



# Cybersecurity Services PEAK Matrix<sup>®</sup> Assessment 2024 – North America

September 2024: Complimentary Abstract / Table of Contents

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- ▶ Insurance Technology (InsurTech)
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- ▶ Intelligent Document Processing
- ▶ Interactive Experience (IX) Services
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- ▶ IT Talent Excellence
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- ▶ 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
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# Introduction

The increasing reliance on digital technologies in North America has driven a significant rise in the demand for robust cybersecurity services. The rapid adoption of cloud computing, IoT devices, and remote work has expanded the attack surface for cybercriminals, making organizations more vulnerable to sophisticated threats such as data breaches and ransomware. This has created urgent challenges for enterprises including complex cyber threats, a shortage of skilled professionals, and strict regulatory requirements.

Service providers are developing advanced cybersecurity solutions such as AI-driven threat detection, zero trust, Secure Access Service Edge (SASE), gen AI security, quantum security, and autonomous Security Operations Center (SOC) to cater to these challenges. They are also investing in talent development and automation to address the skills gap. As the digital landscape evolves, the focus on proactive and adaptive security measures is expected to drive continued growth in cybersecurity.

In this research, we present an assessment and detailed profiles of 30 cybersecurity service providers from the North

American region, featured on the Cybersecurity Services PEAK Matrix® Assessment 2024. The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading cybersecurity service providers, client reference checks, and ongoing analysis of the cybersecurity services market.

This report includes the profiles of the following 30 leading cybersecurity service providers featured on the **Cybersecurity Services PEAK Matrix® Assessment PEAK Matrix 2024 – North America:**

- **Leaders:** Accenture, Deloitte, EY, IBM, Kyndryl, HCLTech, TCS, and Wipro
- **Major Contenders:** AT&T, CGI Group, Cognizant, DXC Technology, EPAM, Eviden, Fujitsu, GuidePoint Security, Happiest Mind, Infosys, LTIMindtree, NTT DATA, Tech Mahindra, CyberProof, Verizon, PwC, and WWT
- **Aspirants:** Aujas, Harman, Innova Solutions, Orion Innovation, and Yash Technologies

## Scope of this report

**Geography:** North America

**Industry:** All-encompassing industries globally

**Services:** Cybersecurity services

**Use cases:** Only publicly available information (~90 distinct use cases) has been used for the entire analysis in this report

# Overview and abbreviated summary of key messages

In this research, we present an assessment and detailed profiles of 30 cybersecurity service providers from the North American region, featured on the Cybersecurity Services PEAK Matrix® Assessment 2024. The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading cybersecurity service providers, client reference checks, and ongoing analysis of the cybersecurity services market.

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

### Everest Group Cybersecurity Services PEAK Matrix® Assessment – North America

- The report includes the profiles of the following 30 leading service providers featured on the Cybersecurity Services PEAK Matrix® Assessment 2024 – North America
  - **Leaders:** Accenture, Deloitte, EY, IBM, Kyndryl, HCLTech, TCS, and Wipro
  - **Major Contenders:** AT&T, CGI Group, Cognizant, CyberProof, DXC Technology, EPAM, Eviden, Fujitsu, GuidePoint Security, Happiest Mind, Infosys, LTIMindtree, NTT DATA, Tech Mahindra, Verizon, PwC, and WWT
  - **Aspirants:** Aujas, Harman, Innova Solutions, Orion Innovation, and Yash Technologies

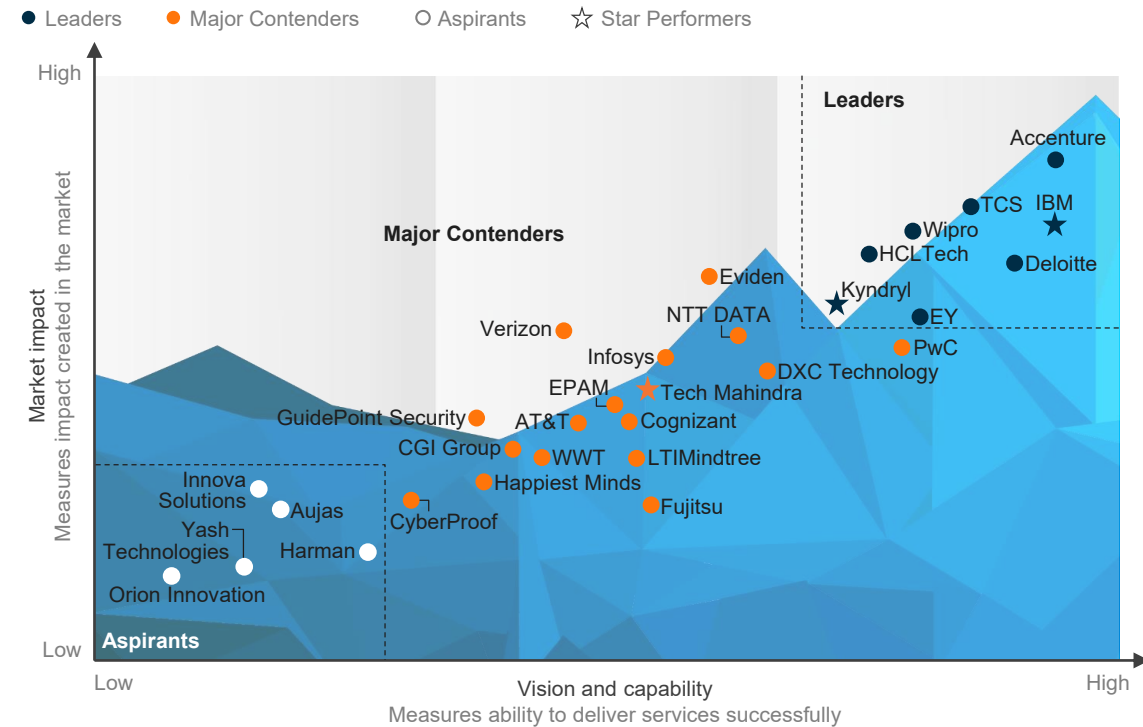
### Service provider characteristics

- Leaders demonstrate exceptional proactiveness by driving innovations and introducing next-generation cybersecurity solutions including SASE, quantum security, gen AI security, and decentralized identity, among others
- Major Contenders consistently invest in building IP, accelerators, and point solutions, while expanding services to address gaps. However, their portfolios are not as comprehensive as those of industry leaders, which is evident in their more limited market impact
- Aspirants providers are actively broadening their cybersecurity capabilities by leveraging strategic services, enhancing skills, and developing IP-driven solutions to better serve their clients

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

## Everest Group PEAK Matrix® Assessment 2024

### Everest Group Cybersecurity Services PEAK Matrix® Assessment 2024 – North America<sup>1</sup>



<sup>1</sup> Assessments for AT&T, CGI Group, Deloitte, PwC, and WWT 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  
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	○	○	●	○	●	○	○	●	○

## 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

- Provider 1 can be a preferred choice for enterprises seeking IAM services because of its dedicated consulting services offering, backed by certified practitioners
- Clients have lauded Provider 1 owing to its robust partnership ecosystem as it has region-focused partnerships

### Limitations

- Enterprises looking for pure-play managed security services must be aware about Provider 1's lack of SOCs and scant delivery capabilities
- Clients have called out a scope of improvement in focus on simplified and cost-optimized security service offerings



# Research calendar

## Cybersecurity

	Published	Current release	Planned
Reports title	Release date		
Cloud Security Services – Provider Compendium 2024			Jan 2024
gen AI Adoption in Cybersecurity			May 2024
Security – Review of Google Next '24 Product Launch			May 2024
Operational Technology (OT) Security Products – Provider Compendium 2024			July 2024
Microsoft Security – Review of Microsoft Security's Product Launch at RSAC '24			July 2024
<a href="#">Cybersecurity Services PEAK Matrix® Assessment 2024 – North America</a>			September 2024
Cisco – Review of Cisco Security's Product Launch at RSAC '24 and Cisco Live 2024			Q3 2024
Cybersecurity Services Specialists PEAK Matrix® Assessment 2024			Q3 2024
Cybersecurity Services PEAK Matrix® Assessment 2024 – Europe			Q4 2024
Cybersecurity Services Specialists Compendium 2024			Q4 2024
Cybersecurity Services Provider Compendium 2024 – North America			Q4 2024
Cybersecurity Services Provider Compendium 2024 – Europe			Q4 2024
Managed Detection and Response (MDR) Services PEAK Matrix® Assessment 2024			Q4 2024
Managed Detection and Response (MDR) Services Compendium 2025			Q1 2025

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