



Everest Group PEAK Matrix[®] for Amazon Web Services (AWS) System Integrators (SI) 2021

Focus on Wipro
November 2020



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Introduction and scope

Everest Group recently released its report titled “[System Integrator \(SI\) Capabilities on Amazon Web Services \(AWS\) PEAK Matrix® Assessment 2021](#)”. This report analyzes the changing dynamics of the AWS public cloud landscape and assesses system integrators across several key dimensions.

As a part of this report, Everest Group updated its classification of 27 system integrators on the Everest Group PEAK Matrix® for SI capabilities on AWS into Leaders, Major Contenders, and Aspirants. The PEAK Matrix® is a framework that provides an objective, data-driven, and comparative assessment of AWS system integrators based on their absolute market success and delivery capability.

Based on the analysis, **Wipro emerged as a Leader**. This document focuses on **Wipro’s** SI capabilities on AWS and includes:

- Wipro’s position on the SI capabilities on AWS PEAK Matrix®
- Detailed AWS services profile of Wipro

Buyers can use the PEAK Matrix® to identify and evaluate different system integrators. It helps them understand the system integrators’ 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 system integrator capability for an ideal fit.

Background of the research

- Enterprise consumption of cloud has witnessed a dramatic shift, from a skeptical outlook towards public cloud to going all in on public cloud, in the last few years. More than 90 percent of enterprises already leverage one or more public clouds in their enterprise environment
- COVID-19 has further accelerated enterprise migration to public cloud as most enterprises could see clear business continuity benefits during the pandemic. Contrary to an expected slowdown due to COVID-19, most enterprises have accelerated their digital transformation efforts with migration to public cloud being a key transformation lever
- Being the market leader, AWS has witnessed a spike in adoption for its products across compute, storage, applications, data & analytics, IoT, and blockchain. AWS has also undertaken several COVID-19 initiatives to help customers in ensuring business continuity in the areas of remote work & learning, research, and other initiatives. This has led to a proliferation of AWS offerings in the market, which coupled with management complexities, and talent crunch is pushing enterprises to seek third-party support. System integrators help enterprises in navigating the AWS landscape across infrastructure, platform, data, and next-generation technology segments
- In this research, we present an assessment and detailed profiles of 27 system integrators featured on the SI capabilities on AWS PEAK Matrix®. Each system integrator 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 conducted over 2020, interactions with AWS cloud system integrators, client reference checks, and an ongoing analysis of the cloud services market.

This report assessed the following 27 system integrators on the SI capabilities on AWS PEAK Matrix® :

- **Leaders:** Accenture, Capgemini, Cognizant, DXC Technology, HCL Technologies, Infosys, TCS, and Wipro
- **Major Contenders:** Blazeclan, Brillio, Cloudreach, Ensono, Genpact, GFT, LTI, Microland, Mphasis, NTT DATA, Sopra Steria, Tech Mahindra, Trianz, UST Global, and Virtusa
- **Aspirants:** Aspire System, Coforge, Cybage, and Zensar

Scope of this report:



Geography
Global



System Integrators
27 leading cloud system
integrators



Services
Cloud services

System Integrator (SI) Capabilities on AWS PEAK Matrix® characteristics

Leaders:

Accenture, Capgemini, Cognizant, DXC Technology, HCL Technologies, Infosys, TCS, and Wipro

- Leaders have established successful businesses in AWS services, driven by capability building and experience across the infrastructure, platform, data, and next-generation capabilities
- These players continue to proactively drive investments in next-generation technology themes and build strategic roadmaps for AWS services (internal IP/tools, partnerships, and acquisitions)
- Leaders have a strong focus on driving alignment between the business and IT teams of enterprises to drive higher value through contextual solutions tailored to specific enterprise requirements
- All Leaders have a strong focus on driving large-scale/complex cloud transformation, specifically for the large enterprise segment (with annual revenue greater than US\$5 billion)

Major Contenders:

Blazeclan, Brillio, Cloudreach, Ensono, Genpact, GFT, LTI, Microland, Mphasis, NTT DATA, Sopra Steria, Tech Mahindra, Trianz, UST Global, and Virtusa

- Major Contenders in the AWS services space include born-in-the-cloud system integrators as well as Indian-heritage system integrators
- While global players strongly leverage/include their assets and datacenter footprint along with their AWS services offerings, “asset-light” providers leverage their partner technology ecosystem to provide these services
- These companies continue to invest aggressively in building their IP, partnership ecosystem, and delivery capabilities across the AWS services spectrum, as well as in increasing their global coverage

Aspirants:

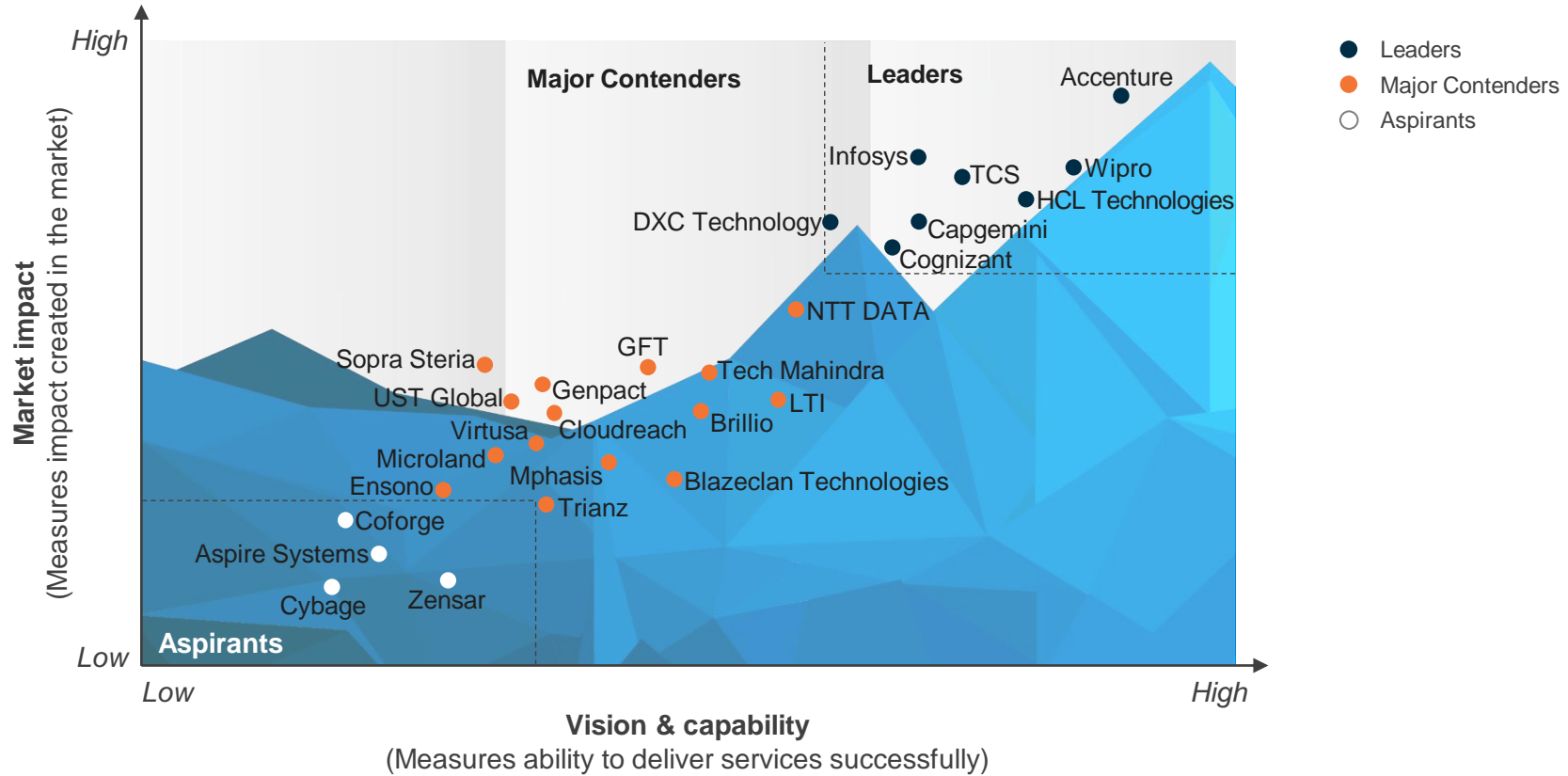
Aspire System, Coforge, Cybage, and Zensar

- The AWS services business of Aspirants is in the initial stages of asset and capability maturity
- While these system integrators are making investments to build delivery capabilities and IP/tools, they will also need to develop and strengthen advisory and design services capabilities on AWS to build market awareness and credibility as strategic transformation partners for enterprises

Everest Group PEAK Matrix®

System Integrator (SI) Capabilities on Amazon Web Services (AWS) PEAK Matrix® Assessment 2021 | Wipro positioned as Leader

Everest Group System Integrator (SI) Capabilities on Amazon Web Services (AWS) PEAK Matrix® Assessment 2021



Source: Everest Group (2020)

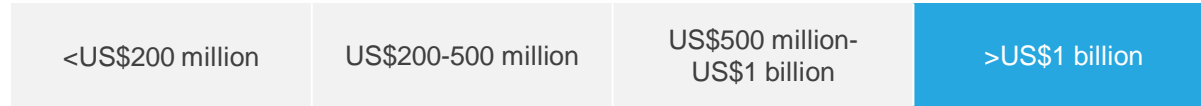
Wipro | system integrator capabilities on AWS (page 1 of 4)

Overall cloud services overview

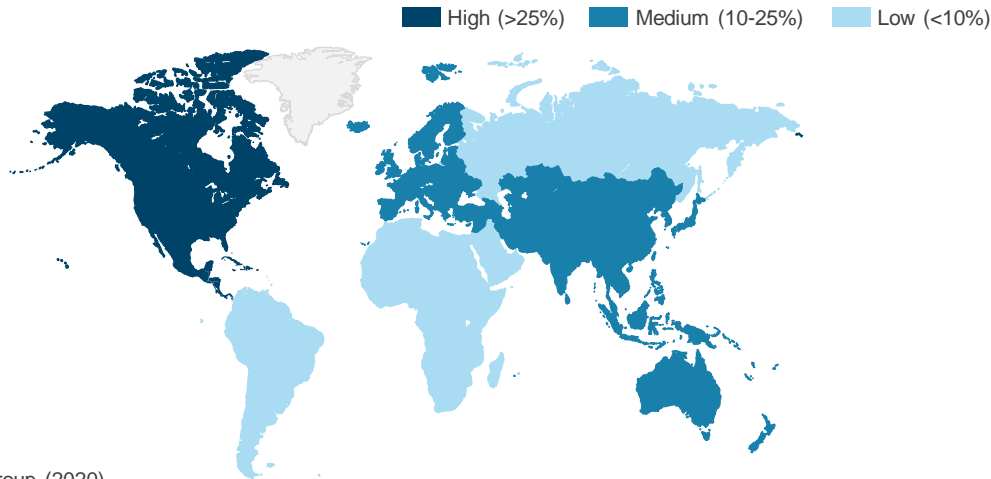
Cloud services vision

Wipro's vision is to be a preferred partner of choice for global enterprises and accelerate its business transformation by providing full stack cloud services such as IaaS, PaaS, CaaS, and SaaS. It takes a business-first and cloud-led strategy to serve enterprise needs from the edge-to-cloud across vertical domains, delivered through industrialized and automated platforms.

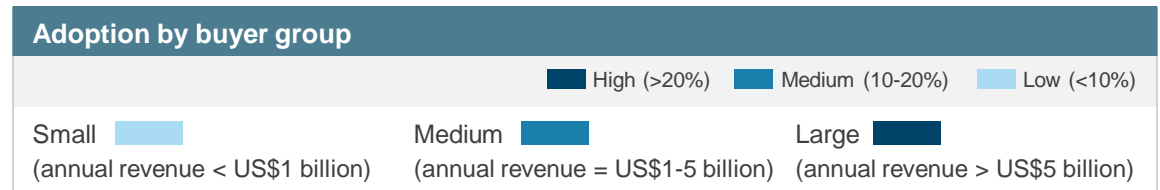
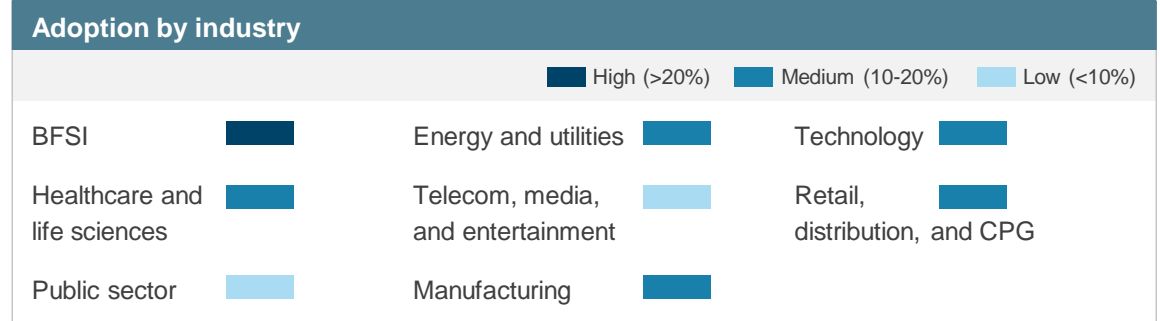
Overall cloud services revenue (2019)



Adoption by geography



Source: Everest Group (2020)



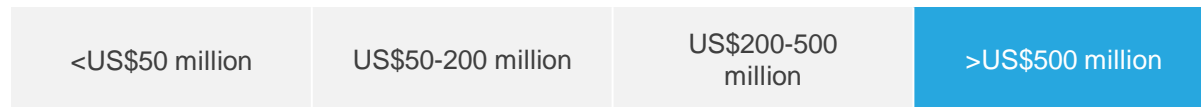
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Capabilities on AWS overview

AWS partnership overview

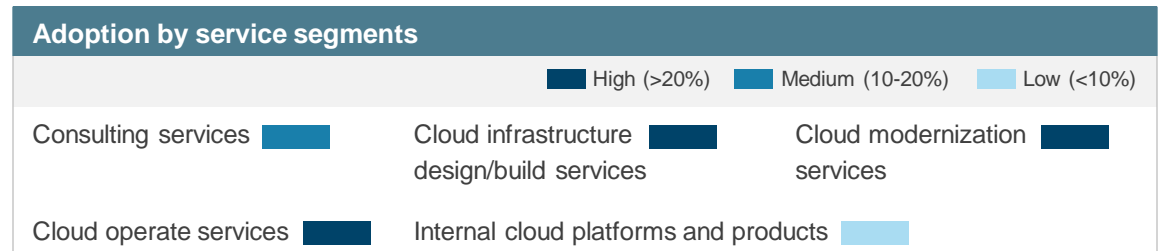
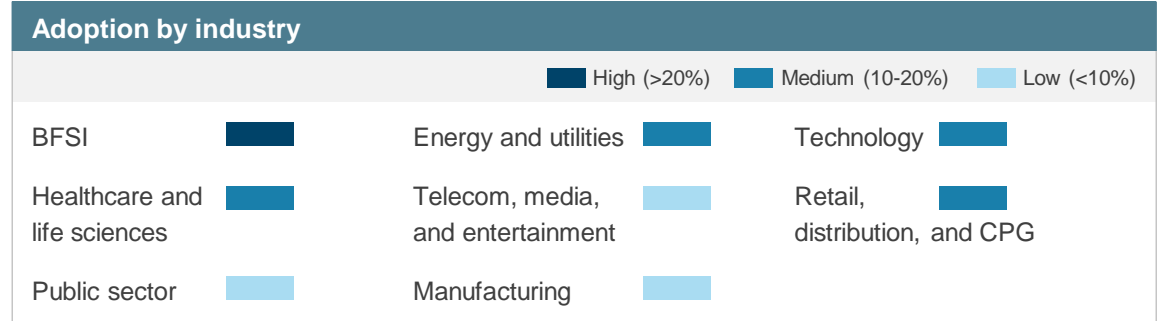
Wipro is a premier consulting partner of AWS. It helps enterprises in their digital journey by enabling customers to make the most of AWS' technology platforms and services through strategy, migration, innovation, and operations.

Revenue from AWS-related services (2019)



AWS portfolio – key highlights (representative list)

- AWS competencies and badges include MSP partner status and competency in Data and Analytics, DevOps, Financial Services, Industrial Software, Migration, and SAP. It is also a Public Sector partner, Immersion Day partner, Well Architected partner, and MAP partner for SAP
- During COVID-19, it worked with AWS to deliver pandemic-specific offerings, which included datacenter buyout proposition, remote workplace on AWS leveraging Virtuadesk (Wipro VDI solution on AWS), next-generation contact center leveraging Amazon Connect, and Co-track (Wipro's social distancing solution)
- Key use cases delivered on AWS include:
 - Next-generation contact center
 - Connected car platform
 - Data migration
 - Application modernization



Wipro | system integrator capabilities on AWS (page 3 of 4)

Key solutions

Proprietary solutions (representative list)	
Solution name	Details
Cloud Native Product Studio (CNPS)	CNPS is a framework of components based on a container management platform (Kubernetes), which has ready-to-use components that enhance application functionality with Non-Functional Requirements ((NFRs) needed on a cloud/on-premise container environment
Run Ops automation solution	Automation solution for cloud operations required for cloud-hosted products & platforms
EDOC	Enterprise Digital Operation Center (EDOC) to provision, configure, secure, monitor, and manage workloads through a single pane of glass
SNIFE	AI-powered BI transformation accelerator that supports platform migration, rationalization, and modernization, while leveraging rich artefact libraries
Track and Trace	Smart Track and Trace solution from Wipro addresses the indoor and outdoor tracking challenge faced by multiple industries
Wipro Cloud Application Risk Governance (CARG)	A platform that provides real-time application risk posture view, provides regulatory, and compliance view for each application, detects potential security issues in cloud-based business application, and recommends base security controls needed for application protection in cloud based on business, compliance, and regulatory requirements
Cloud trust	Wipro CloudTrust service is a comprehensive life cycle framework that addresses security challenges for enterprises adopting the cloud
Wipro devNXT	devNXT is a next-generation solution to enhance and speed up the application development life cycle for cloud native applications
Cloud validation rig	End-to-end test solution for testing cloud-based applications
Digital Experience Platform (DXP)	A proprietary platform to provide connected CX across channels, devices, and domains. It provides insight-driven experiences by aggregating, transforming, and generating insights from different sources of data
Cloud Data warehouse Readiness Solution (CDRS)	It helps enterprises scale their cloud data transformation initiatives by enabling smoother migration of data from on-premise data warehouses/databases to cloud-based data warehouse / database / big data technologies by patented migration framework
Boundaryless enterprise	A cloud management platform to manage IaaS and provide a single pane of glass across IaaS, PaaS, CaaS, and DevOps across private and public cloud
Application Modernization Toolkit (AMT)	AMT helps in tool and survey-based assessment for technical debt and effort estimation, and provides auto-remediation with built-in eclipse plug-in

Wipro | system integrator capabilities on AWS (page 4 of 4)

Case study, investments, and recent activities

Case study	A financial firm deploys automation to reduce time-to-market and cloud adoption to optimize costs
<p>Client: A leading financial corporation involved in ranking, ratings, and analytics</p> <p>Business challenge The company undertook large scale hybrid cloud operations, which led to complexity and poor service levels. The other challenges that the company grappled with included:</p> <ul style="list-style-type: none"> • High-cost datacenter location with high value legacy assets hosted and managed by incumbent provider • Lack of innovation leading to delayed time-to-market and rise of shadow IT • Lack of visibility on asset consumption leading to high operating costs and high volume of medium-high impact incidents <p>Solution Wipro was chosen as a trusted partner to deploy automation and improve business outcomes. Wipro took to consolidate, migrate, manage, and deliver engineering, digital infrastructure design, and project governance services under a single umbrella. Other solution components included:</p> <ul style="list-style-type: none"> • Single pane of glass to offer catalog-based consumption model – leveraged Boundary less Enterprise (BLE) for hybrid cloud structure across private and AWS cloud • Standardized service governance across all business units for seamless end-user experience • Established and funded innovation council to introduce new AWS services and modernize infrastructure. Rethink tools architecture to deliver AI-enabled operations • Integrated SOC function, providing threat & vulnerability management and commitment to zero critical vulnerabilities using a combination of AWS native and industry leading solutions <p>Impact</p> <ul style="list-style-type: none"> • Automated service requests and reduced time-to-market from days to hours • Achieved 100% automated documentation of network estate • Managed 70% reduction in severity one incidents or P1s by implementing AI Ops • Exited high-cost datacenters and migrated to AWS cloud within 70% of the allocated time using Wipro's Cloud Studio plug-and-play platform 	

Recent investments and activities (representative list)	
Development	Details
IPs and tools	In-house tools and platforms such as smart containerization, cloud migration platform, MigMan, EDOC, cloud trust (security), and Cloud Application Risk Governance (CARG)
Innovation centers	Wipro-AWS Launch Pad: A multi-disciplinary co-innovation center for specialized teams to craft truly innovative solutions leveraging AWS offerings
Domain solutions on AWS	Multiple domain solutions on AWS including Miliu (a concept bank), AutoInsights (connected vehicle platform), Collaborative Care platform (customer care), Smart Track and Trace (asset tracking), Smart-i-Connect (logistic and smart city solution), Panacea (smart store assistant), and EzBuy (personality-based e-commerce solution)

Wipro

Everest Group assessment – Leader

Measure of capability: ● High ◐ Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall

Strengths

- With its business-first approach, Wipro is relevant for clients who are looking for cloud transformation. Wipro brings in design thinking approach, domain expertise, and knowledge on cloud providers
- Has shown extensive domain-centric solutions on AWS across several industries including financial services, automotive, retail & logistics, and public sector
- Built a balanced portfolio of capabilities on AWS across infrastructure, platform, data, and next-generation technologies
- Investing in AWS Launch Pad studios has helped drive co-innovation with clients by leveraging AWS-native tools and has helped Wipro win more deals on AWS
- Clients have appreciated Wipro's cost-effectiveness, on-time delivery, and thought leadership on AWS

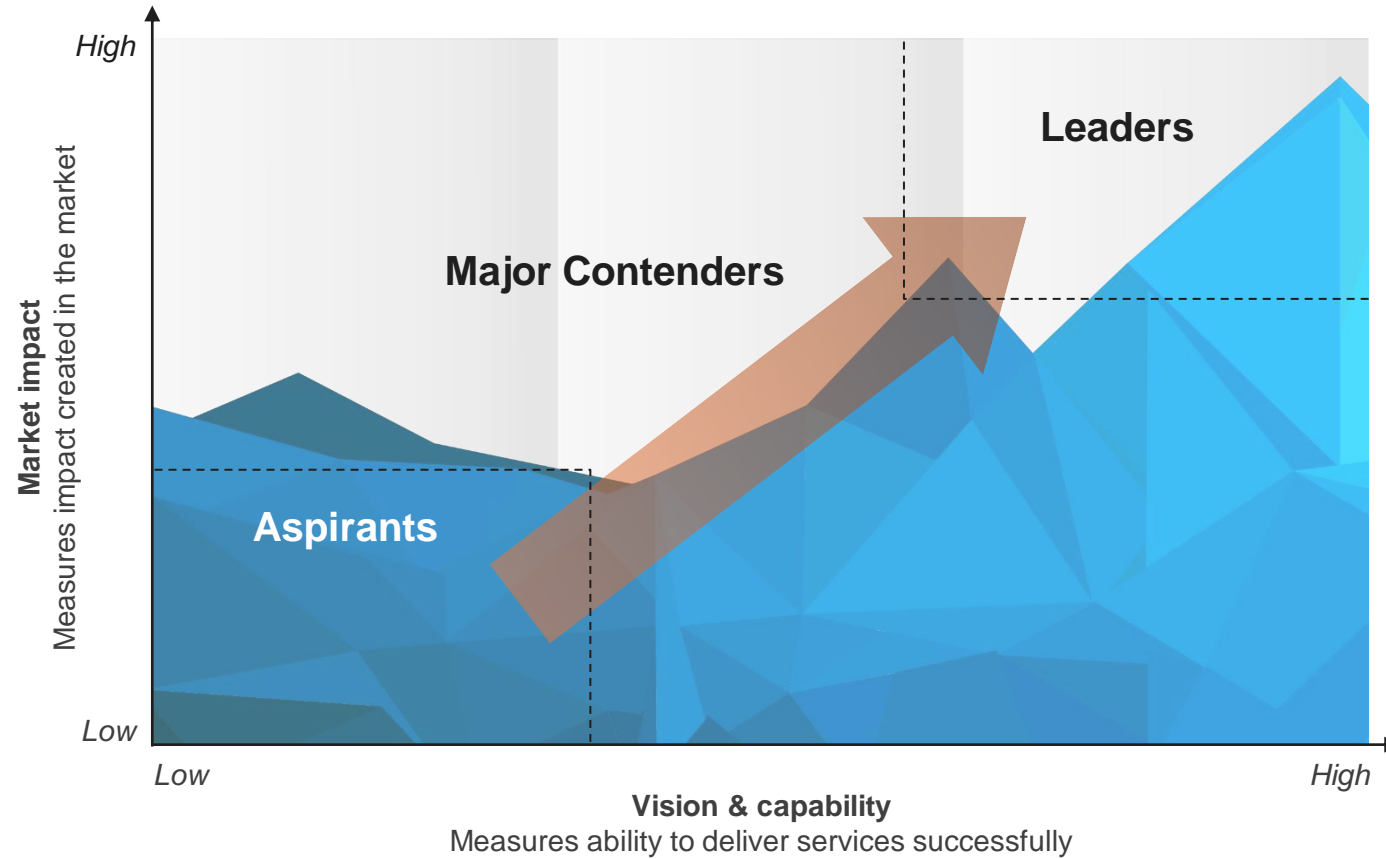
Areas of improvement

- To augment existing capabilities, Wipro needs to focus on acquiring new AWS Service Validations in services such as Amazon Redshift and Amazon EMR
- Wipro needs to focus on acquiring AWS competencies in areas such as ML and IoT to bring more credibility to its capabilities in this space
- Its geographical coverage is centered primarily around North America and Europe. Needs to expand in the Asia Pacific market
- Despite possessing strong automation capabilities through its Holmes platform, few clients reported that Wipro could have been more proactive in introducing automation within their environment

Appendix

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability

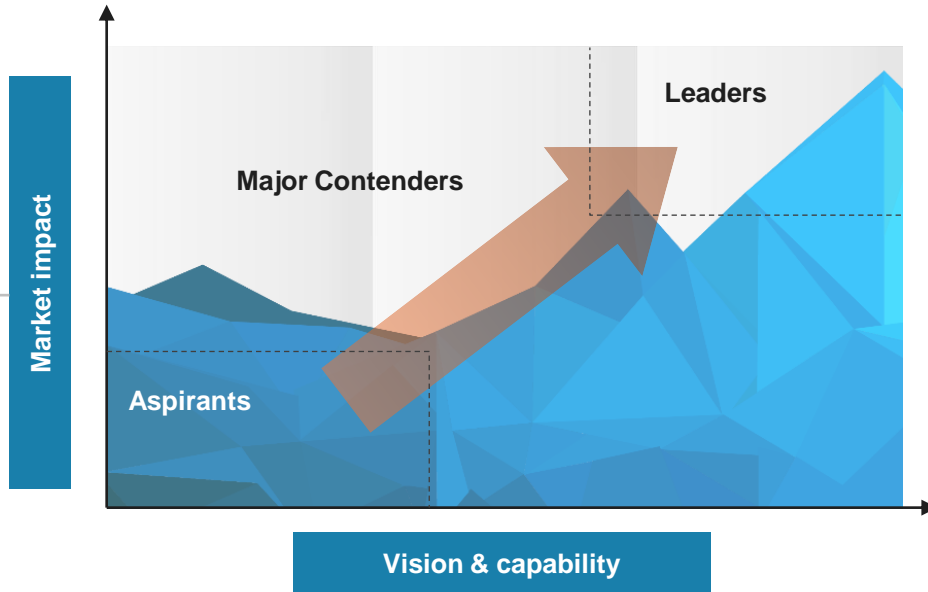
Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

- Market adoption**
Number of clients, revenue base, YOY growth, and deal value/volume
- Portfolio mix**
Diversity of client/revenue base across geographies and type of engagements
- Value delivered**
Value delivered to the client based on customer feedback and transformational impact



Measures ability to deliver services successfully. This is captured through four subdimensions

- Vision and strategy**
Vision for the client and itself; future roadmap and strategy
- Scope of services offered**
Depth and breadth of services portfolio across service subsegments/processes
- Innovation and investments**
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.
- Delivery footprint**
Delivery footprint and global sourcing mix

FAQs

Does the PEAK Matrix® assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging system integrator / technology vendor 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/vendor briefings

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

No. The PEAK Matrix highlights and positions only the best-in-class system integrators / technology vendors in a particular space. 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”?

A 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/vendors for their specific requirements. It also helps providers/vendors 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/vendors 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 system integrator / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
 - Issue a press release declaring their positioning. See [citation policies](#)
 - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
 - Quotes from Everest Group analysts could be disseminated to the media
 - Leverage PEAK Matrix 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.

Does the PEAK Matrix evaluation criteria change over a period of time?

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality as well as serve the future expectations of enterprises



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