Talent Readiness for Next-generation IT Services – Provider Compendium 2024

January 2024: Complimentary Abstract / Table of Contents

Our research offerings

This report is included in the following research program(s):
IT Talent Excellence, Technology Skills and Talent

- 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)
- Forces and Foresight
- 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
- 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
- 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**

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

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

Ronak Doshi, Partner

Arpita Dwivedi, Practice Director

Amit Anand, Senior Analyst

Abhigyan Kumar, Analyst

Contents

Background of the research

Even after years of the inception of the talent war, the hunt for quality talent is far from over, and organizations are still struggling to meet the demand for next-generation IT services skills. Heightened attrition, wage inflation, and shortening half-lives of skill have compounded the challenges. The consistent availability of hyper-productive talent with niche and specialized skills and robust talent management capability has become vital for an enterprise's digital transformation journey. Service providers are investing significantly in in-house talent development programs and technology and partner ecosystems and curating their strategy to manage a diverse workforce to enrich their talent value proposition and gain competitive advantage. This includes building personalized learning journeys and crafting career pathways for employees to create a culture of lifelong learning, along with the optimization of workforce development and management processes with technology stacks to build a flexible, collaborative, productive, and project-ready workforce.

In this research, we present an assessment of 26 service providers featured on the Talent Readiness for Next-generation IT Services PEAK Matrix® Assessment 2023. Each provider profile provides a comprehensive picture of its talent portfolio, workforce management strategy, people strategy, workforce optimization levers, initiatives, and case studies. The assessment is based on Everest Group's annual RFI process for the calendar year 2023, interactions with leading service providers, client reference checks, and an ongoing analysis of the technology skills and talent market.

The full report includes the profiles of the following 26 leading service providers featured on the Talent Readiness for Next-generation IT Services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, EPAM, HCLTech, IBM, Infosys, LTIMindtree, Persistent Systems, and TCS
- **Major Contenders:** Atos, Brillio, CGI, Coforge, Cognizant, Mphasis, NTT DATA, Randstad Digital, Tech Mahindra, ValueMomentum, Virtusa, Wipro, and Zensar
- **Aspirants:** DXC Technology, Happiest Minds, Stefanini, Unisys
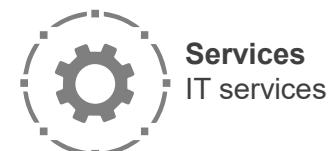
Scope of this report

Geography
Global

Providers
26

Services
IT services

Overview and abbreviated summary of key messages

This report features detailed profiles of 26 leading IT service providers to assist IT services buyers in selecting providers that can serve their needs. It allows service providers to compare their offerings and capabilities with other providers in the market.

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

IT Talent landscape

- As businesses increasingly rely on technology to stay relevant, the right IT talent becomes not only an asset but also a catalyst for driving meaningful and sustainable digital transformations
- Investing in and nurturing a pool of skilled IT professionals becomes imperative for companies aiming to thrive in the ever-evolving digital landscape

Talent readiness for next-generation IT services

- The assessment is based on Everest Group's annual RFI process for the calendar year 2023, interactions with leading IT service providers, client reference checks, and an ongoing analysis of the IT services market
- We have assessed 26 IT service providers' workforce management and development practices, and their ability to consistently provide quality and hyper-productive talent for next-generation IT services to the client

Profile of IT services provider

Each service provider profile captures the company overview, technology stack, partnership ecosystem, recent announcements, and best of class practices adopted to optimize talent value chain. The 26 service providers covered in this report are:

- Accenture
- CGI
- EPAM
- Infosys
- Persistent Systems
- Tech Mahindra
- Wipro
- Atos
- Coforge
- HCLTech
- LTIMindtree
- Randstad Digital
- Unisys
- Zensar
- Brillio
- Cognizant
- Happiest Minds
- Mphasis
- Stefanini
- ValueMomentum
- Capgemini
- DXC Technology
- IBM
- NTT DATA
- TCS
- Virtusa

Everest Group®

The Talent Readiness for Next-generation IT Services – Provider Compendium 2024 has 26 provider profiles

Talent Readiness for Next-generation IT Services – Provider Compendium 2024

Provider 1 profile (page 1 of 3)
Overview

Company overview
Provider 1 is a global technology services and consulting company headquartered in US. It offers a comprehensive suite of IT services that cater to the diverse needs of businesses across industries. Its major IT capabilities include cloud services, AI and cognitive computing, security services, data and analytics, application development and integration, blockchain solutions, and quantum computing.

Key leaders
- **Leader 1,** Chairman and Chief Executive Officer
- **Leader 2** Senior Vice President and Chief Operating Officer
- **Leader 3,** Chief Data Scientist
- **Leader 4,** VP and Senior Partner, Global AI and Analytics Leader

Average learning hours per employee per year

<45 hours	45-60 hours	>60 hours

Delivery footprint (percentage of FTEs delivering next-generation IT services by geography)

	Low (15%)	Medium (15-30%)	High (>30%)
Offshore		Nearshore	Onshore

Everest Group® Proprietary & Confidential. © 2024, Everest Global, Inc. | EGR-2024-60-R-6319

Talent Readiness for Next-generation IT Services – Provider Compendium 2024

Provider 1 profile (page 2 of 3)
Capabilities and investments

Initiatives across talent value chain (representative list)

Talent value chain	Geography in scope	Initiative	Details
Talent attraction and acquisition	Global	Initiative 1	Its is a global education mo to competitive careers. In th in on-demand fields.
	Global	Initiative 2	It is an apprenticeship prog apprentice's future roles. It
	Global	Initiative 3	It is a global tech-for-good i solutions that address socia exposure to potential hiring
Learning and development	Global	Initiative 4	It is a free education progra technology. It offers 1,000+ to workplace skills.
	Global	Initiative 5	The training program offers solutions, or technology are and automation.
Engagement and retention	Global	Initiative 6	It is a continuous feedback development throughout the reward each other for their

Everest Group® Proprietary & Confidential. © 2024, Everest Global, Inc. | EGR-2024-60-R-6319

Talent Readiness for Next-generation IT Services – Provider Compendium 2024

Provider 1 profile (page 3 of 3)
Capabilities and investments

Solutions/IP/Technology stack or partnerships built across talent value chain (representative list)

Talent value chain	Solution/Partnership details
Talent attraction and acquisition	• Integrated program / Minor specialization program – in collaboration with universities in India, it offers minor specialization programs on emerging technologies, including AI/ML, analytics, blockchain, cloud, cybersecurity, and design. It is aimed at assisting university and college students in building critical technology skills through real-world industry experience, hands-on labs, and learning modules • Partnership with multiple government organizations and academia, including NASSCOM, National Skills Development Corporation (NSDC), and CBSE, to curate online upskilling courses on emerging technologies, including AI, and deliver them through digital learning platforms
Learning and development	• Platform 1– it is a digital learning platform, based on AI technology. It enables transparent and personalized learning experience for employees, through recommendation of courses, certifications, and career paths based on their interests and goals • Platform 2– it is designed to help it's employees assess their current skills, identify the skills they need for new roles, and find career opportunities within the firm. Additionally, It connects employees to certification programs, as well as coaching and mentoring to supplement their development • Collaboration with multiple leading academic institutes including IIT Madras, IIT Bombay, and IISc Bangalore to set up innovation labs focused on emerging technologies such as hybrid-cloud, AI, and quantum computing. It leverages these alliances to build cutting-edge solutions, drive practical innovations, and tap into top engineering talent
Productivity and performance	Solution 1 - it is a cognitive decision support system that helps managers with compensation decisions by recommending individual actions for employees based on 360-degree views of the employee, such as the market competitiveness of their compensation, unique sets of skills, performance, and compensation history
Engagement and retention	• Workday – it is a proprietary platform, which integrates all the HR services and information in one place, making it easier for employees to access and manage their benefits, payroll, and personal data • Employee Experience Management – It leverages multiple tools, to collect and analyze employee feedback. It also leverages Think 40, a digital platform that enables employees to share their ideas, insights, and best practices with each other and with the leadership

Academy, CoE, and innovation labs (representative list)

Key investment	Details
Research Labs	These are a global network of innovation labs focused on building cutting-edge solutions and driving innovation in the fields of AI, quantum computing, cloud computing, and cybersecurity. It comprises a diverse team of scientists, engineers, and researchers. These labs promote partnerships with academia, industry, and the open-source communities to contribute to the global pool of knowledge and drive progress across various domains.

Everest Group® Proprietary & Confidential. © 2024, Everest Global, Inc. | EGR-2024-60-R-6319
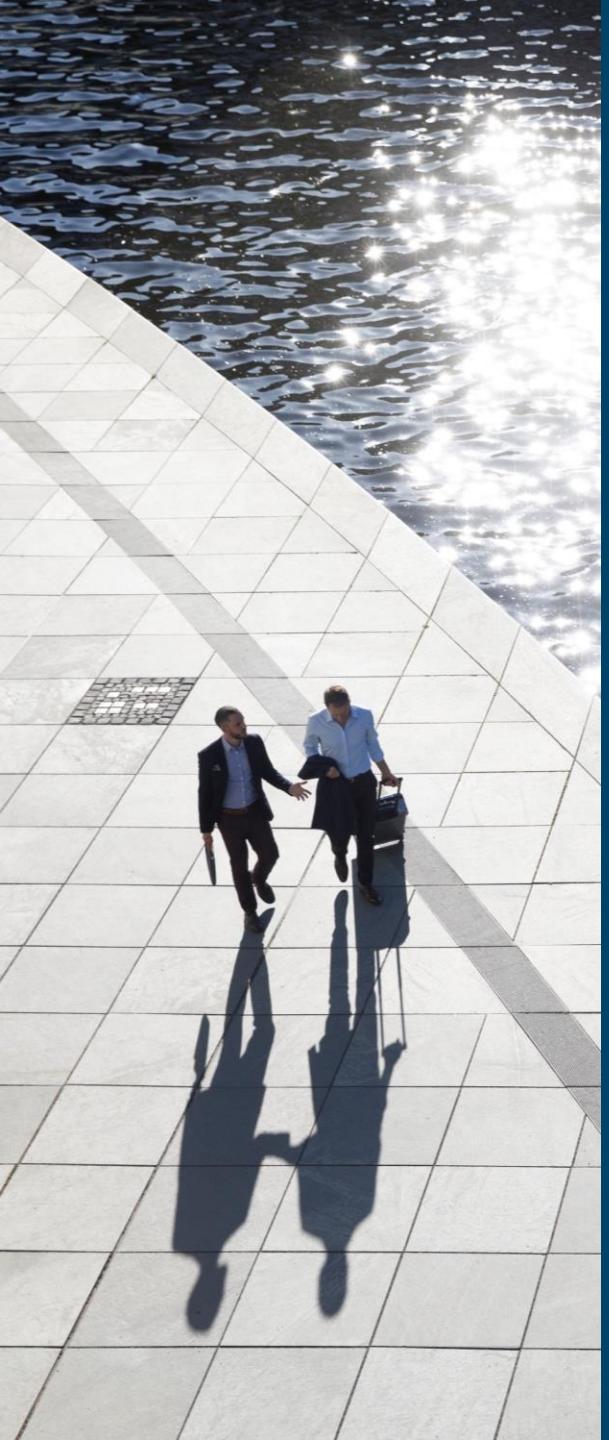
13

Research calendar
IT Talent Excellence

Reports title	Release date
Talent Demand Trends | India IT Services – H2 2022	May 2023
Top Employers for Tech Talent™ in India, the US, and the UK – 2023	July 2023
Generative AI: The Disruption the GBS Model Needs, or Just Another Over-hyped Technology?	August 2023
Talent Demand Trends | India IT Services – H1 2023	August 2023
Trends Shaping the Talent Market in 2024: How Enterprises Can Create a Competitive Edge	November 2023
Talent Readiness for Next-generation IT Services – Provider Compendium 2024	**January 2024**
IT Skills Taxonomy – 2024	Q1 2024
Innovative Practices in Talent Acquisition	Q1 2024
How GBS and Tech Organizations Build Differentiated Employer Brand Perception	Q1 2024
Top Employers for Tech Talent in India, the US, and the UK – 2024	Q2 2024
Top GBS Employers in India, the Philippines, and Poland – 2024	Q2 2024
Generative AI in GBS/talent 2024	Q3 2024

Note: Click to see a list of all of our published IT Talent Excellence reports

Everest Group®

With you on the journey

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**.

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

Website
everestgrp.com

Social Media
✗ @EverestGroup
in @Everest Group
f @Everest Group
▶ @Everest Group

Blog
everestgrp.com/blog