

SAP HANA and Leonardo Ecosystem Partners

UK 2020

Quadrant Report



A research report
comparing provider
strengths, challenges
and competitive
differentiators

Customized report courtesy of:



July 2020

About this Report

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The research and analysis presented in this report includes research from the ISG Provider Lens™ program, ongoing ISG Research programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of May 2020, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

All revenue references are in U.S. dollars (\$US) unless noted.

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EXECUTIVE SUMMARY

Very minimal or negative growth expected for S/4HANA amidst covid crisis and brexit. With high focus on lowering the cost and manual effort, there is an accelerated increase in the adoption of digital transformation

The outlook for new SAP adoption in the U.K. market looks bleak. Enterprises are facing an uncertain business environment due to the dual impacts of Brexit and COVID-19. Firms are unsure of the tangible benefits that could be realized from any initiative during these times. In this uncertain scenario, the complexity, cost and change management required for SAP S/4HANA transformation adds to the enterprises' reluctance to move to S/4HANA. The firms that have not started their migrations have postponed their plans to move to S/4HANA. Enterprises are also exploring options with their service providers for price reduction or payment deferment across various SAP outsourcing deals.

SAP's extension until 2027 to continue supporting ECC has not turned the tide for SAP users to adopt S/4HANA, even among enterprises that are anticipating sustainable return of investment (ROI) from making the move to S/4HANA. However, cloud adoption is anticipated to increase, as is the use of automation to mitigate the non-availability of skilled workers in the region. The midmarket segment is expected to benefit from cloud adoption. Enterprises in that segment are focusing on implementing S/4HANA Cloud because they have less customization and maintenance requirements than larger firms. There will be an overall increase in digital projects across the region, with enterprises looking for enabling mobile apps for customers and employees using SAP Cloud Platform (SCP).

The majority of service providers have been able to support their clients during the COVID-19 crisis by enforcing business continuity plans and finding ways to deliver essential services. With minimal or negative growth anticipated in the U.K. for SAP S/4HANA, specifically among large accounts, it will be prudent for service providers to focus on S/4HANA Cloud. Some service providers have already shifted their focus toward the healthcare, manufacturing, and utilities industries in addition to delivering COVID-specific offerings for specific niche segments. Since cost reduction will be a primary enterprise focus, the service providers that offer competitive pricing (at less cost) or an innovative pricing model (such as consumption-based) will have an extra edge over their competitors. Managed services will increase for SAP applications because the client enterprises will want to optimize their cost model and service delivery efficiency for managing their SAP architecture.

Service providers are focusing on meeting their employees' remote working needs to ensure business continuity and will use data analytics for faster and efficient decision making. There is a change in the workplace culture that has changed the dynamics of work because of the increased work-from-home enablement by the service providers. With increased digital adoption and high focus on low-cost/effort requirements, service

providers are focusing on design thinking tools to deliver digital technologies and applications on SAP Cloud Platform. Before embarking on a transformation journey, it will be an imperative for service providers to help their clients to envision the benefits the transformation will bring, using in-house or third-party tools and accelerators. While ensuring this, the providers will need to offer clients an outcome-based partnership model to ensure a win-win scenario.

Some of the key trends in the U.K. market are presented below.

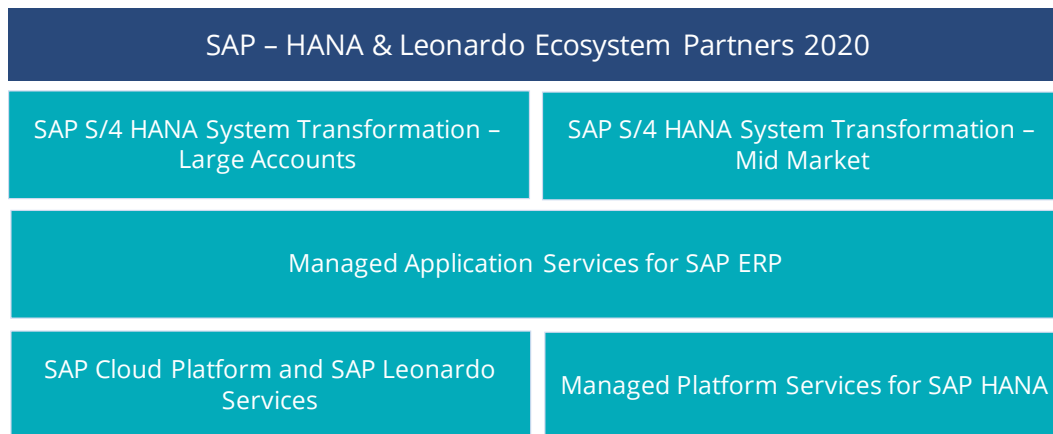
- **Outcome-based services to increase:** As enterprises are navigating through the uncertainty of COVID-19 and bracing for alignment across regulations defined for Brexit completion, they are demanding different types of outcome-based pricing and services from their service providers. Some of the pricing models explored are consumption-based, gainsharing, risk-sharing and shared fixed reward. Shared fixed reward includes a fixed fee amount decided by both the provider and the client, with any delay in execution resulting in a reduction of the amount and any increase in execution cost will add to it.
- **Providers are expanding relationships with their existing clients:** Service providers are helping their clients with the challenges that have arisen due to the pandemic. Service providers also are proposing digital-based transformations for their clients to handle scenarios such as lack of resources, growth sustainability and enabling process continuity.

- **Increased traction across healthcare, manufacturing and utilities:** As enterprises are adjusting to the new future, there is a strong focus on improving the IT infrastructure across the healthcare sector to deliver seamless services while considering the social distancing norms in the U.K. Hence, S/4HANA adoption is anticipated to increase there. Manufacturing and utilities have been the major industries to adopt in the U.K. Workforce shortages and employees' inability to be physically present at the workplace have driven these industries to increase digital technology adoption for supporting operational continuity and services delivery to those they serve.
- **Change in the work culture across service providers:** With the majority of staff working from home, service providers' work culture has undergone a drastic transformation. Providers are trying to enable their employees to deliver S/4HANA implementations seamlessly. The workforce has been empowered with the necessary tools to develop and deliver the transformation to clients. Productivity measurement is changing along with the changing workforce dynamics. The service providers are focusing on tasks completed over a specific period of time instead of measuring the login/logout time of the employees.
- **Increased cloud deployments for S/4HANA:** In the U.K., ISG observes that enterprises are adopting cloud deployments for S/4HANA. These adopters are nimble to IT changes and do not have architectural constraints. There will be increased S/4HANA Cloud adoption resulting from the overall increase in cloud adoption and as a way to handle post-Brexit, post-COVID situations.

- **Bots, automation, artificial intelligence (AI), machine learning (ML) are reducing resolution time across managed services:** Automating Level 1 and Level 2 support and resolving incidents in less time have been focus areas for most SAP managed services providers. The providers are using bots to respond to basic tasks such as logging a ticket, providing ticket status, reducing time to resolution, and preventing any possible delays in resolution. Providers also are automating other services related to L1/L2 support and projects. Tools used across managed services are being infused with AI and machine learning to learn tasks, resolve incidents and optimize the IT and business processes.
- **AI and ML tools and accelerators are aiding SAP transformation services:** Providers also are building tools and accelerators that include automation, machine learning and AI to help provide transformation services. These tools and accelerators may apply to the entire development lifecycle or to any portion of it. Some of these resources have been certified by SAP and are available in SAP App Center, while others are only available through the service provider, which integrates them in the services contract. Most of tooling helps assess the existing IT landscape, strategize transformation roadmaps, improve code management, and automate support services.

- **Enabling SAP Leonardo by building proof of concepts:** Providers are building and showcasing proof of concepts (PoCs) for an SAP Leonardo solution that helps address a specific industry issue or empowers enterprises with emerging technologies. Service providers demonstrate these solutions to their clients to showcase their capabilities before the client decides to go ahead with the PoC project. This approach helps develop an understanding of how SAP Leonardo can be used within the client's enterprise, and allows the service provider to demonstrate its ability to implement the solution for the client.
- **Managed cloud platform services integrated with end-to-end managed services:** Most enterprises are opting for managed cloud services (including platform and software) as part of a unified contract for end-to-end managed services, including infrastructure, cloud, application or security services. The providers are leveraging their cloud platforms and managed PaaS to deliver the managed platform services along with the tools and accelerators used for managed application services.

Introduction



Source: ISG 2020

Definition

SAP has 13,800 licensed customers in more than 180 countries, covering all continents. With more than 100,000 employees and over 18,000 partner companies, SAP has a significant impact on the IT market, in terms of both innovation and the global IT spending share. This research study identifies the top SAP partner companies that can provide differentiated enterprise client services and deliver the best results from S/4HANA investments. By working with the best partners to meet their requirements, enterprise clients can optimize their operating expenses and achieve a superior return on their technology investments.

Although SAP is continuously growing in revenue, the company faces resistance from current clients to upgrade to S/4HANA — its most modern enterprise resource planning (ERP) offering. The solution offers superior performance by using in-memory technology, but transformation projects could involve steep costs. Clients should thus refine their partner selection process and criteria to find the best performers that can provide higher business value at a lower cost of transformation.

Definition (cont.)

To benefit clients that are new to SAP ERP or are hesitant to upgrade to S/4HANA, this study references case studies and success stories. In 2019, ISG identified the viability of tools and frameworks for large SAP transformations and greenfield S/4HANA implementations that have been delivered in record time. The perfect partner can support clients and allay fears arising from the end of support for the legacy SAP ERP, which is now scheduled for 2027.

In 2019, ISG studies identified that the major benefits of adopting S/4HANA are its innovation backbone that is offered through SAP Cloud Platform (SCP) and SAP Leonardo, as well as the novel ways of leveraging APIs and microservices. SAP partners have demonstrated innovations using artificial intelligence (AI), analytics, Internet of Things (IoT), mobile apps, robotic process automation (RPA) and blockchain to disrupt markets and transform businesses.

For clients that have adopted S/4HANA, this study assesses managed service providers that can contribute to superior application performance, including stability, availability and security. Cloud migrations and technology innovation are also assessed.

For support services, AI and machine learning have been incorporated into application maintenance and operations to predict incidents and automate troubleshooting, ticketing processes and provisioning, allowing for gains of scale that lower support costs. This study identifies service providers that effectively apply new technologies to support S/4HANA and HANA database.

The ISG Provider Lens™ study offers IT-decision makers:

- Transparency on the strengths and weaknesses of relevant providers.
- A differentiated positioning of providers by segments.
- Focus on different markets, including the U.S., the U.K., Germany, the Nordics and Brazil.

ISG studies serve as an important decision-making basis for positioning, key relationships, and go-to-market considerations. ISG advisors and enterprise clients use information from these reports to evaluate their current vendor relationships and potential new engagements.

Definition (cont.)

Scope of Report

ISG studies are intended to anticipate the investigation efforts and buying decisions of typical enterprise clients. When contemplating a significant strategy transformation, making purchase-versus-rent decisions for infrastructure, implementing agile practices or incorporating automation into their environments, enterprise clients will benefit from a study that examines an entire ecosystem for a certain service line.

Therefore, ISG studies comprise multiple quadrants covering the spectrum of services that an enterprise client requires.

SAP S/4HANA Transformation – Large Accounts

ISG assesses consulting and system integration service providers for developing, deploying and testing enterprise applications using SAP S/4HANA and SAP Business Suite with SAP Fiori as the user interface. The transformation includes planning, design and modeling of applications, while considering the service provider's ability to manage complexity and scale that are common characteristics across large enterprise clients. The participating companies are expected to have the frameworks, tools and accelerators to support the needs of large system transformations.

SAP S/4HANA Transformation – Midmarket

This quadrant assesses providers on their ability to offer a rapid turnaround for S/4HANA implementations for clients in the midmarket (companies with less than 5,000 SAP users and revenues of less than \$1 billion). Midmarket clients have fewer complex requirements and less project scale compared to large enterprises. A participating service provider can deploy SAP solutions using multiple methodologies, including SAP's packaged solutions for small and medium businesses (SMBs). It should use templates for S/4HANA, including industry-specific templates, to reduce the transformation cycle while leveraging standard processes. Multi-tenant S/4HANA implementations are included, but not required, for participating in this quadrant assessment. SAP qualified partner-packaged solution providers are appreciated but certification is not required for inclusion in this quadrant.

Managed Application Services For SAP ERP

This assessment considers a provider's capability to offer managed services, including maintenance and support functions that comprise monitoring, remote support and centralized application management for SAP S/4HANA and legacy SAP Business Suites such as ECC 6.0.

Definition (cont.)

Managed application services for incidents include troubleshooting, Level 2 and Level 3 application support, user support, ticket lifecycle management, incident resolution, problem management, root cause analysis and interface with SAP product support (upon client authorization). Service requests typically include user management (add, change of user profile and disablement of users' access), performance reports, database services, security (access) monitoring and license compliance. Providers that have center of expertise (CoE) certifications receive higher evaluations, but the certifications are not a requisite for participating in this quadrant.

Managed Platform Services For SAP HANA

The initial technical barriers and client resistance to moving ERP to the cloud are gradually disappearing, forcing clients to decide among in-house hosting, traditional outsourcing, cloud IaaS and PaaS. The hosting decision follows the hardware obsolescence lifecycle, and HANA in-memory technology imposes a new dynamic to hardware choices, operations and tooling. This quadrant assesses providers of infrastructure services comprising hardware installs and maintenance routines, hybrid cloud management, access security, monitoring, system availability, interface

performance, disaster recovery management, backup, restore, data compliance (retention and access), data breach protective measures at the data center level, job scheduling, batch processing, file transfers, archiving and all infrastructure and operations services that are required to run SAP ERP or SAP HANA applications. This quadrant analysis privileges providers that demonstrate expertise in maintaining smooth S/4HANA operations, which requires deep knowledge about the underlying in-memory database technology. Furthermore, strong capabilities in optimizing this type of application, including data volume management, are preferred assets. However, the provider should retain the capacity to support SAP HANA and legacy SAP ERP versions for clients that have old instances running simultaneously with S/4HANA.

SAP Cloud Platform and SAP Leonardo Services

This segment examines the capabilities of providers to design, develop, modify, integrate and support applications for enterprise systems on SAP Cloud Platform (SCP) and deliver services for digital transformation using SAP Leonardo. SAP Cloud Platform services include platform-as-a-service and application development platform-as-a-service for data-based mobile-enabled services, analytics, application development and deployment across multi-cloud platforms. SAP Leonardo services comprise AI, ML, blockchain and IoT technologies, packaged as a platform-as-a-service that is integrated in the HANA database.

Provider Classifications

The ISG Provider Lens™ quadrants were created using an evaluation matrix containing four segments, where the providers are positioned accordingly.

Leader

The “leaders” among the vendors/providers have a highly attractive product and service offering and a very strong market and competitive position; they fulfill all requirements for successful market cultivation. They can be regarded as opinion leaders, providing strategic impulses to the market. They also ensure innovative strength and stability.

Product Challenger

The “product challengers” offer a product and service portfolio that provides an above-average coverage of corporate requirements, but are not able to provide the same resources and strengths as the leaders regarding the individual market cultivation categories. Often, this is due to the respective vendor’s size or their weak footprint within the respective target segment.

Market Challenger

“Market challengers” are also very competitive, but there is still significant portfolio potential and they clearly lag behind the “leaders.” Often, the market challengers are established vendors that are somewhat slow to address new trends, due to their size and company structure, and have therefore still some potential to optimize their portfolio and increase their attractiveness.

Contender

“Contenders” are still lacking mature products and services or sufficient depth and breadth of their offering, while also showing some strengths and improvement potentials in their market cultivation efforts. These vendors are often generalists or niche players.

Provider Classifications (cont.)

Each ISG Provider Lens™ quadrant may include a service provider(s) who ISG believes has a strong potential to move into the leader's quadrant.

Rising Star

Rising stars are mostly product challengers with high future potential. When receiving the “rising stars” award, such companies have a promising portfolio, including the required roadmap and an adequate focus on key market trends and customer requirements. Also, the “rising stars” has an excellent management and understanding of the local market. This award is only given to vendors or service providers that have made extreme progress towards their goals within the last 12 months and are on a good way to reach the leader quadrant within the next 12-24 months, due to their above-average impact and innovative strength.

Not In

This service provider or vendor was not included in this quadrant as ISG could not obtain enough information to position them. This omission does not imply that the service provider or vendor does not provide this service.

SAP HANA and Leonardo Ecosystem Partners - Quadrant Provider Listing 1 of 3

	SAP S/4HANA System Transformation – Large Accounts	SAP S/4HANA System Transformation – Midmarket	Managed Application Services for SAP ERP	Managed Platform Services for SAP HANA	SAP Cloud Platform and SAP Leonardo Services
Absoft	● Not In	● Contender	● Not In	● Contender	● Not In
Accenture	● Leader	● Not In	● Leader	● Leader	● Leader
Atos	● Leader	● Not In	● Leader	● Product Challenger	● Market Challenger
BearingPoint	● Not In	● Product Challenger	● Not In	● Not In	● Contender
Birlasoft	● Not In	● Leader	● Market Challenger	● Contender	● Market Challenger
Capgemini	● Leader	● Not In	● Leader	● Leader	● Leader
Centiq	● Not In	● Market Challenger	● Contender	● Contender	● Not In
CGI	● Contender	● Not In	● Contender	● Not In	● Contender
Cognizant	● Product Challenger	● Not In	● Product Challenger	● Leader	● Product Challenger
Delaware	● Not In	● Not In	● Not In	● Not In	● Contender
Deloitte	● Market Challenger	● Not In	● Not In	● Not In	● Not In
DXC	● Product Challenger	● Not In	● Market Challenger	● Product Challenger	● Contender

SAP HANA and Leonardo Ecosystem Partners - Quadrant Provider Listing 2 of 3

	SAP S/4HANA System Transformation – Large Accounts	SAP S/4HANA System Transformation – Midmarket	Managed Application Services for SAP ERP	Managed Platform Services for SAP HANA	SAP Cloud Platform and SAP Leonardo Services
Ensono	● Not In	● Not In	● Not In	● Contender	● Not In
EY	● Market Challenger	● Not In	● Not In	● Not In	● Not In
Fujitsu	● Contender	● Not In	● Product Challenger	● Product Challenger	● Product Challenger
HCL	● Leader	● Not In	● Leader	● Leader	● Leader
Hexaware	● Not In	● Leader	● Leader	● Not In	● Not In
IBM	● Leader	● Not In	● Leader	● Leader	● Leader
Infosys	● Leader	● Not In	● Rising Star	● Product Challenger	● Rising Star
Keytree	● Not In	● Leader	● Market Challenger	● Not In	● Leader
LTI	● Not In	● Leader	● Not In	● Not In	● Not In
Mindtree	● Not In	● Leader	● Leader	● Product Challenger	● Leader
Mphasis	● Not In	● Contender	● Contender	● Not In	● Not In

SAP HANA and Leonardo Ecosystem Partners - Quadrant Provider Listing 3 of 3

	SAP S/4HANA System Transformation – Large Accounts	SAP S/4HANA System Transformation – Midmarket	Managed Application Services for SAP ERP	Managed Platform Services for SAP HANA	SAP Cloud Platform and SAP Leonardo Services
NTT DATA	● Product Challenger	● Leader	● Leader	● Leader	● Leader
PwC	● Market Challenger	● Not In	● Not In	● Not In	● Not In
Sopra Steria	● Not In	● Product Challenger	● Not In	● Not In	● Not In
Stefanini	● Not In	● Product Challenger	● Product Challenger	● Not In	● Not In
Syskoplan Reply	● Not In	● Contender	● Not In	● Not In	● Contender
TCS	● Rising Star	● Not In	● Product Challenger	● Leader	● Product Challenger
Tech Mahindra	● Leader	● Not In	● Leader	● Product Challenger	● Leader
T-Systems	● Product Challenger	● Not In	● Product Challenger	● Rising Star	● Product Challenger
Virtustream	● Not In	● Not In	● Not In	● Product Challenger	● Not In
Wipro	● Leader	● Not In	● Leader	● Leader	● Leader
Zensar	● Not In	● Rising Star	● Product Challenger	● Not In	● Not In



SAP HANA and Leonardo Ecosystem Partners Quadrants



ENTERPRISE CONTEXT

SAP S/4HANA System Transformation - Large Accounts

This report is relevant to enterprises across industries in the U.K. for evaluating providers of S/4HANA consulting and implementation services for large system transformations.

In this quadrant report, ISG lays out the current market positioning of service providers in the S/4HANA consulting and implementation space for large accounts in the region based on the depth of the service offering and their market presence.

Some enterprises are reluctant to migrate to S/4HANA because of factors such as the high costs involved, data management, change management, custom code management, talent or skill gap and uncertainty about integrating their legacy enterprise resource planning (ERP) in S/4HANA solutions. However, there are many enterprises that have already adopted or are in the process of implementing S/4HANA as part of their digital transformation by choosing the right provider to overcome challenges and provide training to address the talent skill gap.

Some enterprises have already implemented or are in the process of implementing S/4HANA solutions in their business processes by choosing the right service provider for delivering essential services. These enterprises have specific IT infrastructure requirements; scalability and adaptability related to future needs are typically their topmost desires. ISG has observed that many implementations take place in different cloud environments based on the criticality of the data. Service providers can help enterprise clients by offering

optimal IT Infrastructure and strong SAP security. Most of the large-scale implementations occur at a global level, making it more complex. Hence, enterprise clients prefer service providers that have high integration capabilities, strong regional presence and local expertise.

However, the uncertainties around Brexit and COVID-19 have had an impact on the investments and adoption of S/4HANA solutions in the U.K. Also, the unprecedented changes in the e-invoicing process are expected to cause delays in current SAP projects.

This report is relevant for:

Marketing and sales leaders to understand the relative positioning and capabilities of service partners that can help them effectively consume SAP S/4HANA services with their day-to-day analysis and dashboarding.

IT and technology leaders to get insights into the strengths and weaknesses of service providers in the SAP S/4HANA ecosystem and how they integrate the latest technologies and capabilities into their S/4HANA offerings to stand out in the market.

Line of business/industry leaders and finance leaders to understand the relative positioning of service partners that can help them effectively procure SAP S/4HANA services with respect to their business or industry and to assess the returns on investment.

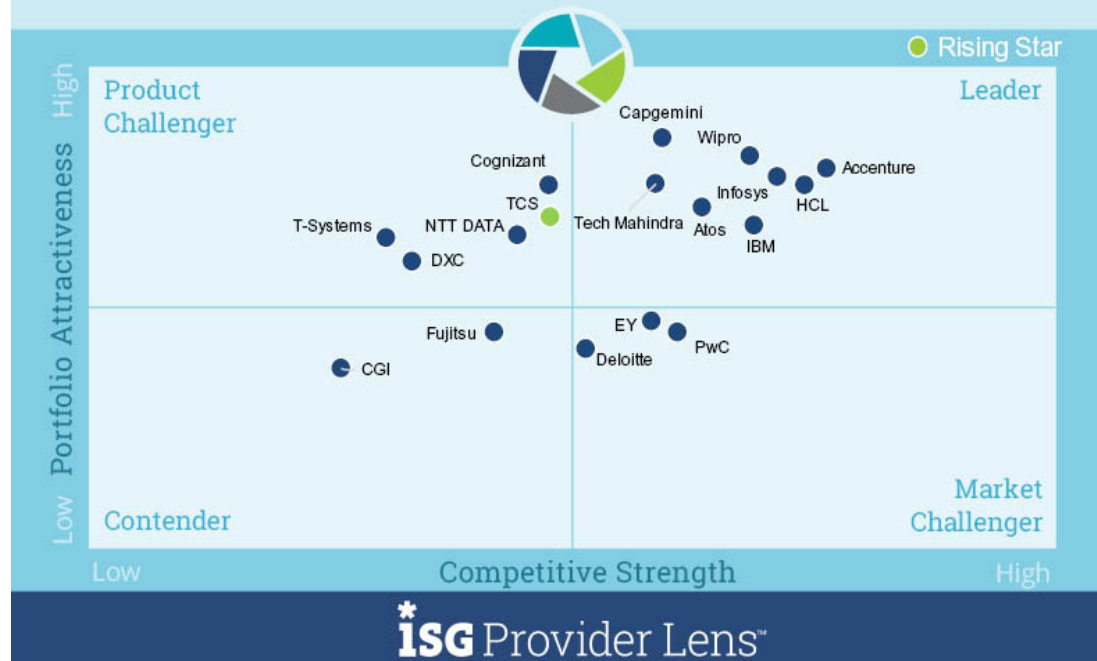
SAP S/4 HANA SYSTEM TRANSFORMATION – LARGE ACCOUNTS

Definition

ISG assesses consulting and system integration service providers for developing, deploying, and testing enterprise applications using SAP S/4HANA and SAP Business Suite with SAP Fiori as the user interface. The transformation includes planning, design, and modeling of applications, while considering the service provider's ability to manage complexity and scale that are common characteristics across large enterprise clients. The participating companies are expected to have the frameworks, tools, and accelerators to support the needs of large system transformations.

SAP HANA and Leonardo Ecosystem Partners SAP S/4 HANA System Transformation – Large Accounts

2020
U.K.



Source: ISG Research 2020

SAP S/4 HANA SYSTEM TRANSFORMATION – LARGE ACCOUNTS

Eligibility Criteria

- Participant's service portfolio to include SAP S/4HANA development, integration and testing with at least one implementation of S/4HANA or SAP Business Suite on HANA.
- Advisory capabilities and implementation experience on greenfield or brownfield S/4HANA.
- Provision to offer on-premises and cloud-based implementations.
- Availability of SAP-certified consultants and practitioners across regions to support multi-country and multi-language implementations.
- Ability to handle complexity and scale through optimal onshore-off-shore delivery models.

Observations

Enterprises in the U.K. are severely affected by the COVID-19 crisis and are grappling to sustain in this difficult environment. The large enterprises are focusing only on those transformations where technology positively provides good return on investment and helps manage the lack of a full workforce. All the other IT initiatives have been put on hold as the U.K. market currently is not conducive for embarking on new transformations on SAP S/4HANA. The extension of the support timeline for ECC to 2027 came as a relief for most of SAP customers in the U.K., as they were finding it difficult to migrate considering the non-favorable economic environment. The enterprises are reaching out to their service providers and partners to help them resolve the issues that have arisen due to COVID-19 and are asking for payment deferrals because their profitability during the pandemic has been low.

The service providers have been helping their clients to navigate the COVID-19 situation by suggesting technology strategy that can be considered sustainable during and post pandemic. Service providers have enabled working from home for most of their employees and have abided by the rules and regulations of their countries of operations, thereby bringing a drastic change in their work cultures across the globe. Most of the service providers have continued with ongoing SAP S/4HANA implementations and have connected virtually to bid for any new SAP deals.

SAP S/4 HANA SYSTEM TRANSFORMATION – LARGE ACCOUNTS

Observations (cont.)

For quite some time now, digital has been the go-to-market proposition for service providers, and they have continued to expand their value propositions through industry-specific approaches and function-specific S/4HANA solutions to deliver end-to-end services for clients. The service providers have been able to consolidate complex landscapes, reduce custom code complexities, provide process standardization, reduce time to market and optimize IT operations. Providers have been developing tools and accelerators to deliver faster time to market. They are also developing ready-to-deploy templates that need less customization and are aligned to the needs of the specific industries. Building local expertise and driving an increase in certified professionals has been a major focus area for providers to showcase their expertise in S/4HANA transformations.

Some observations on the Leaders for this quadrant are included below.

- **Accenture's** myConcerto tool allows the company to set up the client's transformation program environment and provision preconfigured solutions for agile, continuous delivery. myConcerto becomes the engine to deliver with agility and speed, measure the value and continuously innovate to stay future proof.
- **Atos** goes to market with its Intelligent Enterprise proposition that enables organizations to adopt new business models, roll out tailored business processes through high-velocity innovation, deliver enhanced business insights, reduce costs and simplify their IT environments.
- **Capgemini** has a targeted market approach called Renewable Enterprise to help its clients with digital transformation using S/4HANA. This approach entails assessing the client's business ambitions and devising a roadmap for transforming the business by revisiting the business models, focusing on customer experiences and uncovering new opportunities, plus enabling the client's organization to adjust to the new working culture.

SAP S/4 HANA SYSTEM TRANSFORMATION – LARGE ACCOUNTS

Observations (cont.)

- **HCL** has a comprehensive S/4HANA assessment offering consisting of a set of tools, templates and guidelines its SAP consultants use to deliver a holistic roadmap to customers. The framework elements include custom code evaluation, functional assessment using design thinking and problem-solving techniques, instance consolidation strategy, UX/UI and Fiori assessment, data strategy and many others.
- **IBM** offers initial assessment services for building the business case for S/4HANA transformation. IBM's SAP S/4HANA assessment tool helps identify the end-to-end impact of migration, including on data, custom code, interfaces and level four business processes, resulting in a plan that anticipates obstacles and reduces delays.
- **Infosys** S/4 Assist provides an analysis of critical business processes to determine the impact of S/4HANA adoption. S/4 Assist is useful for assessing how S/4 will impact interfaces, transaction codes and applicable new innovations.
- **Tech Mahindra's** Epselon is an in-house cloud-based automation platform, certified by SAP, which eases digital transformation by providing an automated assessment of the enterprise's baseline information.
- **Wipro** uses its preconfigured industry solutions for utilities, oil and gas, mining, manufacturing, retail, consumer goods, technology and real estate to ensure rapid implementations. These solutions include Agile Mining, ExpressERP for Chemicals, Fashion Management, Safe Utilities, Intelligent Real Estate, Model Company for Utilities, Energy Reach, ExpressERP for HiTech, AutoSol and Retail in a Box.
- **TCS** (the rising star) has specific offerings for SAP S/4HANA across three industries: agriculture, aerospace and chemical. These offerings leverage TCS' Accelerated Solution Deployed in SAP S/4HANA (ASDS) to deliver faster time-to-market, cost reduction and increased return on investment.

WIPRO

Overview

Wipro offers end-to-end transformation services including consulting, migration assessment, development, implementation, infrastructure and hosting, testing and security for SAP S/4HANA. The provider has a complete repository of SAP S/4HANA implementation templates specific to various lines of business and industries. The company's key focus industries are oil and gas, utilities, mining, manufacturing, automotive, retail and consumer goods, real estate and high tech. Wipro has approximately 531 SAP experts in the U.K.

Strengths

Preconfigured industry solutions: Wipro uses its preconfigured industry solutions to ensure rapid implementations. These solutions include Agile Mining, ExpressERP for Chemicals, Fashion Management, Safe Utilities, Intelligent Real Estate, Model Company for Utilities, Energy Reach, ExpressERP for HiTech, AutoSol and Retail in a Box.

Strong growth in the market: Wipro has achieved good growth in the U.K. with a revenue increase of approximately 136 percent. Wipro generated approximately \$33 million revenue for SAP S/4HANA in the U.K. It also achieved 41 percent growth in S/4HANA professionals, with 24 FTEs now working in the U.K. region.

Strong set of tools and accelerators: Wipro has frameworks that have helped clients in their transformation journeys. Its value realization framework was designed to support value assurance and the realization lifecycle of enterprise transformation programs. The framework uses measurable KPIs, business performance metrics, targeted outcomes and benchmarks by leveraging industry best practices and process models. The Target Operating Model framework brings together critical elements of a transformation and helps to convert strategy ideas into operational plans.

Caution

Wipro should expand its focus across the healthcare and pharmaceutical sector as a growth area.



2020 ISG Provider Lens™ Leader

Wipro has a good frameworks and preconfigured industry-specific solutions to deliver S/4HANA transformation services to its clients.

ENTERPRISE CONTEXT

SAP S/4HANA System Transformation - Midmarket

This report is relevant to enterprises across industries in the U.K. for evaluating providers of S/4 HANA consulting and implementation services for the midmarket (companies with less than 5,000 SAP users and revenues of less than \$1 billion).

In this quadrant report, ISG lays out the current market positioning of service providers in the S/4 HANA consulting and implementation space for midmarket companies in the U.K. based on the depth of the service offering and their market presence.

Some enterprises are reluctant to migrate to S/4 HANA because of factors such as the high costs involved, data management, change management, custom code management, a talent or skill gap and uncertainty about integrating their legacy enterprise resource planning (ERP) in S/4 HANA solutions. However, there are many enterprises that have already adopted or are in the process of implementing S/4 HANA as part of their digital transformation by choosing the right provider to overcome challenges and provide training to address the talent skill gap.

ISG has observed that most mid-sized enterprises choose S/4 HANA cloud as it offers less customization and can be easily maintained. These enterprises have few complex requirements and a smaller project scale when compared to large companies. They prefer providers with a strong onshore and nearshore delivery approach and high integration

capabilities. As most mid-sized enterprises may have non-SAP ERP as an existing solution, they should also look into the service provider's migration capabilities and implement ready-to-use templates or solutions for specific micro-segments.

This report is relevant for:

Marketing and sales leaders to understand the relative positioning and capabilities of service partners that can help them effectively consume SAP S/4 HANA services with their day-to-day analysis and dashboarding.

IT and technology leaders to get insights into the strengths and weaknesses of service providers in the SAP S/4 HANA ecosystem and how they integrate the latest technologies or capabilities into their S/4 HANA offerings to stand out in the market.

Sourcing and procurement managers to gain a better understanding of the market and the service provider's landscape of S/4 HANA offerings and to identify or distinguish a player based on their needs.

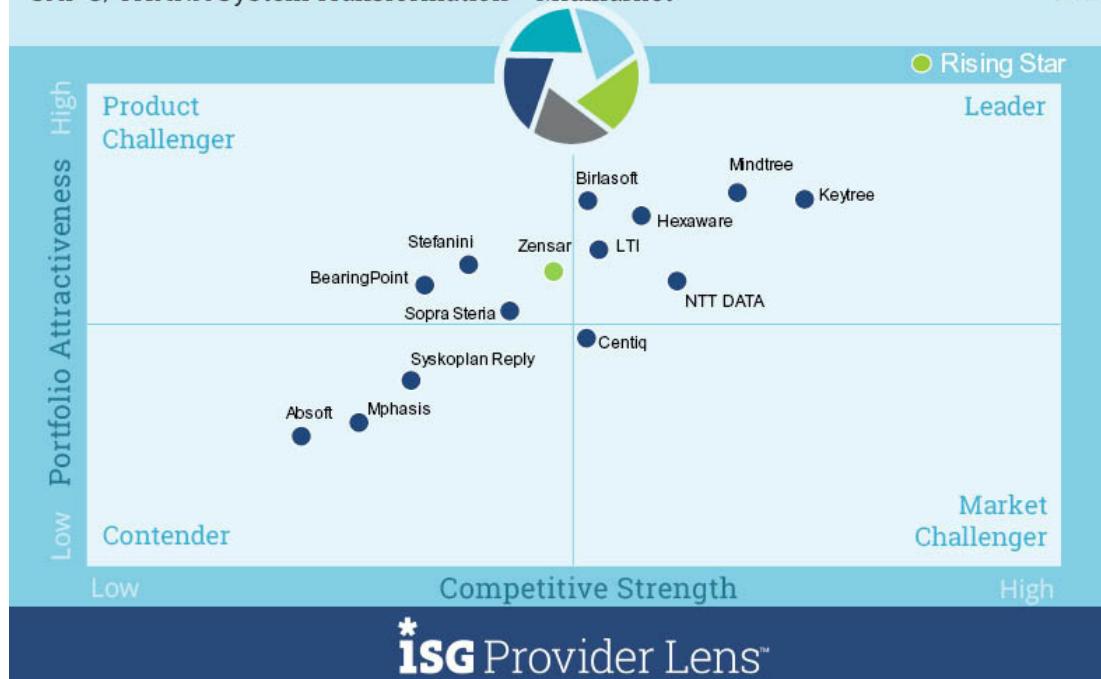
SAP S/4 HANA SYSTEM TRANSFORMATION – MIDMARKET

Definition

This quadrant assesses providers on their ability to offer a rapid turnaround for S/4HANA implementations for clients in the midmarket (companies with fewer than 5,000 SAP users and have revenues of less than \$1 billion). Midmarket clients have fewer complex requirements and less project scale compared to large enterprises. The participating service provider can deploy SAP solutions using multiple methodologies, including SAP's packaged solutions for small and medium businesses (SMBs). It should use templates for S/4HANA, including industry-specific templates, to reduce the transformation cycle while leveraging standard processes. Multi-tenant S/4HANA implementations are included but not required for participating in this quadrant assessment. SAP qualified partner-packaged solution providers are appreciated, but certification is not required for inclusion in this quadrant.

SAP HANA and Leonardo Ecosystem Partners SAP S/4 HANA System Transformation – Midmarket

2020
U.K.



Source: ISG Research 2020

SAP S/4 HANA SYSTEM TRANSFORMATION – MIDMARKET

Eligibility Criteria

- Ability to leverage SAP accelerators and templates for agile S/4HANA implementations.
- Capability to deliver advisory and implementation services for midsized client enterprises.
- Availability of ready-to-use templates or solutions for specific micro-segments.
- Ability to offer onshore or nearshore delivery for local clients; offshore delivery is welcome but not restrictive for participation in this quadrant.

Observations

Midmarket companies in the U.K. are affected by the COVID-19 pandemic and are looking for opportunities to reduce costs. This segment was looking at S/4HANA Cloud before the pandemic, and enterprises with a well-defined cloud strategy will focus on this SaaS version of S/4HANA. Whilst the adoption of S/4HANA Cloud is low as of now, with the overall increase of cloud adoption, it is expected that U.K. mid-market enterprises will opt for S/4HANA Cloud. There have been S/4HANA on-premise implementations in the midmarket segment but the number will reduce this year due to the pandemic.

The leading service providers that are focused on midmarket clients have strong frameworks for S/4HANA implementations and prepackaged solutions specific to industries. Some providers are specifically targeting the healthcare sector, which is anticipated to grow in next two years. With cost reduction as a priority for many enterprises, providers are helping the clients with process optimization and change management. Most enterprises are asking their service providers for cost deferrals. With workforce reductions happening or planned, enterprises are opting to use automation, cloud and digital technologies to optimize service delivery. Most providers are taking a data-driven approach to deliver these transformations.

Some providers are building COVID-19 specific product offerings to offer services to niche areas. Most service providers have enabled most of their staff to work from home, which has led to a major cultural shift in their ways of working.

SAP S/4 HANA SYSTEM TRANSFORMATION – MIDMARKET

Observations (cont.)

Some observations on the Leaders for this quadrant include are summarized below.

- **Birlasoft's** Accelerated Enterprise Model is a factory approach with building blocks that helps leverage best practices for a greenfield deployment. The framework helps evaluate the most current release state and provides a fit/gap analysis.
- **Hexaware's** TRIADIC framework analyses a customer's requirements from three major dimensions of landscape complexity, business model, target architecture for cloudification and digitization needs, and considers the transition and transformation efforts needed.
- **NTT DATA** (itelligence) has a strong portfolio of SAP S/4HANA offerings. It takes a systematic data-driven approach to guide its customers through their digital journey using S/4HANA. NTT DATA provides services to multiple industries and has implemented S/4HANA across more than 20 functional areas, which showcases its breadth of services provided for the product.
- **Keytree** has developed SAP-qualified packaged solutions for clients in the retail, professional services and consumer packaged goods industries. These solutions all use S/4HANA and a combination of other SAP products. Bridge for Retail is an extension for including a simplified finance/back office solution on S/4HANA Cloud.
- **LTI** has created the CFIN Transformation Platform, which analyses complex SAP and non-SAP platforms and automatically creates a technical blueprint for Central Finance transformations. This digital discovery spans multiple source systems across three dimensions – process, data and organization elements.
- **Mindtree** leverages its industry-specific templates, which include a fully-fledged CFIN 1809 proof of concept, plus fashion and consumer packaged goods templates. It also has a focus on S/4HANA deployments for finance, sales and distribution, procurement, warehouse management, inventory management, plant maintenance, production planning and control, product lifecycle management and project systems.
- **Zensar** (rising star) has ZenLife, a life sciences-specific, SAP-qualified, end-to-end solution using S/4HANA and SAP Fiori. The solution includes preconfigured business scenarios with industry best practices. This plug-and-play solution provides 40 to 50 percent delta customizations, and 50 to 60 percent of life sciences business process are included.

ENTERPRISE CONTEXT

Managed Application Services for SAP ERP

This report is relevant to enterprises across industries in the U.K. for evaluating providers of managed application services for SAP ERP.

In this quadrant report, ISG lays out the current market positioning of providers offering managed application services for SAP ERP in the region and how they address the key challenges faced by enterprise clients. These providers are focused on helping enterprises to efficiently manage SAP ERP, which covers SAP S/4 HANA and SAP Enterprise Central Component (ECC) as well as legacy R3.

The need for automation with less human intervention, in order to optimize the pricing model and increase process efficiency among enterprises in the U.K., drives the market for SAP managed application services. Unlike large enterprises, small and mid-sized enterprises are seeking to procure managed applications services for their existing SAP ERP solutions. These enterprises face challenges in maintaining the applications (both SAP and non-SAP applications), resolving tickets and customizing development based on needs. Enterprises can benefit from managed application providers that provide the IT landscape as per their needs and add bots (automation) for quicker ticket resolution.

Many enterprises are undertaking migration initiatives to move to the latest SAP ERP version as SAP's support services for its legacy ERP will expire in 2027. Instead of seeking out providers that can support their existing ERP, clients should opt for those that help in migrating their existing ERP.

This report is relevant for:

IT and technology leaders to get insights into the strengths and weaknesses of providers offering SAP ERP managed services and their capabilities in developing frameworks and tools to effectively manage their applications.

Sourcing and procurement managers to gain a better understanding of the market and the service provider ecosystem for SAP ERP managed services and how providers compare to one another.

MANAGED APPLICATION SERVICES FOR SAP ERP

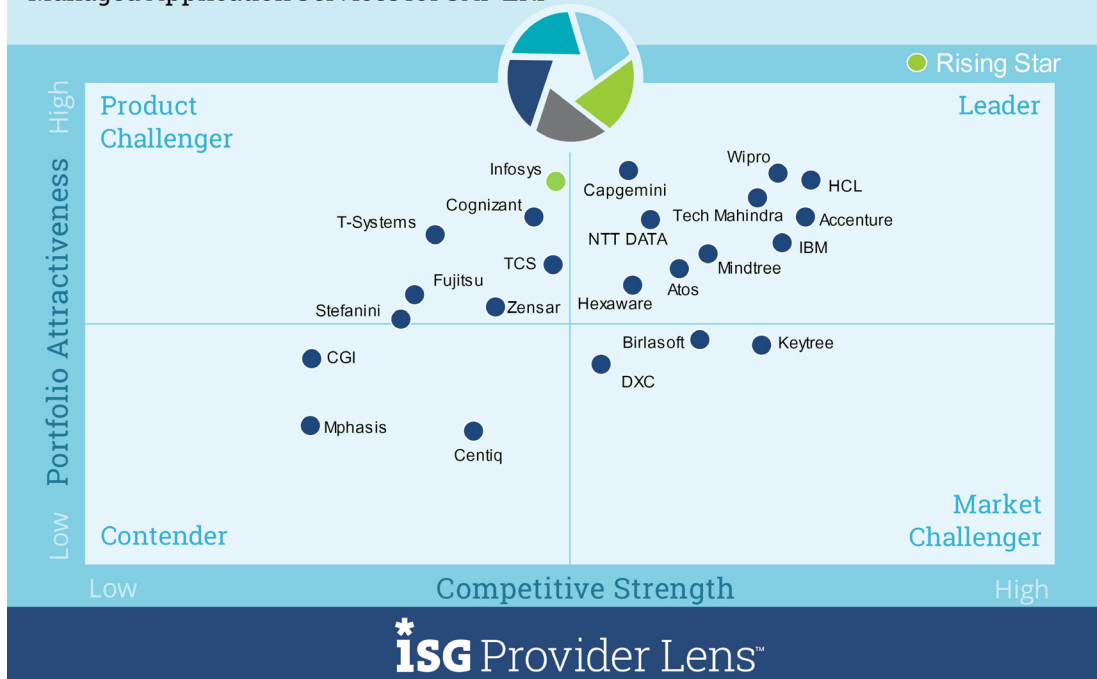
Definition

This assessment considers a provider's capability to offer managed services, including maintenance and support functions that comprise monitoring, remote support, centralized management of applications for SAP S/4HANA and legacy SAP Business Suites such as ECC 6.0.

Managed application services for incidents include troubleshooting, Level 2 and Level 3 application support, user support, ticket lifecycle management, incident resolution, problem management, root cause analysis and interface with SAP product support (upon client authorization). Service requests typically include user management (add, change of user profile and disablement of user access), performance reports, database services, security (access) monitoring and license compliance. Providers that have center of expertise (CoE) certifications get better evaluations but those certifications are not a requisite for evaluation in this quadrant.

SAP HANA & Leonardo Ecosystem Partners Managed Application Services for SAP ERP

2020
U.K.



Source: ISG Research 2020

MANAGED APPLICATION SERVICES FOR SAP ERP

Eligibility Criteria

- Ability to offer application optimization, application support and testing.
- Offer enhancements and changes pertaining to applications; apply SAP Service Pack Stacks (SPS) if required and predict the business impact of such updates.
- Capability to stabilize applications and offer SAP Basis support.
- Possess expertise in incident management, variety of ticket system tools, SAP Solution Manager and additional application documentation solutions.

Observations

U.K. enterprises are looking for cost reduction and services optimization across SAP ERP application management. The pandemic has forced enterprises to reduce their workforces and to automate services, either by in-house efforts or through a service provider. Enterprises are also looking to reduce recurring incidents and to manage applications with minimal human intervention. They seek outcome-based service level agreements with their service providers to ensure continued support even after the SAP landscape expands in the company.

Service providers have built tools that use bots, automation, artificial intelligence (AI) and machine learning (ML) to deliver application management services. The bots are used for managing repetitive tasks and repeatable business processes in addition to solving L1 queries from end users. AI and ML are used to resolve tickets automatically, learn from tasks in the IT landscape, predict application failures and perform fixes as required. Most providers have holistic application management frameworks that enable better productivity, throughput, quality and reliability. Service providers are expanding their local expertise by increasing their SAP Basis-certified professionals and SAP HANA certified professionals to support clients in the region.

MANAGED APPLICATION SERVICES FOR SAP ERP

Observations (cont.)

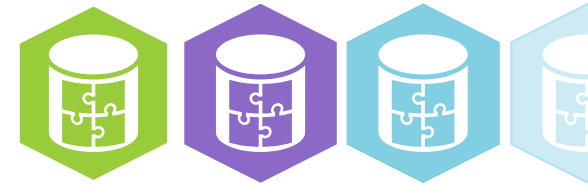
Some observations on the leaders for this quadrant are below.

- **Accenture's** myWizard tools include analytics for application management services to analyze and reduce ticket inflow. Accenture's Ticket Resolver automatically resolves incidents by using AI and SAP Basis process monitoring that combines Solution Manager monitoring with other logs to create a correlation and alerting engine that provides digital dashboards for visualization.
- **Atos' SyntBots** uses intelligent automation to transform IT operations and processes across the entire enterprise. Bots manage repetitive tasks and repeatable business processes, learn and replicate user actions such as mouse clicks, and automatically scale agents, underlying applications and infrastructure to dynamically respond to changing needs.
- **Capgemini** has invested heavily in automation, AI and ML to create solutions that can address recurring gaps across managed services. The provider's automation framework uses RPA solutions for tickets where a permanent fix is not possible. Bots are developed for those repeatable incidents to increase resolution speed and quality.
- **Hexaware** facilitates real-time data for its customers' field agents by using chatbots, AI and machine learning. Hexaware has deployed automation for user creation, account management, monitoring, testing and release management. The provider has eliminated the need for workforce intervention to resolve some incidents by using automation, thereby reducing the manpower required for managed services.
- **HCL's** Lucy chatbot is a virtual assistant which enables omnichannel user interaction and service automation on the SAP platform. Lucy is an automated interactive solution powered by AI that provides an improved user experience.
- **IBM** allows Watson Assistant to interact in a more human-style approach by connecting to a remote SAP service located in IBM Services for Managed Applications. This add-on drives SAP data processing, implements code in an API to orchestrate the solution via a chatbot, and interacts with the Watson Assistant service and SAP operational data.
- **Mindtree** uses ATLAS™ to conduct a 360-degree assessment of key dimensions of the client's applications. The assessment considers ease of outsourcing, transition complexity, automation return on investment, agile maturity, DevOps maturity, the value of IT investments, production risks, software resiliency, maintainability and technical debt.
- **NTT DATA's** application management services delivery is aligned with ITIL but uses proprietary tools and accelerators that have produced documented time saving and performance improvements for clients.

MANAGED APPLICATION SERVICES FOR SAP ERP

Observations (cont.)

- **Tech Mahindra's** TACTiX framework automatically triggers its AI component (which includes natural language processing algorithms and machine learning) when an incident is logged in the system. It categorizes incidents based on inputs from its knowledge repository, presents the top-matching resolutions and provides recommendations about the root cause and standard operating procedures.
- **Wipro** leverages SAP technologies like SAP iRPA and SAP Conversational AI along with using its HOLMES AI platform. Wipro HOLMES provides intelligent automation capabilities across business processes, administration and technology.
- **Infosys** (rising star) delivers application management services through its SAP Digital AMS Framework that is enabled by the integrated Infosys Application Management Platform (IAMP). This framework and platform leverage intelligent technologies like AI, ML and natural language processing (NLP). They are delivered through Infosys products like AssistEDGE, Nia and SAP Digital Assistant VED, which ease delivery of application management services.



WIPRO

Overview

Wipro is a certified SAP application management services partner. Wipro's Application Management Service (AMS) is powered by HOLMES, the company's artificial intelligence and automation platform and is based on four core principles: resilience (through proactive, preventive operations and real time visibility); efficiency (encompassing automation, agile, DevOps and predictive IT operations); simplification (via modernization and process simplification); experience (focusing on enhancing customer experience). Wipro augments its services with tools and frameworks such as ServiceNXT, IntelliAssure, APEX, Tosca TestSuite, SNP and SAP Solution Manager. Wipro has four delivery centers in the U.K., which enables it to provide local expertise for its managed services clients. Wipro has 19 managed services clients in the U.K. and generates a revenue of approximately \$58 million.

Strengths

Intelligent tooling: Wipro has more than 15 tools and accelerators for SAP managed services. These tools are powered by Wipro's artificial intelligence platform, cognitive bots and RPA bots, which help optimize operations, perform preventive checks, monitor system performance, assess usage patterns and generate insights through predictive analytics.

Process automation using bots coupled with a chat/voice interface: To offer automation with bots and chat/voice interface, Wipro leverages SAP technologies like SAP IRPA and SAP Conversational AI along with using its own HOLMES AI platform. Wipro HOLMES provides intelligent automation capabilities across three categories: business process, administration and technology. Customers can choose from its repository of more than 150 SAP-certified bots.

Outcome-based pricing: Wipro offers outcome-based pricing for both operational and transformation scenarios, where the desired outcome is not predictable and leads to risk. This type of pricing is preferred by customers looking for innovation and continuous improvements.

Caution

Wipro could focus on adding more SAP HANA certified professionals in the U.K.



2020 ISG Provider Lens™ Leader

Wipro's SAP-certified automation services are powered by the HOLMES artificial intelligence platform that helps deliver end-to-end capabilities for managed services by providing live insights, predictive analytics and business process optimization.

ENTERPRISE CONTEXT

Managed Platform services for SAP HANA

This report is relevant to enterprises across industries in the U.K. for evaluating providers of managed platform services for SAP HANA.

In this quadrant report, ISG lays out the current market positioning of providers offering managed platform services in the region and how they address the key challenges faced by enterprise clients. These providers are focused on helping enterprises to effectively migrate or maintain workloads either in their own data centre or the cloud infrastructure.

Enterprises are facing challenges in maintaining and keeping the IT infrastructure up to date, which is essential for running SAP systems at their peak without any errors and downtime. This is mainly due to staff shortage and lack of time while choosing the right provider and gaining a buy-in from key decision makers. Some prefer a scheduled refresh for their infrastructure, while others perform on an as-needed basis. Managed platform providers can address these challenges by managing enterprises' infrastructure with regular end-to-end updates and enhancing the process to make operations more efficient.

Enterprises that are seeking managed platform services should look into the provider's credentials for cloud operations and the level of certifications.

This report is relevant for:

Marketing, sales and field services leaders to discern the relative positioning and capabilities of service partners while procuring managed platform services and their capabilities in maintaining or migrating data that is present in data centers or the cloud.

IT and technology leaders to gain a better understanding of the strengths and weaknesses of service providers, their degree of partnership with hyperscalers, and how they integrate the latest technologies and capabilities into their offerings when compared to other players.

MANAGED PLATFORM SERVICES FOR SAP HANA

Definition

The initial technical barriers and client resistance to moving ERP to the cloud are gradually disappearing, forcing clients to decide among inhouse hosting, traditional outsourcing, cloud IaaS and PaaS. The hosting decision follows the hardware obsolescence lifecycle, and HANA in-memory imposes a new dynamic to hardware choices, operations and tooling. This quadrant assesses providers of infrastructure services comprising hardware installs and maintenance routines, hybrid cloud management, access security, monitoring, system availability, interface performance, disaster recovery management, backup, restore, data compliance (retention and access), data breach protective measures at the data center level, job scheduling, batch processing, file transfers, archiving and all infrastructure and operations services that are required to run SAP ERP or SAP HANA applications. This quadrant privileges providers that demonstrate expertise in maintaining smooth S/4HANA operations, which requires deep knowledge about the underlying in-memory database technology. Furthermore, strong capabilities in optimizing this type of application, including data volume management, are preferred assets. However, the provider should retain the capacity to support SAP HANA and legacy SAP ERP versions for clients that have old instances running simultaneously with S/4HANA.

SAP HANA & Leonardo Ecosystem Partners Managed Platform Services for SAP HANA

2020
U.K.



Source: ISG Research 2020

MANAGED PLATFORM SERVICES FOR SAP HANA

Eligibility Criteria

- Ability of participant to offer Tier III level data center facilities (certified or not) to host S/4HANA or is a certified hyperscale cloud partner that specializes in S/4HANA.
- Should be an experienced managed data center service provider.
- Demonstrate the capacity to migrate SAP ERP and large databases from one data center to another, including the cloud.
- Minimum accreditations include ISO 27001 (security), incident management ITIL and HANA certified staff.

Observations

Cloud adoption is expected to increase in the U.K. with the uptake of digital transformation. However, most enterprises are seeking end-to-end managed service across infrastructure, cloud and applications. There are few clients that seek standalone managed platform services for SAP HANA. With the pandemic hitting hard in the region, most companies are looking to service providers for innovative pricing models that will result in cost optimization and lead to increased return on investment.

Service providers offer end-to-end cloud managed services to their clients for SAP HANA, including infrastructure support, cloud platform support and application support. Most service providers have a cloud management platform (CMP) that enables them to manage cloud services across multi-cloud environments and support all types of workloads. Some providers have dedicated managed platform-as-a-service for SAP applications wherein they offer platform management specifically for SAP HANA-based applications. These cloud management platforms leverage automation, artificial intelligence (AI) and machine learning (ML) to resolve supervised and unsupervised issues that occur in a complex IT ecosystem. Some of the providers have centrally monitored disaster recovery solutions which increase resilience and reduce manual efforts. Service providers are also proposing consumption-based pricing to their clients, which reduces the client's capital expense investments.

MANAGED PLATFORM SERVICES FOR SAP HANA

Observations (cont.)

Some observations on quadrant Leaders are below.

- **Accenture's** myNav is a cloud platform designed to assess, architect and simulate cloud solutions at scale to determine the best fit for enterprises' business requirements. Accenture offers a variety of tools for SAP migration and cloud management, which include CloudShaper, SAP CloudRunner, SAP CloudSecurity and SAP CloudAdmin.
- **Capgemini** developed a cloud management platform (Capgemini Cloud Platform) which currently supports the multi-cloud approach and covers all types of IT workloads. The company also has developed Cloud Automation for SAP (CCAS) for migration and to run and operate SAP in the cloud.
- **Cognizant** has a managed platform-as-a-service (mPaaS) service offering that helps customers with end-to-end infrastructure, SAP Basis platform support and with Level 3 SAP application management services (SAP Functional and SAP Security). Cognizant uses its Cloud Orchestration platform to monitor SAP applications and optimize costs.
- **HCL's** ElasticOps is a proposition to build mature solutions on hyperscaler platforms to optimize costs and provide improved

business agility. HCL provides cloud enablement and management services by investing significantly in training and certifying cloud architects, associates and 24-by-7 global delivery resources.

- **IBM's** cloud-based management platform uses Watson and enables the enterprises to autonomously manage their IT operations. The platform is built on hybrid cloud infrastructure and can preempt and proactively resolve problems and prevent them from occurring in the future. It also gives IT teams real-time visibility over their hybrid IT environment.
- **NTT DATA's** cloud platform provides automated end-to-end workflow management processes to improve provisioning time, reduce processing delays and eliminate human errors.
- **TCS** Cloud Exponence is a comprehensive, centralized delivery platform for public and hybrid cloud environments. The Cloud Exponence operations service model is designed to deliver managed services for all prevalent cloud architecture patterns, including public and private clouds for SAP.
- **Wipro** offers Partner Managed Cloud (PMC) that covers licenses and gives customers end-to-end subscription pricing. Wipro offers SAP as a platform service and SaaS along with its prepackaged S/4HANA implementation.
- **T-Systems** (Rising Star) provides its Zero Outage benchmark for managed SAP services. T-Systems' confidence in its SAP managed platform services capabilities enables it to allow clients to terminate their contracts if they are not satisfied with the quality. T-Systems markets this concept as "Run on Satisfaction."

WIPRO

Overview

Wipro offers SAP as a platform service and SaaS along with its prepackaged S/4HANA implementation. Wipro's preconfigured industry solutions, such as Agile Mining, Express ERP for Chemicals, Fashion Management, SaFe Water, Energy Reach for oil and gas, AutoSol for automotive and Intelligent Real Estate, are offered as SaaS solutions. The provider partners with cloud hosting service providers including Microsoft Azure, AWS, Google Cloud Platform and IBM Cloud for these offerings. In some cases, Wipro offers Partner Managed Cloud (PMC) services that cover the licenses and give the customer end-to-end subscription pricing. Wipro has approximately 11 managed platform services clients and generates \$61 million revenue in the U.K.

Strengths

Robust set of tools and accelerators: Wipro uses internal and third-party resources for its cloud operations for SAP applications. These include ServiceNow for Enterprise Marketplace, cloud management platforms, orchestration engines, automation engines for servers, networks and databases, applications and middleware, service visualization, DevOps and infrastructure as code, CaaS, AI Ops (with the HOLMES AI platform) and tooling for cloud assessment, migration and optimization.

High level cloud partnerships: Wipro is a Premium Consulting Partner and Certified MSP Partner with AWS, Expert Managed Services Partner and Gold Partner with Microsoft Azure, Premier Partner and Managed Services Partner with Google Cloud Platform, and a Premier Partner and Managed Services Partner with IBM Cloud.

Dedicated demand generation team for SAP practice: Wipro uses a proactive demand generation process. It conducts omnichannel campaigns (using email, social media, telemarketing, webinars and account-based workshops) plus joint initiatives with its partner ecosystem to follow up with identified accounts. Wipro focuses on large global accounts and co-sells with SAP exclusively in certain geographies.

Caution

Wipro should focus on increasing its SAP HANA certified professionals with cloud expertise in the U.K.



2020 ISG Provider Lens™ Leader

Wipro has a strong cloud practice and dedicated managed cloud platform offering for SAP. It also has a strong partnership network that enables it to deliver end-to-end SAP S/4HANA services.

ENTERPRISE CONTEXT

SAP Cloud Platform and SAP Leonardo Services

This report is relevant to enterprises across industries in the U.K. for evaluating providers offering SAP Leonardo services and SAP Cloud Platform.

In this quadrant report, ISG lays out the current market positioning of providers offering SAP Leonardo services and SAP Cloud Platform in the region. It also highlights their capabilities in designing, developing, modifying, integrating and supporting applications for enterprise systems on SAP Cloud Platform and in delivering services for digital transformation using SAP Leonardo.

The growing need for mobile applications among enterprises in their business processes and the increased adoption of digital transformation drive the market for SAP Leonardo and SAP Cloud Platform in the U.K. Many enterprises use multiple applications (both SAP and non-SAP) in their procurement and supply chain process to track/backtrack or check the status of shipped products to ensure on-time delivery and improve their supply chain process. As they use multiple applications to check the status of the product from end to end, the user experience becomes complicated and time consuming. Enterprises should opt for providers that can integrate SAP and non-SAP applications with pre-built templates by using technologies such as artificial intelligence (AI), machine learning (ML), blockchain and analytics. These providers should also be able to create a single dashboard to enhance the user experience and increase process efficiency.

Service providers in this space provide consulting, discovery and prototyping and application services on SAP Cloud Platform and Leonardo. Enterprise clients that are seeking to procure the platform services should evaluate accordingly based on their needs.

This report is relevant for:

Marketing, sales and field services leaders to understand the relative positioning and capabilities of service partners in implementing SAP Cloud Platform and Leonardo services. The report also highlights the advanced capabilities of service providers, including application development and the use of APIs and new methodologies.

IT and technology leaders to gain insights into the strengths and weaknesses of service providers and how they integrate latest technologies as well as their capabilities of their offerings when compared to other market players.

SAP CLOUD PLATFORM AND SAP LEONARDO SERVICES

Definition

This segment examines the capabilities of providers to design, develop, modify, integrate and support applications for enterprise systems on SAP Cloud Platform and deliver services for digital transformation using SAP Leonardo. SAP Cloud Platform services include platform-as-a-service and application development platform-as-a-service for data-based, mobile-enabled services, analytics, application development and deployment across multi-cloud platforms. SAP Leonardo services comprise artificial intelligence (AI), machine learning (ML), blockchain and Internet of Things (IoT) technologies, packaged as a platform-as-a-service that is integrated in the HANA database.

SAP HANA & Leonardo Ecosystem Partners SAP Cloud Platform and SAP Leonardo Services

2020
U.K.



Source: ISG Research 2020

SAP CLOUD PLATFORM AND SAP LEONARDO SERVICES

Eligibility Criteria

- Demonstrate cases of delivering projects pertaining to AI, ML, blockchain or IoT using SAP Leonardo and SAP Cloud Platform (or as a standalone platform).
- Exhibit proofs of concept (PoCs) that leverage SAP Leonardo.
- Capability to deliver consulting and implementation services for SAP Cloud Platform or SAP Leonardo.

Observations

SAP Cloud Platform (SCP) and SAP Leonardo have relatively less traction in the U.K. compared to some other regions. With the economic uncertainty due to the pandemic and the high investment cost required for SAP Leonardo, enterprises are reluctant to invest in it as a long-term strategy for digital transformation. The enterprises with SAP Cloud Platform as the PaaS for their SAP architecture are focusing on expanding their IT landscape with SCP. However, these enterprises are few and are very selective about their digital journey approach. The enterprises that have positive growth prospects, for example those in the health-care and utilities industries, might opt for SAP Cloud Platform as a part of their digital strategy and could implement smaller transformations across their operations.

Most service providers continue to build proof-of-concept (PoC) demonstrations and provide industry-specific solutions based on SAP Leonardo and SAP Cloud Platform. Some of the offerings include preconfigured solutions such as farm-to-fork traceability for the food industry using blockchain, connected vehicles platforms, digital maturity assessment frameworks and supply chain tracking programs. The providers are improving their expertise by upskilling and reskilling their employees in addition to working with SAP on co-innovation initiatives. The service providers are focusing on providing outcome-based pricing services to clients, and have increased their client bases significantly for that model. Providers are trying to expand their partnership with cloud, infrastructure and hardware providers and with providers of innovative devices such as drones, augmented reality (AR) and virtual reality (VR) technology so they can provide end-to-end digital services to their clients using SAP Cloud Platform and SAP Leonardo.

SAP CLOUD PLATFORM AND SAP LEONARDO SERVICES

Observations (cont.)

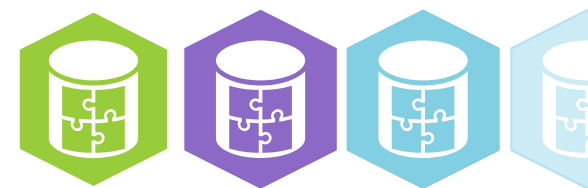
Some observations on the Leaders for this quadrant are presented below.

- **Accenture's** major investment in SAP services is the Accenture Intelligent Enterprise Platform, a unified, digital, intelligent and extensible platform for supporting sales, delivery and engineering. It integrates industry and functional content and assets, plus accelerators and tools from across Accenture on a common data layer to allow increased automation and intelligence through machine learning.
- **Capgemini** has a strong focus on the manufacturing sector and has developed SAP Digital Manufacturing Cloud to provide insights and an operational overview across manufacturing processes and the supply chain. Another manufacturing-specific offering from Capgemini that leverages SAP Leonardo is SAP Connected Asset for maintenance operations, which uses IoT across industrial machinery.
- **HCL** has many pre-built solutions based on the Leonardo platform. Its packaged solutions make implementation easier. The company's blockchain-based solutions include Drug Traceability Co-Innovation with SAP, Asset Lifetime Retirement, Smart Logistics for High Value Assets, Connected Worker, Inventory Tracking and Moving Assets.
- **IBM** is a co-innovation partner with SAP and they have co-created new solutions such as Cognitive Demand Forecasting, Cognitive Field Services and Blockchain for Oil & Gas.
- **Keytree's** IP KIT is a clienteling and assisted selling solution for retail. It provides an additional layer of functionality that harmonizes online and offline retail journeys and provides a 360-degree customer view to a store associate. Matrix Booking is a facility booking tool that uses sensor occupancy technology. Both applications are SaaS services that Keytree provides, updates and manages for a monthly subscription.
- **Mindtree's** MOTIF solution is powered by SAP Leonardo and is a cloud-based platform that combines a machine learning engine with pre-built algorithms that run analytics to flag risks for on-time, in-full (OTIF) order fulfillment compliance, while there is still time to take corrective action. The provider has implemented bots that track and predict OTIF thresholds, issue proactive alerts and help define a corrective plan with a user via conversational bots.
- **NTT DATA** combines design thinking and deep business, technology and industry expertise with automation solutions that enable human, autonomic and virtual agents to collaborate and deliver enterprise innovation and growth using SAP Cloud Platform and SAP Leonardo. The company leverages its strategic partnerships and technical innovation across data platforms, blockchain, data science, machine learning and deep learning.

SAP CLOUD PLATFORM AND SAP LEONARDO SERVICES

Observations (cont.)

- **Tech Mahindra** has created a string of platform solutions including FEEDS, SPRINT, ReLoAD, CAMS, AMRO, IEVCS, Pharmachain and others for the retail and consumer packaged goods, communication and media, manufacturing, energy and utilities, healthcare and transportation verticals.
- **Wipro** has eight accelerators that have been certified by SAP and listed in SAP App Center. These accelerators are based on IoT, machine learning and blockchain and address a variety of industries and use cases. The products are: Intelligent Pipeline, Connected Supply, Trusted Logistics, Smart Home, Quality Insights, Greenhouse Management, Pellucid Reverse Logistics and Planogram Compliance.
- **Infosys** (rising star) announced Innov8, a new strategic program to accelerate enterprise digital transformation journeys using SAP digital solutions. Innov8 helps clients transform their business model to one that relies on predictable operating expense costs and offers flexible points of entry to the SAP environment for both existing and new cloud users.



WIPRO



Overview

Wipro is a Co-Innovation Partner for SAP Leonardo as part of SAP's Medallion program. Wipro provides end-to-end services for SAP Cloud Platform and SAP Leonardo from ideation to implementation to managed services. The offerings include design services, hardware recommendation, SAP configuration and SAP and non-SAP software development. Wipro has developed industry-specific apps on its Data Discovery Platform insights-as-a-service solution that include SAP Leonardo analytics, big data and data intelligence. Wipro has eight SCP clients that produce approximately \$5 million aggregate revenue in the U.K., plus three Leonardo clients that generate another \$3 million.



Strengths

SAP-certified accelerators: Wipro has eight accelerators that have been certified by SAP and are listed in SAP App Center. These accelerators are based on IoT, machine learning and blockchain and address a variety of industries and use cases. The products are: Intelligent Pipeline, Connected Supply, Trusted Logistics, Smart Home, Quality Insights, Greenhouse Management, Pellucid Reverse Logistics and Planogram Compliance.

Four-pronged approach for microservices adoption: Wipro uses a strategic four-pronged approach to help realize the full potential of microservices in an SAP Leonardo framework. The framework includes Discover, Plan, Act and Optimize components to articulate business benefit, assess the current state of capabilities, build base capabilities and take the microservices architecture to production. Wipro uses this approach to build SAP Leonardo accelerators.

Integration with multiple platforms: Wipro has the expertise to integrate SAP Leonardo with approximately 10 non-SAP platforms, including Microsoft's IoT platform, Raspberry Pi, Alexa, Intel OpenVino and Google TensorFlow.



Caution

Wipro could focus on expanding its clientele for SAP Leonardo and in the healthcare industry in the U.K.



2020 ISG Provider Lens™ Leader

Wipro has a strong focus on manufacturing, consumer packaged goods and utilities and is the right fit for enterprises in those industries that are seeking Leonardo expertise as well as digital transformation.



Methodology

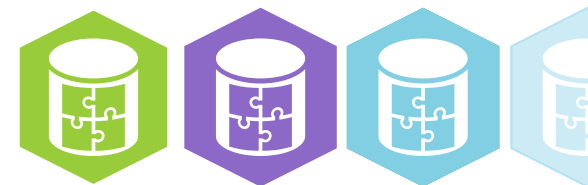


METHODOLOGY

The research study “ISG Provider Lens™ 2020 SAP – HANA & Leonardo Ecosystem” analyzes the relevant software vendors/service providers in the U.K. market, based on a multi-phased research and analysis process and positions these providers based on the ISG Research methodology

The study was divided into the following steps:

1. Definition of the UK SAP – HANA & Leonardo Ecosystem market
2. Use of questionnaire-based surveys of service providers/vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities and use cases
4. Leverage ISG's internal databases and advisor knowledge and experience (wherever applicable)
5. Detailed analysis and evaluation of services and service documentation based on the facts and figures received from providers and other sources.
6. Use of the following key evaluation criteria:
 - Strategy & vision
 - Innovation
 - Brand awareness and presence in the market
 - Sales and partner landscape
 - Breadth and depth of portfolio of services offered
 - Technology advancements



Authors and Editors



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Lead Analyst

Akhila Harinarayan is a lead analyst on the ISG Provider Lens™ (IPL) team focusing on Digital Transformation and SAP for UK and Nordics. She has more than a decade experience across consulting and research including enterprise strategy, industry roadmaps, point-of-view papers, research for service providers across regions and target segments. She brings in her expertise on strategy and transformation, digital insights, thought leadership, benchmarking, market assessment and go-to-market strategies. She has also worked for Financial Services industry vertical as SAP talent consultant. She has authored many digital insights papers, devised go-to-market strategies for a specific product/industry vertical/region, built frameworks and maturity models across industries.



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ArulManoj M is a senior analyst at ISG and is responsible for supporting and co-authoring Provider Lens™ studies on Next-gen Application Development & Maintenance, SAP HANA & Leonardo Ecosystem and Automation Solutions and Services. His area of expertise lies in Application Development & Maintenance. He has developed content for Provider Lens™ in the areas of Next-gen Application Development & Maintenance, SAP HANA and Leonardo Ecosystem and Data Analytics Services & Solutions. Along with this, Arul develops content from an enterprise perspective and authors the global summary report. He also collaborates with advisors and enterprise clients on ad-hoc research assignments and writes articles about niche technologies, market trends and insights.

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Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry. Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor. Now as a research director, principal analyst and global head of ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.

ISG Provider Lens™ Report: SAP HANA and Leonardo Ecosystem Partners

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