Cybersecurity Services PEAK Matrix® Assessment 2024 – Europe

October 2024: Complimentary Abstract / Table of Contents

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- ▶ SAP Services
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Introduction

Data security and governance laws in Europe are increasingly stringent and dynamic, especially as new technologies such as generative AI gain traction. The rise of digital transformation trends, coupled with regulations such as the AI Act with special provisions for gen AI, presents unique challenges for European enterprises. These businesses face region-specific cybersecurity needs due to Europe's diverse cultural, linguistic, and operational landscape, which demands tailored solutions from service providers.

Simultaneously, the rapid adoption of cloud computing, IoT, and remote work has significantly expanded the attack surface, heightening vulnerability to complex cyber threats such as data breaches and ransomware. To address these challenges, service providers are developing advanced cybersecurity solutions such as AI-driven threat detection, zero trust frameworks, SASE, and autonomous Security Operations Centers (SOCs). Additionally, they are investing in talent development and automation to bridge the skills gap. As the digital landscape continues to evolve, the focus on proactive and adaptive security measures is expected to drive ongoing growth in the cybersecurity sector.

In this research, we present an assessment and detailed profiles of 28 cybersecurity service providers from the European 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 28 leading cybersecurity service providers featured on the Cybersecurity Services PEAK Matrix® Assessment PEAK Matrix 2024 – Europe:

- **Leaders:** Accenture, Deloitte, Eviden, EY, HCLTech, IBM, NTT DATA, TCS, and Wipro

- **Major Contenders:** BT Group, Capgemini, Cognizant, Computacenter, DXC Technology, Fujitsu, Infosys, Kyndryl, LTIMindtree, Orange Cyberdefense, Sopra Steria, Tech Mahindra, Telefonica, and T-Systems

- **Aspirants:** CyberProof, Reply, Stefanini, Tietoevry, and Yash Technologies

Scope of this report

Geography: Europe

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 28 cybersecurity service providers from the European 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 – Europe
- The report includes the profiles of the following 28 leading service providers featured on the Cybersecurity Services PEAK Matrix® Assessment 2024 – Europe
  - **Leaders:** Accenture, Deloitte, Eviden, EY, HCLTech, IBM, NTT DATA, TCS, and Wipro
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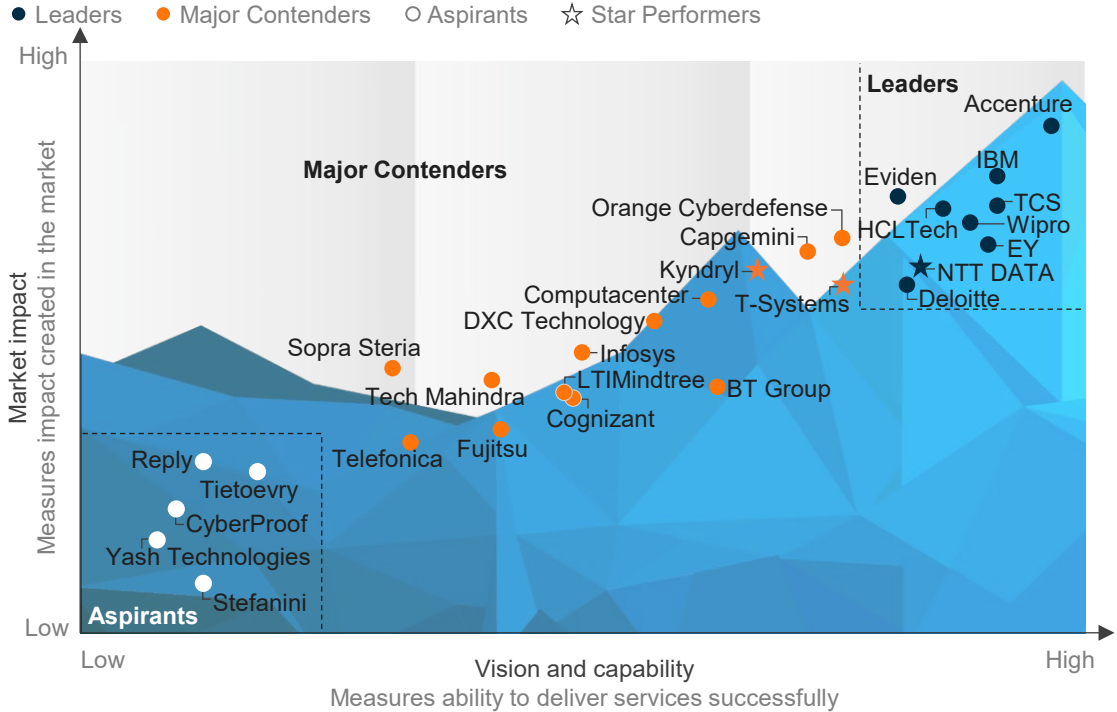 - **Aspirants:** CyberProof, Reply, Stefanini, Tietoevry, and Yash Technologies

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

Capability assessment

Illustrative example

Everest Group Cybersecurity Services PEAK Matrix® Assessment 2024 – Europe[1]

● Leaders   ● Major Contenders   ○ Aspirants   ☆ Star Performers

High

Market impact

Measures impact created in the market

Low

Low   Vision and capability   High

Measures ability to deliver services successfully

Leaders

Accenture, IBM, Eviden, TCS, Wipro, HCLTech, EY, NTT DATA, Deloitte

Major Contenders

Orange Cyberdefense, Capgemini, Kyndryl, Computacenter, T-Systems, DXC Technology, Infosys, Sopra Steria, LTIMindtree, BT Group, Tech Mahindra, Cognizant, Telefonica, Fujitsu

Aspirants

Reply, Tietoevry, CyberProof, Yash Technologies, Stefanini

1 Assessments for BT Group, Capgemini, Deloitte, Orange Cyberdefense, Sopra Steria, Telefonica, Tietoevry, and T-Systems 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 the buyers

Source: Everest Group (2024)

Capability assessment

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's investment in the ABC platform enables it to provide proactive threat intelligence services to its clients
- Provider 1 has invested in emerging cybersecurity offerings such as quantum security services, SASE, and DevSecOps, building a strong security services portfolio

Limitations

- Enterprises looking for platform-led cybersecurity service delivery should carefully assess Provider 1 as it lacks a unified platform for holistic security
- A few clients have highlighted that Provider 1 needs to invest more in the training and certifications of its resources

Research calendar
Cybersecurity

Published   Current release   Planned

Reports title	Release date
Cloud Security Services – Provider Compendium 2024	January 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
Cybersecurity Services PEAK Matrix® Assessment 2024 – North America	September 2024
Cybersecurity Services PEAK Matrix® Assessment 2024 – Europe	October 2024
Cybersecurity Services Specialists PEAK Matrix® Assessment 2024	Q4 2024
Cisco – Review of Cisco Security's Product Launch at RSAC '24 and Cisco Live 2024	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 – Provider Compendium 2024	Q1 2025

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