

Everest Group PEAK Matrix™ for Digital Workplace Service Providers 2019

Focus on Wipro
July 2019



Introduction and scope

Everest Group recently released its report titled “[Digital Workplace Services PEAK Matrix™ Assessment 2019: Enterprises, It is Time to Humanize the Workplace Experience](#).” This report analyzes the changing dynamics of the digital workplace services landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 21 service providers on the Everest Group PEAK Matrix™ for digital workplace services into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of digital workplace service providers based on their absolute market success and delivery capability. Everest Group also identified 5 service providers as the “2019 Digital Workplace Services Market Star Performers” based on the strongest forward movement demonstrated on the PEAK Matrix year-on-year.

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

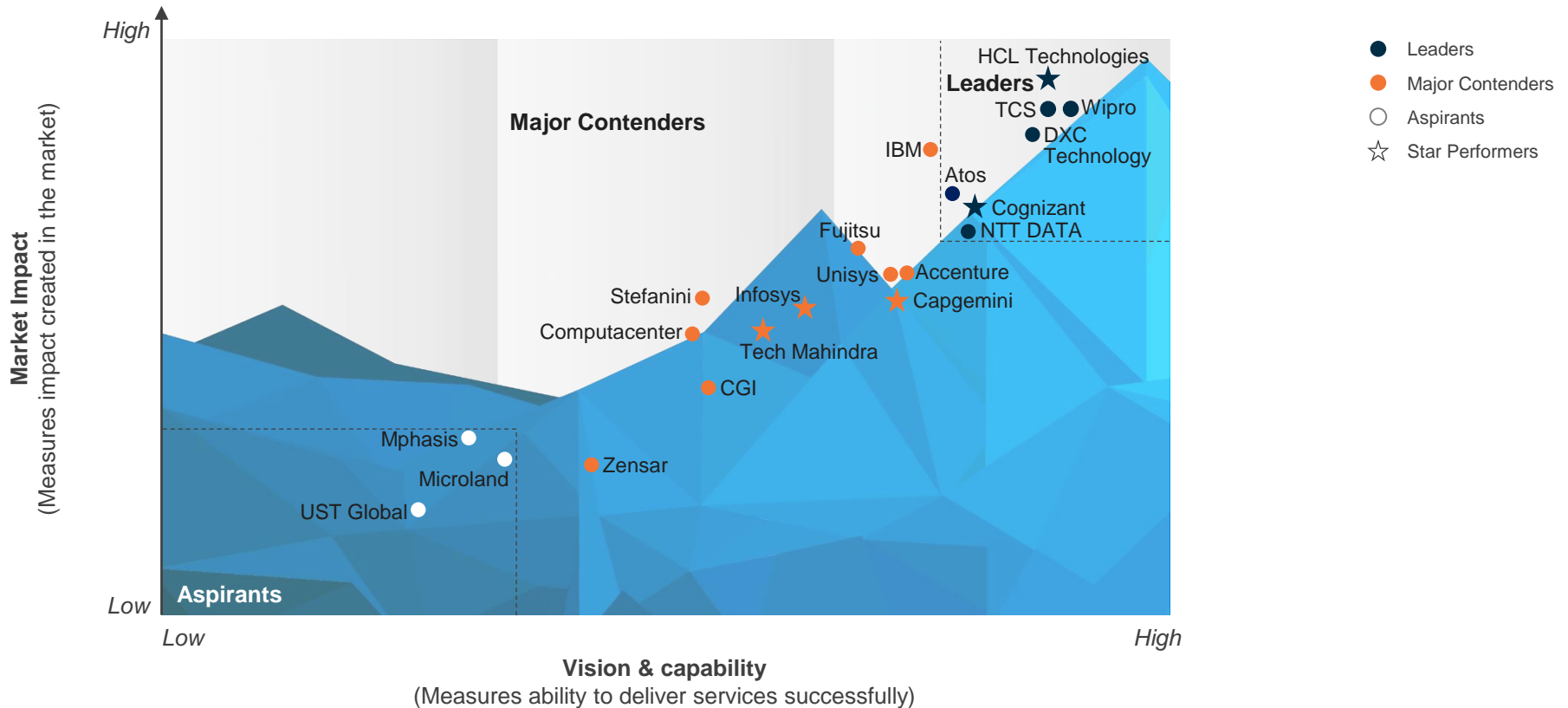
- Wipro’s position on the digital workplace services PEAK Matrix
- Detailed digital workplace services profile of Wipro

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™

Digital Workplace Services – Market Trends and PEAK Matrix™ Assessment 2019 | Wipro positioned as Leader

Everest Group Digital Workplace Services – Market Trends and PEAK Matrix™ Assessment 2019¹



1 Assessment for Atos, CGI, Fujitsu, and IBM excludes service provider inputs in this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, service provider public disclosures, and interaction with buyers

Source: Everest Group (2019)

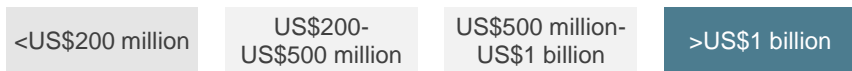
Wipro | Digital workplace services profile (page 1 of 2)

Digital workplace services overview

Strengths

- Ability to weave client context and maturity into the workplace transformation roadmap has been a key differentiator
- Credible set of internal IPs, partnerships, and investments to carry out an end-to-end transformational engagement
- Quick transformation timeline and pricing flexibility were some of the other strength areas appreciated by clients

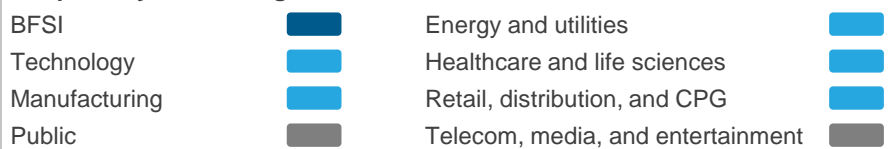
Workplace services revenue



Scope of coverage

Total number of end-user devices managed: >3.6 million
 Number of users served through service desk: >7.6 million
 Number of users served through desk-side support : ~3 million
 Number of desktop/laptop managed: >2 million

Adoption by service segments



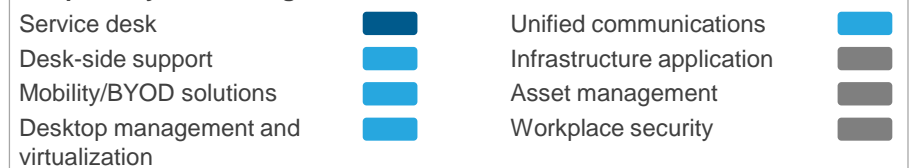
Adoption by buyer groups



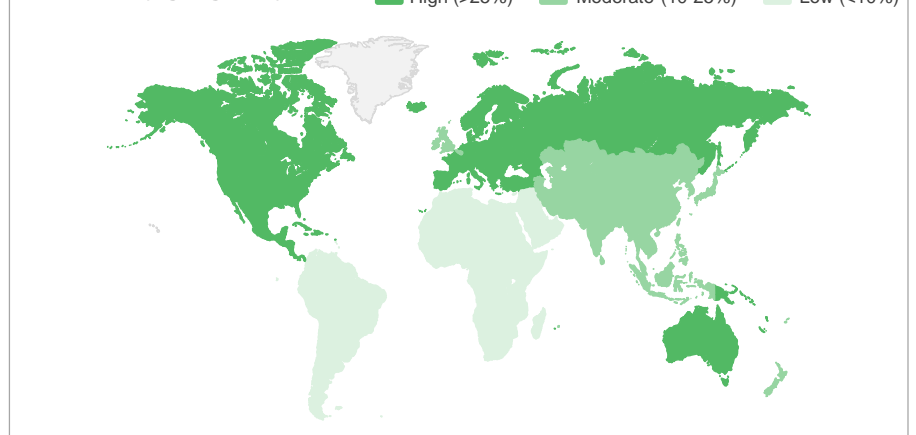
Areas of improvement

- Needs to better orchestrate and integrate the overall transformation storyline
- The pitch around HOLMES in workplace services needs further refinement; clients perceive the pitch to be limited in scope and industry applicability, coupled with a large data ingestion period
- Some clients claim to have witnessed a stagnation in quality of services offered by Wipro across the existing engagements, rather than continuous improvement

Adoption by service segments



Adoption by geography



Source: Everest Group (2019)

Wipro | Digital workplace services profile (page 2 of 2)

Digital workplace services overview

Wipro's vision for digital workplace services is to bridge the experience gap between enterprise IT and personal IT for the workplace. Its offerings are focused on providing a modern ubiquitous workspace which is truly cloud and mobile native. The workspaces are powered by AI and NLP, that allows for a ubiquitous and a highly available workspaces which are driven by Wipro's Workspace maturity model. Wipro's Design thinking through its Designit acquisition has also helped customers identify the key attributes and design solutions that ensure digital dexterity. Wipro's LiVE Workspace™ platform strives to elevate user experience, engagement, and efficiency based on four tenets: available world, connected world, assisted world, and consumerized world.

Proprietary solutions (representative list)

| Solution | Details |
|---|--|
| wAssess™ Digital Workspace Maturity Model | Automated workplace consulting to help customers understand user profile and technology as well as process roadmaps to achieve a digital workplace with inbuilt workplace maturity model |
| Wipro HOLMES™ Avaamo chatbots | Multi-use case chatbot platform to enable a digital enterprise |
| Virtuadesk | Single offering of virtualization for highly regulated industries with on-premise, on-cloud, and hybrid models |
| Device as a Service | Integrated DaaS offering with OEMs. The solution also provides self-service for hardware break-fix issues by end users |

Workplace services partnerships (representative list)

| Partner Name | Type of partnership | Details |
|--------------------|------------------------|---|
| Microsoft | Technology partnership | Partnership includes all windows OS and Microsoft productivity applications |
| Citrix/VMWare | Technology partnership | Partnership includes desktop virtualization and mobile device management |
| Google | Technology partnership | Partnership includes G-suite and chrome for enterprise |
| Cisco | Technology partnership | Provides capabilities for smart network profiling |
| Nutanix | Technology partnership | Partnership scope includes high performance hyperconverged infrastructure |
| Nexthink/Aeternity | Technology partnership | Partnership enhances end-user analytics capabilities |

Recent activities (representative list)

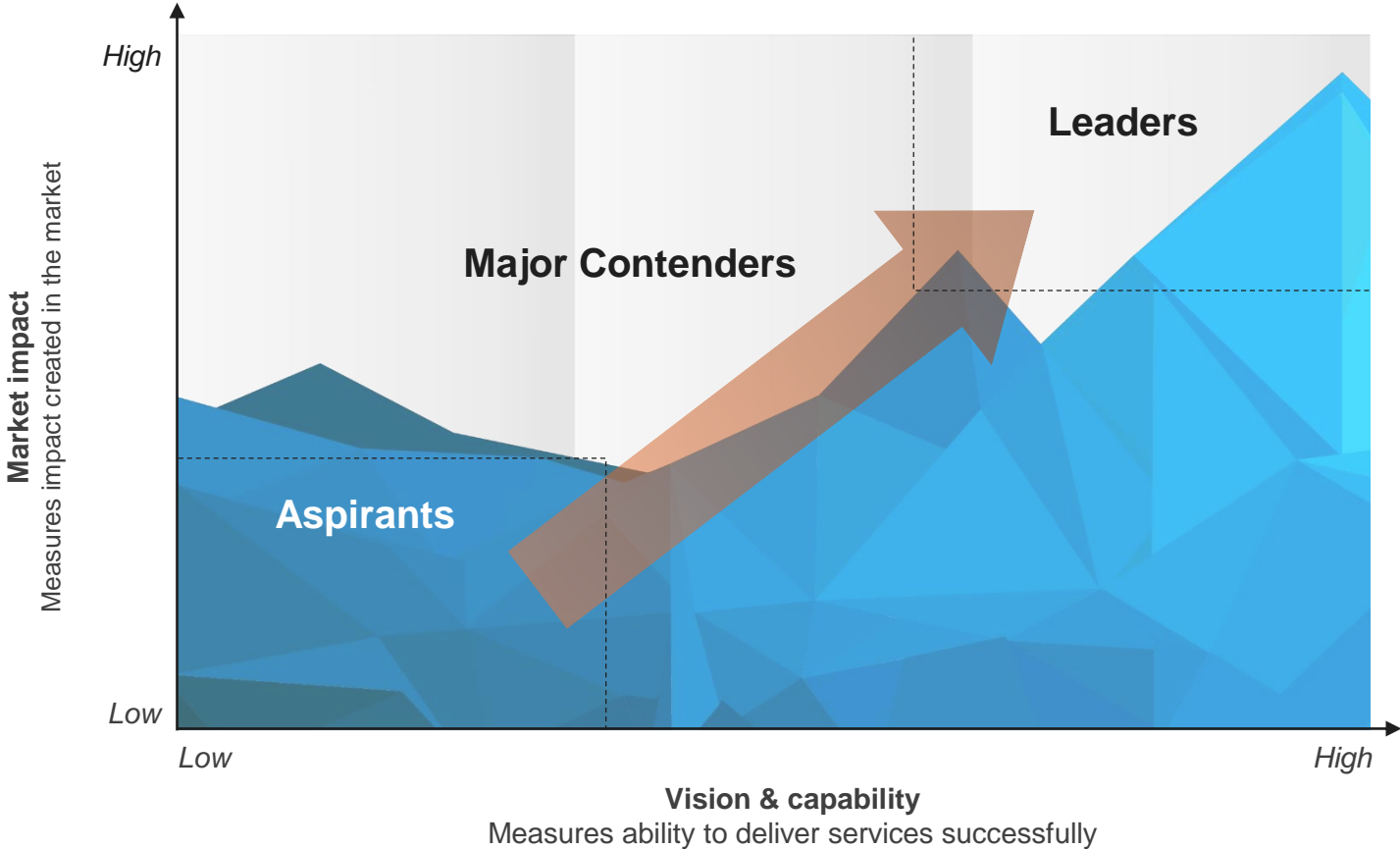
| Development | Details |
|------------------------------|---|
| Microsoft MMD | Readymade offering for workplace modernization |
| Microsoft WVD | Conversion from on-premise to hybrid azure stack for workplace virtualization |
| Google Chrome for Enterprise | Readymade offering for workplace modernization |

Source: Everest Group (2019)

Appendix

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

Everest Group PEAK Matrix



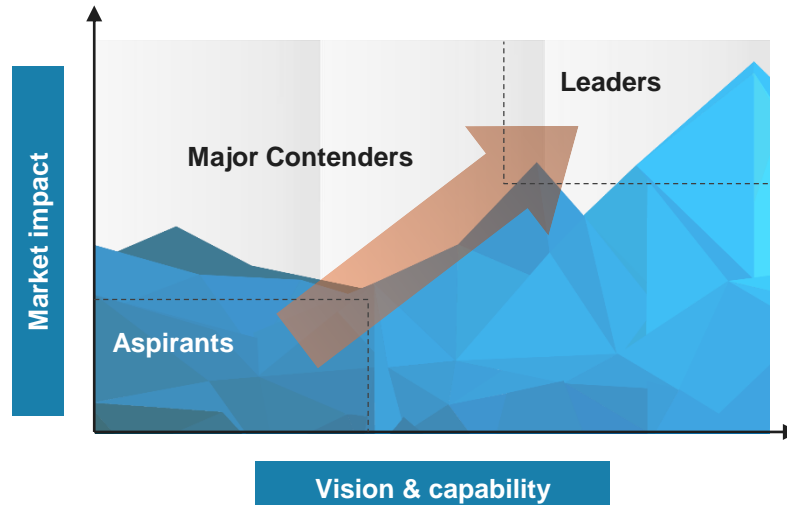
Services PEAK Matrix™ evaluation dimensions

Measures impact created in the market – captured through three subdimensions

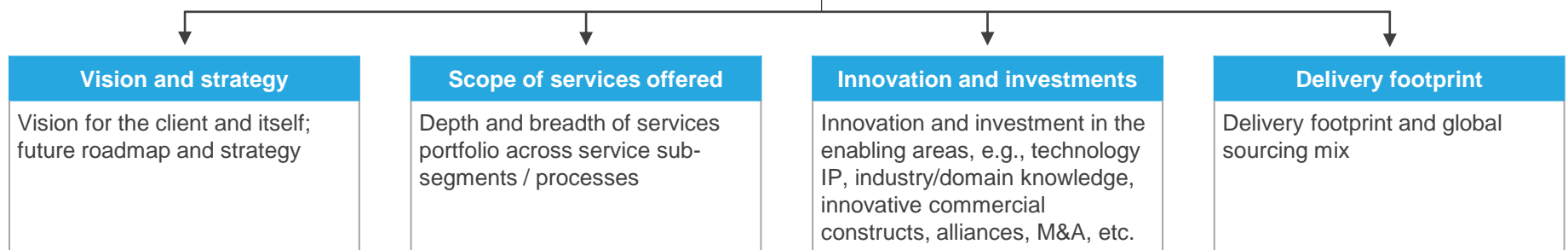
Market adoption
No. of clients, revenue base, and YOY growth, deal value/volume

Portfolio mix
Diversity of client/revenue base across geos and type of engagements

Value delivered
Value delivered to the client based on customer feedback and transformational impact



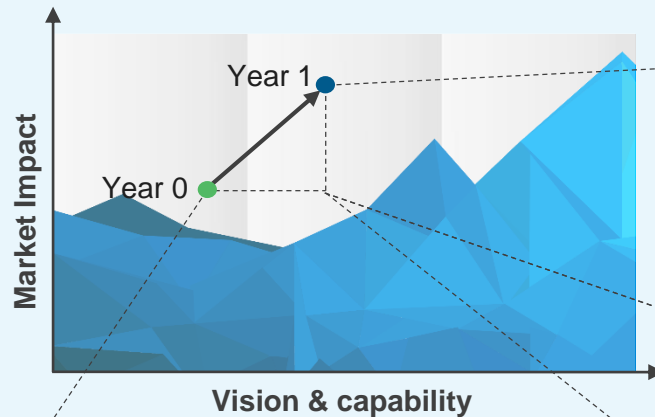
Measures ability to deliver services successfully. This is captured through four subdimensions



Everest Group confers the Star Performers title on providers that demonstrate the most improvement over time on the PEAK Matrix™

Methodology

Everest Group selects Star Performers based on the relative YOY improvement on the PEAK Matrix



In order to assess advances on **market impact**, we evaluate each service provider's performance across a number of parameters including:

- Yearly ACV/YOY revenue growth
- # of new contract signings and extensions
- Value of new contract signings
- Improvement in portfolio mix
- Improvement in value delivered

In order to assess advances on **vision and capability**, we evaluate each service provider's performance across a number of parameters including:

- Innovation
- Increase in scope of services offered
- Expansion of delivery footprint
- Technology/domain specific investments

We identify the service providers whose improvement ranks in the top quartile and award the Star Performer rating to those service providers with:

- The maximum number of top-quartile performance improvements across all of the above parameters AND
- At least one area of top-quartile improvement performance in both market success and capability advancement

The Star Performers title relates to YOY performance for a given vendor and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

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.

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