

# Everest Group PEAK Matrix™ for Next-Generation IT Infrastructure Services in BFS 2019

Focus on Wipro  
July 2019



# Introduction and scope

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Everest Group recently released its report titled “[Next-generation IT Infrastructure Services in BFS PEAK Matrix™ Assessment 2019: Hybrid IT for Migrating Core on Cloud.](#)” This report analyzes the changing dynamics of the next-generation IT infrastructure services in BFS landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group classified 17 service providers on the Everest Group PEAK Matrix™ for next-generation IT infrastructure services in BFS into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of next-generation IT infrastructure services in BFS for service providers based on their absolute market success and delivery capability.

Based on the analysis, **Wipro emerged as a Leader**. This document focuses on Wipro's next-generation IT infrastructure services in BFS experience and capabilities and includes:

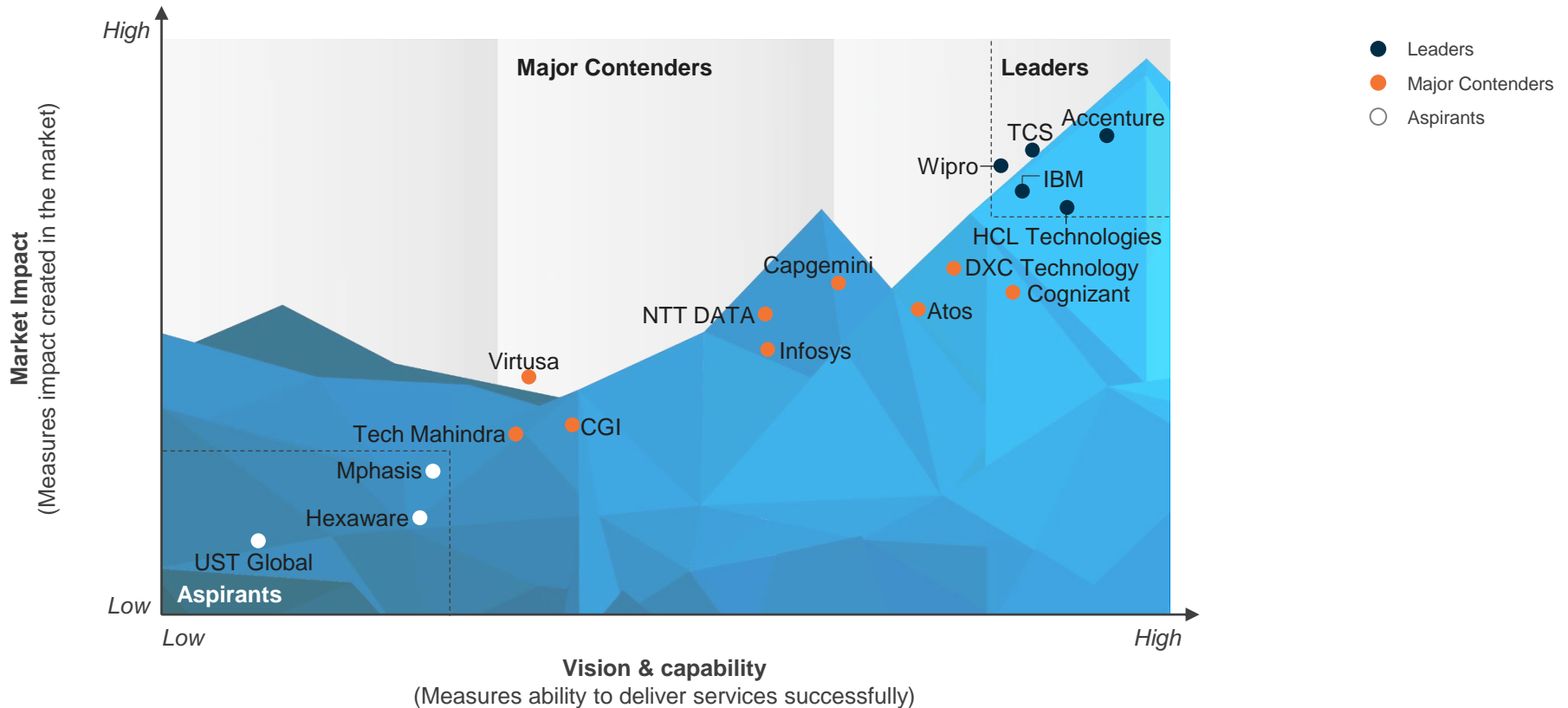
- Wipro's position on the next-generation IT infrastructure services in BFS PEAK Matrix
- Detailed next-generation IT infrastructure services in BFS profile of Wipro

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

# Everest Group PEAK Matrix™

## Next-Generation IT Infrastructure Services in BFS PEAK Matrix™ Assessment 2019 | Wipro positioned as Leader

Everest Group Next-Generation IT Infrastructure Services in BFS PEAK Matrix™ Assessment 2019



Note: Assessment for DXC Technology, IBM, NTT DATA, and TCS excludes service provider inputs, and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with banks and capital market firms

Source: Everest Group (2019)

# Wipro | Next-generation IT infrastructure services in BFS profile

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## Overview

**Vision for next-generation IT infrastructure services practice:** Wipro's vision is to become a preferred partner for global BFS enterprises for enabling digital transformation by providing full-stack cloud services including edge computing offerings driven by business-first approach

### Size of IT infrastructure services in BFS



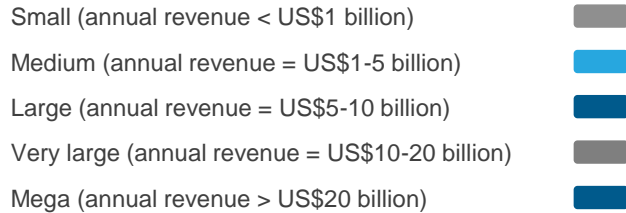
### Number of active BFS clients for next-generation IT infrastructure services<sup>1</sup>



### Next-generation IT infrastructure services mix in BFS:

#### By buyer size

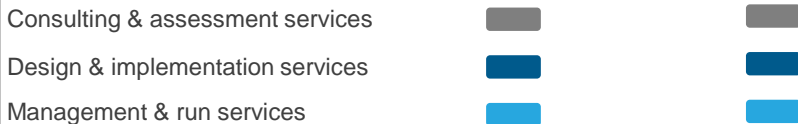
High (>50%) Medium (20-50%) Low (<20%)



#### By services type

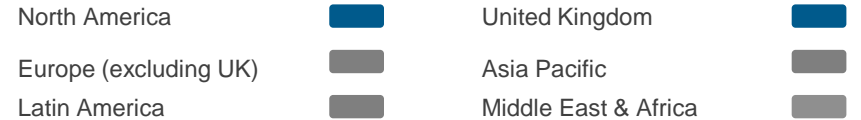


Digital workplace Cloud enablement



#### By geography

High (>25%) Medium (10-25%) Low (<10%)



#### By cloud enablement services



#### By digital workplace services



<sup>1</sup> As per Everest Group estimates  
Source: Everest Group (2019)

# Wipro | Next generation IT infrastructure services in BFS profile

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## Key solutions

NOT EXHAUSTIVE

Proprietary IP/solutions/frameworks/accelerators/tools developed internally to deliver next generation IT infrastructure services to BFS customers	
Business function	Details
Next generation IT infrastructure services	<ul style="list-style-type: none"><li>• VirtualDesk: Virtual desktop technology solution that is offered as-a-service; it leverages amalgamation of software, hardware, and service components including user experience monitoring and management</li><li>• ServiceNXT: Managed services platform for application &amp; infrastructure management, operations insights &amp; recommendations, and optimized support processes</li><li>• IntelliAssure: A platform to improve application quality by leveraging Cognitive Process Automation (CPA), ML, and advanced data analytics</li><li>• Cloud migration platform: It is an integrated platform to accelerate the journey to cloud and provide actionable insights across all phases from discovery to assessment to migration</li><li>• Enterprise Digital Operations Center (EDOC): It is an enterprise platform for managed services across IaaS, PaaS, CaaS and DevOps driven by automation and machine learning which provides a single view across user, edge, applications, and infrastructure</li></ul>










Source: Everest Group (2019)

# Wipro | Next generation IT infrastructure services in BFS profile

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## Everest Group assessment – Leader

Measure of capability:  High  Low

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

### Strengths

- Business-first led transformation story, with strong articulation of outcomes has resonated well with BFS clients
- Consulting-led approach to sell IT infrastructure services, coupled with aggressive messaging around design, crowdsourcing, open source DevOps, cloud-native strategy, and serverless, has helped Wipro differentiate in this market
- Meaningful investments in developing a cloud studio and an enterprise digital operation center, certification and training on full stack cloud requirements, accelerators, and application migration platforms for automated capability assessment of workloads
- Breadth of partnerships and joint GTM investments with leading vendors to develop cloud migration platforms have helped Wipro achieve double-digit growth rate

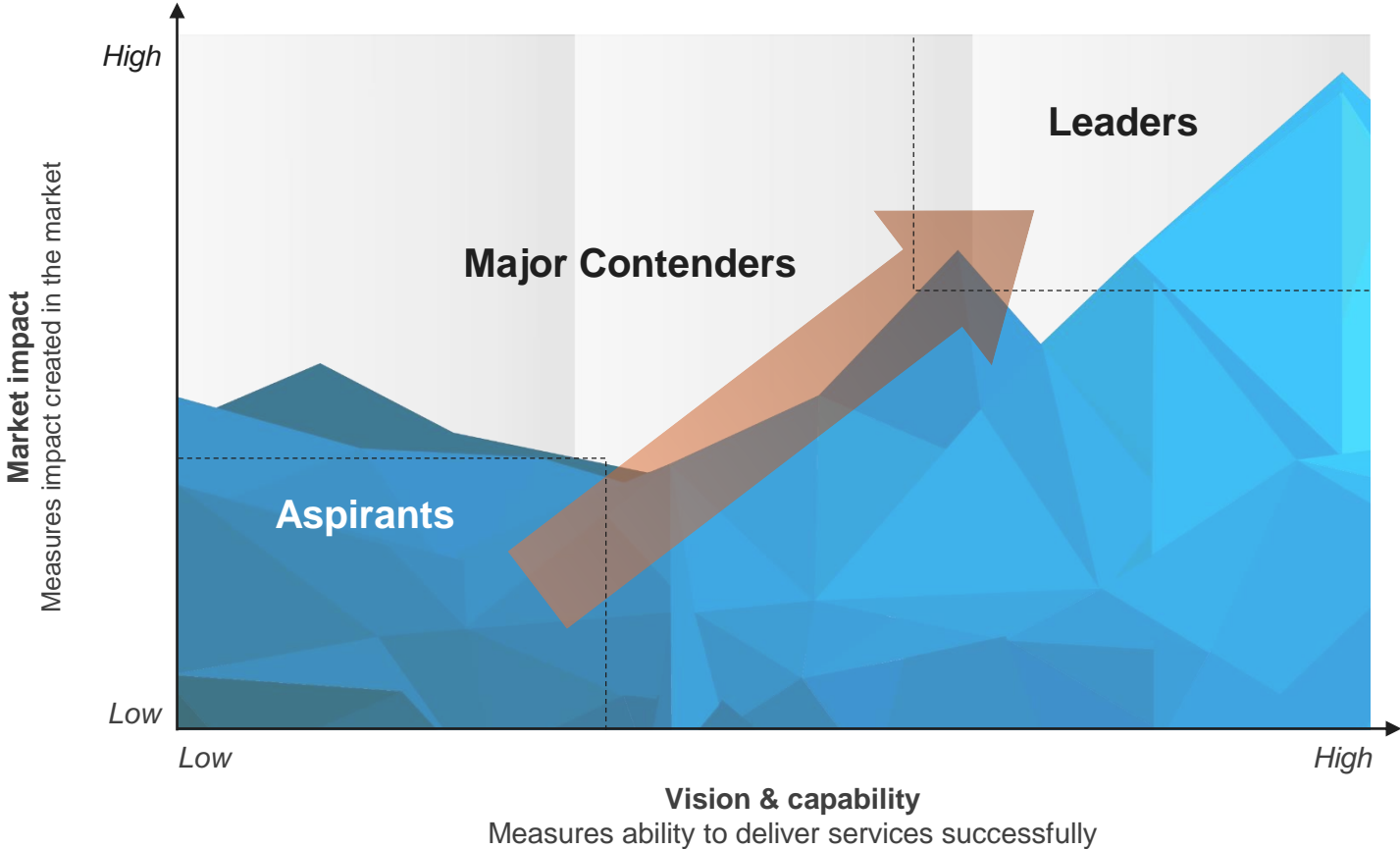
### Areas of improvement

- While Wipro articulates taking a 'business-first approach' to enterprises, the solutioning lacks verticalization flavor. Needs to invest in BFS-focused solutions to augment its strong horizontal offerings for IT infrastructure services
- Clients have cited concerns around Wipro's talent being more technology focused vis-à-vis BFS domain focused
- Clients expect Wipro to proactively bring innovation and drive thought leadership into the engagement

# Appendix

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

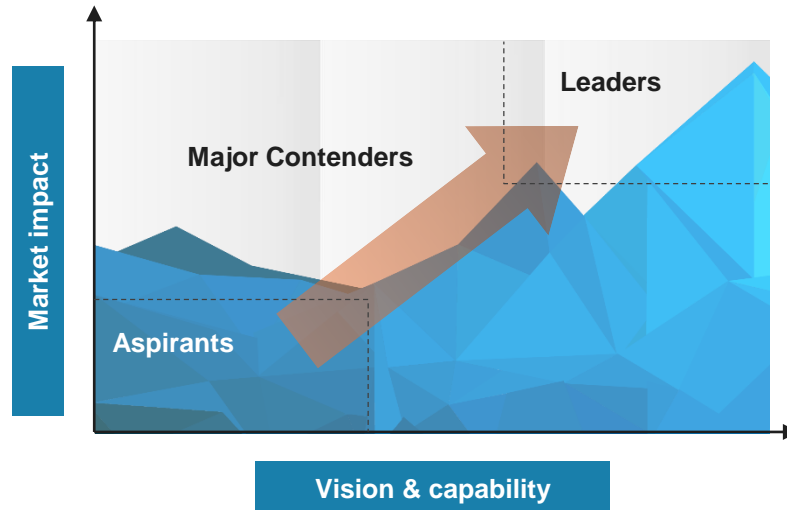
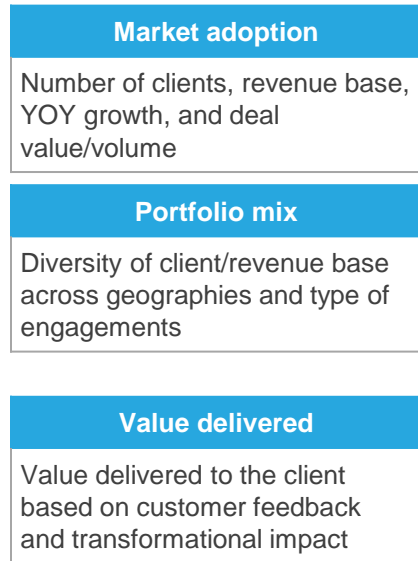
Everest Group PEAK Matrix



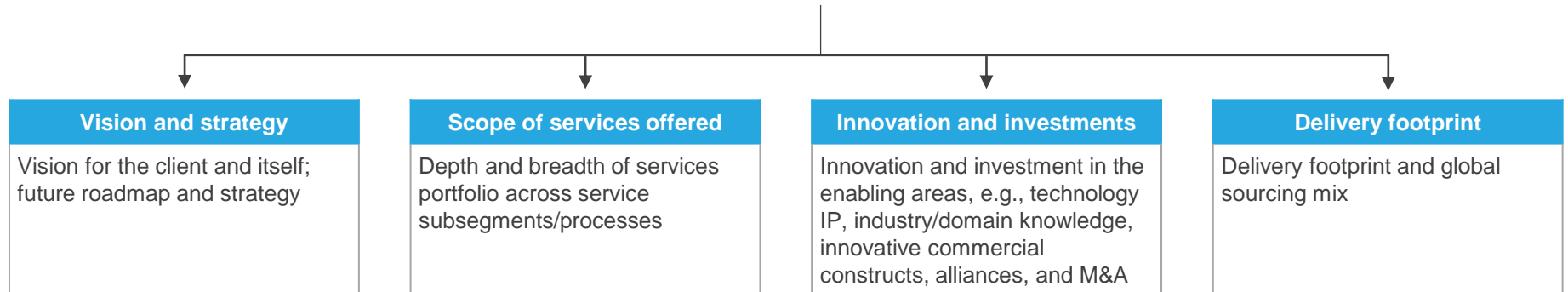


# Services PEAK Matrix™ evaluation dimensions

Measures impact created in the market – captured through three subdimensions



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



## **Does the PEAK Matrix™ assessment incorporate any subjective criteria?**

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / 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 service providers / 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 service provider / 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



## About Everest Group

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

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