



Sustainability Enablement Technology Services – Provider Compendium 2024

August 2024: Complimentary Abstract / Table of Contents

Provider Compendium
Sustainability Technology and Services



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- ▶ 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
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portfolios

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

Ronak Doshi, Partner

Nitish Mittal, Partner

Rita N. Soni, Principal Analyst

Arpita Dwivedi, Practice Director

Ambika Kini, Senior Analyst

Meenakshi Narayanan, Senior Analyst

Rashi Garg, Senior Research Specialist

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Introduction

In the contemporary business landscape, sustainability has transcended its erstwhile status as a mere buzzword and has emerged as a critical imperative for enterprises across industries. Amid growing concerns about climate change, resource depletion, and social inequalities, businesses are under mounting pressure to not only mitigate their environmental impact but also to proactively contribute to societal well-being. In this context, sustainability enablement technology and services have assumed paramount importance, offering instrumental solutions to navigate the complexities of sustainability challenges.

However, the dearth of tangible market proof points, as the standards and best practices continue to evolve, compounds the challenge of decision-making. Enterprises find themselves grappling with the daunting task of navigating this complex landscape to select partners who can not only address their immediate sustainability needs, but also align with their long-term strategic objectives.

In this research, we present an assessment and detailed profiles of 24 sustainability enablement technology and

services providers. Each provider profile provides a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading sustainability enablement technology and service providers, client reference checks, and an ongoing analysis of the sustainability services market.

This report includes the profiles of the following 24 leading service providers: Accenture, Atos, Capgemini, Cognizant, Deloitte, DXC Technology, EY, GEP, GFT, Gramener – A Straive company, HCLTech, Hitachi Digital Services, Infosys, KPMG, Kyndryl, LTIMindtree, NTT DATA, PwC, SG Analytics, Stefanini, TCS, Tech Mahindra, UST, and Wipro

Scope of this report

Geography: Global

Industry: Cross-industry

Services: Sustainability enablement technology services

Overview and abbreviated summary of key messages

This report examines the sustainability enablement technology services market. It provides an overview of the vision and strategy, adoption across enterprise segments and geographies, investments, partnerships, case studies, and strengths and limitations for 24 providers in the space.

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

Low-hanging fruits in the sustainability enablement technology services landscape

Majority of the sustainability enablement engagements are focused on ESG data management, net zero services, and responsible supply chain.

Capability enhancement by service providers

Service providers have invested in augmenting their sustainability enablement capabilities via several channels including joint go-to-markets, inhouse tools, and dedicated CoEs to enhance credibility in the market.

Buyers' perception

Buyers perceive gaps in the service provider capabilities with regards to change management, commercial flexibility, and domain knowledge, and expect higher levels of value addition from providers

The Sustainability Enablement Technology Services Provider Compendium 2024 has 24 provider profiles

Provider 1 profile (page 1 of 4)
Overview

Vision
Provider's sustainability services, facilitated by its ABC platform, are built on three fundamental principles. Firstly, it integrates technology such as AI and IoT to streamline supply chains, minimize resource consumption and environmental harm. Secondly, it utilizes data analytics to support decision-making regarding environmental, social, and governance issues, enabling strategic planning. Lastly, it recognizes sustainability as a collaborative effort, fostering partnerships with businesses, governments, and communities to drive collective action toward a more sustainable future.

Percentage split of number of clients by service type

- Sustainability consultancy and strategy
- Solution design and implementation services
- Others

Percentage split by dominant focus area

- People
- Planet

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Provider 1 profile (page 2 of 4)
Case studies

PEOPLE

CASE STUDY 1
A European pharmaceutical giant

Business challenge
The client had decentralized operations and wanted to standardize and centralize the reporting capability for Carbon Border Adjustment Mechanism (CBAM) and related ESG regulations for the future.

Solution
Provider helped the client understand its current customs brokers' landscape, setting up a centralized reporting process, and driving the collection of data to support CBAM requirements and related ESG regulations.

- Creating customs brokers' landscape
- Designing the reporting process
- Driving customs broker interactions
- Drawing up change management strategy
- Visualizing the CBAM impact

Impact

- Full visibility of customs brokers being used by 80+ sites in the EU
- Streamlined import shipment reporting process with increased compliance
- Adoption of the solution by all internal stakeholders (trade compliance, procurement, IT, and tax teams)
- Dashboard to visualize the impact of CBAM on the organization

PLANET

CASE STUDY 2
A US-based retailer

Business challenge
The client wanted to improve its transition to renewable energy by installing solar panels across its locations in North America.

Solution

- Provider collected and validated spend, consumption, central data, and other metrics through interviews to understand the client's energy needs
- Issued an RFI with 20+ manufacturers, and OEMs to understand their capabilities and pricing
- Evaluated possible onsite solar power systems, Purchase Power Agreements (PPAs)
- Developed a financial model to evaluate the ROI of solar investments
- Prioritized opportunities based on energy usage, roof space, and local incentives
- Developed implementation timelines

Impact

- Locations with green energy
- Annual benefit: +>US\$10 million
- Increase in renewable energy usage
- GHG emissions reduction: ->15%

Provider 1 profile (page 3 of 4)
Solutions

Proprietary solutions (planet)

Solution name	Details
Solution 1	It is a comprehensive software solution designed to measure, monitor, and manage ESG performance. It integrates with procurement software and supply chain management systems.

Proprietary solutions (people)

Solution name	Details

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Provider 1 profile (page 4 of 4)
Investments and partnerships

[REPRESENTATIVE LIST]

Sustainability enablement technology services investments

Investment theme	Details
Technology	It is a comprehensive software solution designed to measure and advance ESG progress, aligning with a client's vision. Capitalizing on the advantages of a unified platform, it integrates with procurement software and supply chain management solution, as well as with external platforms, ensuring end-to-end visibility and effective management of ESG performance.
Technology partnerships	It has been expanding its technology partnerships to bolster ESG dashboard offerings and exploring data integrations to enhance supplier reporting.
Centers of Excellence (CoEs)	It is investing in creating net-zero centers of excellence across the globe.
Recruiting and training top talent	It is investing heavily in recruiting experienced practitioners and providing rigorous training through internally led and externally certified programs.

Sustainability enablement technology services partnerships

Partner name	Details
Partner 1	Partnered to leverage its ESG data capabilities and ESG supplier scores
Partner 2	Partnered for supplier diversity information
Partner 3	Partnered to leverage its expertise and ESG data repository for emissions management and net-zero reporting
Partner 4	Partnered to help enterprises in emissions management and net-zero reporting
Partner 5	Partnered to provide clients with product lifecycle assessment information

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Research calendar

Sustainability Technology and Services

	Published	Current release	Planned
Reports title	Release date		
Sustainability Enablement Technology Services PEAK Matrix® Assessment 2024			May 2024
AI-led Business Transformation – Review of PegaWorld iNspire 2024			June 2024
Cloud ERP – Review of SAP Sapphire 2024 Event			August 2024
Sustainability Enablement Technology Services – Provider Compendium 2024			August 2024
Supply Chain and Circularity: Harnessing Technology for Sustainable Solutions			Q3 2024
Unlocking Sustainability with GenAI: A Service Provider's Guide to Propagating the Sustainability Agenda for Clients			Q3 2024
Accelerating Sustainability in Your IT Sourcing Initiatives: Actionable Insights for Procurement			Q3 2024
Digital enablement of carbon capture, utilization, and storage			Q3 2024
Sustainability Services State of the Market 2024			Q3 2024
ESG Data Management Platform PEAK Matrix® Assessment 2024			Q3 2024
ESG Data Management Platform – Provider Compendium 2024			Q4 2024
Impact Sourcing State of the Market Report 2024			Q4 2024
Sustainable IT Services PEAK Matrix® Assessment 2024			Q4 2024
Sustainable Engineering Services PEAK Matrix® Assessment 2024			Q4 2024
The Sustainable IT Blueprint: A Service Provider's Playbook for Client-Centric Technology Transformation			Q4 2024
Sustainable Engineering Services – Provider Compendium 2024			Q4 2024

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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

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everestgrp.com

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