Everest Group PEAK Matrix™ for Private Cloud Enablement Services

Focus on Accenture
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Introduction and scope

Everest Group recently released its report titled “Private Cloud Enablement Services – Market Update and PEAK Matrix Assessment: Marry with Public Cloud or Die”.

As a part of this report, Everest Group analyzed 19 leading service providers on the Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix specific for private cloud enablement services into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a composite framework that provides an objective, data-driven, and comparative assessment of private cloud enablement service providers based on their absolute market success and delivery capability.

Based on the analysis, Accenture emerged as a Leader and Star Performer. This document focuses on CSC’s private cloud enablement services experience and capabilities. It includes:

- Accenture’s position on the private cloud enablement services PEAK Matrix
- Detailed profile of Accenture’s private cloud enablement services

Buyers can use the PEAK Matrix to identify and evaluate different service providers. It helps them understand the service providers’ relative strengths and gaps. However, it is also important to note that while the PEAK Matrix is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation and requirements, and match them against service provider capability for an ideal fit.
Background of the research

- Private cloud deployment continues to witness increasing acceptance/ traction as enterprises are looking to make their IT setups more streamlined and flexible, while at the same time adhering to various industry- and geography-specific security and compliance requirements. Maximizing returns from existing investments in IT infrastructure/hardware and specialized performance requirements for high volume and resource-intensive workloads also remain some of the key drivers for private cloud adoption.
- That said, the technology complexities associated with private cloud deployments and lack of internal skills is pushing enterprises to increasingly seek third-party support for private/hybrid cloud initiatives. Service providers are beefing up their private cloud enablement services capabilities, specifically around supporting multiple industry-standard private cloud platforms, hybrid cloud consulting & rapid migration, security, multi-cloud orchestration, and vertical-specific private cloud solutions.
- In this research, we present the assessment and detailed profiles of 19 IT service providers featured on the private cloud enablement services PEAK Matrix. Each service provider profile gives a comprehensive picture of their private cloud enablement services vision, scale of operations, and domain investments.
- The assessment is based on Everest Group’s annual Request for Information (RFI) process conducted in H1 2016, interactions with leading private cloud service providers, and analysis of the broader cloud services marketplace.

Scope of this report

- **Services**: Private cloud enablement services
- **Geography**: Global
- **Service providers**: 19 leading private cloud enablement service providers

This report includes the profiles of the following 19 service providers on the private cloud enablement and management services PEAK Matrix:

- **Leaders**: Accenture, Atos, CSC, HPE, and IBM
- **Major Contenders**: Capgemini, CGI, Cognizant, Fujitsu, HCL Technologies, Infosys, Tech Mahindra, TCS, T-Systems, Unisys, and Wipro
- **Aspirants**: L&T Infotech, Microland, and Mphasis
Accenture is positioned as a Leader and Star Performer on the Everest Group PEAK Matrix for private cloud enablement services

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Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix for private cloud enablement services¹

- **Leaders**
- **Major Contenders**
- **Aspirants**
- **Star Performers**

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**Market success**

(Revenue, growth, and enterprise adoption)

**Delivery capability**

(Scale, scope, domain expertise and innovation, delivery footprint, and buyer satisfaction)

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1 Assessment for Capgemini, Fujitsu, IBM, Infosys, HPE, and T-Systems excludes service provider inputs on this particular study and is based on Everest Group’s estimates that leverage its proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, service provider public disclosures, and interaction with buyers.

2 Assessment for CSC excludes its erstwhile North American public sector business (merged with SRA); CSC to merge with HPE Services by March 2017.

Source: Everest Group (2016)
**Overview:** Accenture’s private cloud services suite covers consulting services, design, and deployment based on standard, global architectures & services (including both virtual and dedicated private cloud solutions), and management services. The company also offers vertical-specific packaged private cloud services for industry-leading solutions such as SAP and Oracle. Accenture currently manages ~159K virtual machines, ~7K computational nodes, and ~143 Petabytes (PB) of storage.

**Strengths**
- Strong business consulting and managed services legacy, with proven expertise and reference points for driving large-scale and complex cloud transformation for Fortune 2000 companies
- Well-established strategic alliances/partnerships with industry-leading technology and cloud service providers on a global scale

**Areas of improvement**
- Perceived to be rigid in its contracting and commercials by certain clients; can look to provide further flexibility within contracts/solutioning, especially given its historic perception of being a “price-premium” service provider
- Although management services provided are credible, there is further headroom to strengthen capabilities / cost-effectiveness (currently a key investment theme)

**Private cloud enablement services-related revenue**
- <US$50 million
- US$100-200 million
- US$50-100 million
- >US$200 million

**Adoption by service segments**
- Consulting services
- Managed services
- Build/design services

**Adoption by industry**
- BFSI
- Energy and utilities
- Retail, distribution, and CPG
- Telecom, media, and entertainment
- Manufacturing
- Healthcare and life sciences

**Adoption by geography**
- High (>25%)
- Medium (10-25%)
- Low (<10%)

**Adoption by buyer groups**
- Small (annual revenue <US$1 billion)
- Medium (annual revenue = US$1-5 billion)
- Large (annual revenue >US$5 billion)

Source: Everest Group (2016)
Private cloud enablement services capabilities

Accenture's private cloud vision is to provide a complete, end-to-end lifecycle of private cloud services from build-out to run, with the Accenture Cloud Platform (ACP) as the management plane, and the company’s cloud factory as the basis for run/management services. Accenture leverages industrialized methods and automation to manage private clouds, whether hosted or on-premise, as part of a complete hybrid cloud solution.

### Proprietary solutions (representative list)

<table>
<thead>
<tr>
<th>Solution</th>
<th>Details</th>
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<tbody>
<tr>
<td>Accenture Private Cloud</td>
<td>A solution for secure, reliable deployment of private cloud, covering both virtual and dedicated private cloud solutions; offers environments for multiple kinds of workloads, with special focus on SAP and Oracle.</td>
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<tr>
<td>Accenture Cloud Platform</td>
<td>An open, scalable, multi-cloud management platform that helps organizations create, publish, provision, orchestrate, manage, and govern enterprise cloud resources and services.</td>
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<tr>
<td>Accenture Cloud Strategy</td>
<td>A suite of solutions to help clients in defining their cloud strategy and roadmap; solutions have been developed around business value, operating model, service strategy, application strategy, hybrid infrastructure strategy, etc.</td>
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<tr>
<td>Accenture Cloud Computing Assessment Tool</td>
<td>A solution that helps in assessing applications to determine cloud deployment &amp; service models, and fitment for target clouds.</td>
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<tr>
<td>Accelerate for Cloud</td>
<td>A solution that supports and enables cloud migration methodology across all phases of a project – provides a single point of data access for all project information and provides real-time planning/tracking, auditing, and advanced reporting.</td>
</tr>
<tr>
<td>Cloud Managed Service</td>
<td>A service that provides management of client’s cloud services through the cloud infrastructure, middleware, and application stack.</td>
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<tr>
<td>“As-a-service”</td>
<td>Through Accenture’s connect between its cloud managed service and its business process business, Accenture can offer business process translated into cloud capability to enable as-a-service solution focused on business transaction outcomes.</td>
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### Private cloud enablement services partnerships (representative list)

<table>
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<tbody>
<tr>
<td>Accenture has established a strong partnership network for delivering cloud services; some of the key partners include Cisco, VMware, Red Hat, SAP, Oracle, Citrix, HPE, and Orange Business Services.</td>
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### Recent activities (representative list)

<table>
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<th>Development</th>
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<tr>
<td>Acquisition of Cloud Sherpas (2015)</td>
<td>Has strengthened Accenture’s cloud strategy &amp; technology consulting, cloud implementation, integration, and management services, specifically for Google, Salesforce, and ServiceNow.</td>
</tr>
<tr>
<td>Acquisition of full ownership stake in Solium (2015)</td>
<td>Has strengthened Accenture’s hybrid cloud and mobility capabilities, specifically in Europe.</td>
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Source: Everest Group (2016)
Appendix
Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix is a proprietary framework for assessment of a service provider’s capability

Everest Group’s PEAK Matrix is a composite index of a range of distinct metrics related to a service provider’s scale, scope, technology/domain investments, delivery footprint, and resultant market success in the context of a given service’s function.
Dimensions of service providers’ capability and market success underlying the PEAK Matrix

Everest Group PEAK Matrix

Leaders

Major Contenders

Aspirants

Market success

Delivery capability

Revenue

Revenue growth

Adoption across enterprise segments

Scale

Scope

Domain expertise and innovation

Delivery footprint

Buyer satisfaction

Revenue growth

Adoption across enterprise segments

Scope

Focus across service segments (consulting, build/design, and managed services)

Coverage across industry verticals

Geographical coverage

Domain expertise and innovation

IP/proprietary solutions/ assets / innovation

Certifications

M&A and alliances

Delivery footprint

Delivery centers

Buyer satisfaction rating

Scale

Overall company revenue

Percentage contribution of private cloud services to overall company revenue
Everest Group confers the “Star Performers” title to providers that demonstrate the strongest forward movement over time on the PEAK Matrix

Methodology
Everest Group selects Market “Star Performers” based on the relative YOY movement of each service provider on the PEAK Matrix.

In order to assess advancements on **market success**, we evaluate the performance of each service provider on the PEAK Matrix across a number of parameters including:
- Annual revenue from the specific service line
- Relative adoption across enterprise segments

In order to assess advancements on **capability**, we evaluate the performance of each service provider on the PEAK Matrix across a number of parameters:
- Annual growth in scale
- Increase in scope of services
- Expansion of delivery footprint
- Domain-specific investments & innovation
- Improvement in buyer satisfaction

The top quartile performers on each of the identified parameters are identified and the “Star Performer” rating is awarded to the service providers with:
- The maximum number of top quartile performances across all of the above/left-listed parameters, and
- At least one area of top quartile performance in both market success and capability advancement

The “Star Performers” designation relates to YOY performance for a given service provider and does not reflect the overall market leadership position. Those identified as “Star Performers” may include “Leaders”, “Major Contenders”, or “Aspirants”
Does the PEAK Matrix assessment incorporate any subjective criteria?

- Everest Group’s PEAK Matrix assessment adopts an objective and fact-based approach (leveraging service provider RFIs and Everest Group’s proprietary databases containing providers’ deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider briefings.

Is being a “Major Contender” or “Aspirant” on the PEAK Matrix, an unfavorable outcome?

- No. PEAK Matrix highlights and positions only the best-in-class service providers in a particular functional/vertical services area. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?

- PEAK Matrix position is only one aspect of Everest Group’s overall assessment. In addition to assigning a “Leader”, “Major Contender” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric level assessment and associated commentary is helpful for buyers in selecting particular providers for their specific requirements. It also helps providers showcase their strengths in specific areas.

What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment.
- Participation incentives for providers include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles.
What is the process for a service provider to leverage their PEAK Matrix positioning status?

- Providers can use their PEAK positioning rating in multiple ways including:
  - Issue a press release declaring their positioning/rating
  - Customized PEAK profile for circulation (with clients, prospects, etc.)
  - Quotes from Everest Group analysts could be disseminated to the media
  - Leverage PEAK branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)

- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated POC at Everest Group
About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empowers clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills, and original research. Details and in-depth content are available at www.everestgrp.com.

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-804-276-4533

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

New York
info@everestgrp.com
+1-646-805-4000

Toronto
canada@everestgrp.com
+1-647-557-3475

Stay connected

Website
www.everestgrp.com

Social Media
@EverestGroup
@Everest Group

Blog
www.sherpasinblueshirts.com