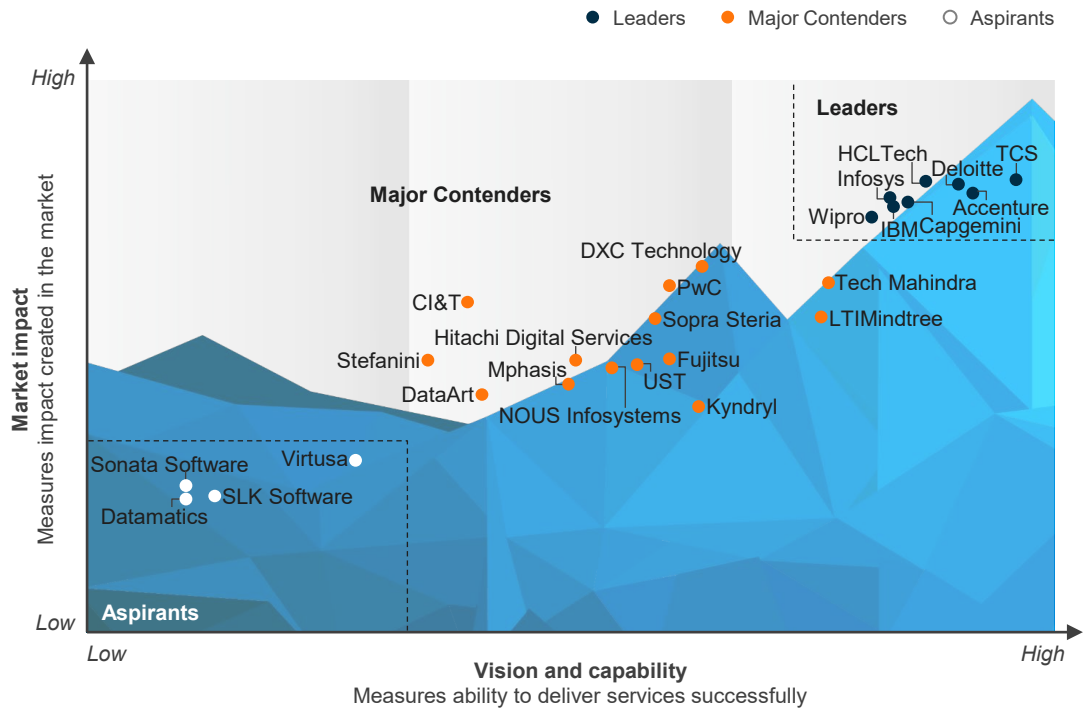
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- **Aspirants:** Datamatics, SLK Software, Sonata Software, and Virtusa

### Insights on the competitive landscape

- Leaders have displayed a focused vision and strategy to drive application transformation for European 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 portfolios and delivery capabilities are not as balanced as those of Leaders
- Aspirants have limited market presence, delivery footprint, and customer portfolio but are gradually increasing their investments to develop focused solution accelerators, expand their partner network, and augment their services portfolio to compete 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 – Europe<sup>1,2,3</sup>



1 Assessments for Accenture, Capgemini, Fujitsu, Sonata Software, and Virtusa exclude 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, Infosys, and PwC includes partial inputs from the service provider, and is based on Everest Group's estimates that leverage 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
●	●	●	●	●	●	●	●	●

**Strengths**

- Clients seeking industry-specialized AI and generative AI-powered solutions in healthcare, financial services, and Retail and Consumer Packaged Goods (RCPG) domains can rely on providers offering portfolio
- Enterprises looking for next-generation AI-infused transformation solutions will find it suitable due to its investments in providing an end-to-end AI ecosystem under provider's offering

**Limitations**

- Provider partnership ecosystem lacks breadth due to limited proof points of alliances with niche vendors and emerging start-ups in the application transformation space
- Enterprises from the manufacturing, electronics, and HLS verticals will need to do careful due diligence of provider's capabilities due to its limited presence and focus on these industries, vis-à-vis peers

# Research calendar

## Application Services

Published Planned Current release

Reports title	Release date
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	January 2024
Next-generation Quality Engineering (QE) Services – Provider Compendium 2024	January 2024
Low-code Application Development Platforms – Provider Compendium 2024	February 2024
Enterprise Pulse – Top Five Emerging Application Service Providers 2024	March 2024
<b>Application Transformation Services PEAK Matrix® Assessment 2024 – Europe</b>	<b>March 2024</b>
Moving the Enterprise Gen AI Needle Forward – Quality Engineering (QE) State of the Market 2024	Q1 2024
Application Transformation Services – Provider Compendium 2024 – North America and Europe	Q2 2024
Application Management Services PEAK Matrix® Assessment 2024	Q2 2024
Application Monitoring and Observability Solutions PEAK Matrix® Assessment 2024	Q2 2024
Low-code Application Development Technology Provider Compendium 2024	Q2 2024
Enterprise Pulse for Technology Services 2024 – Client Satisfaction Remains a Challenge	Q2 2024

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