

Everest Group PEAK Matrix[®] for IT Security Service Providers 2020

Focus on Wipro
June 2020

Introduction and scope

Everest Group recently released its report titled “[IT Security Services PEAK Matrix® Assessment 2020](#)”. This report analyzes the changing dynamics of the IT security services landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 22 service providers on the Everest Group PEAK Matrix® for IT security services into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of IT security 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** IT security services and capabilities and includes:

- Wipro’s position on the IT Security Services PEAK Matrix
- Detailed IT security 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.

Background of the research

- Accelerated adoption of digital technologies, exponential rise in digital touch-points, consumerization of IT, and convergence of IT-OT environments have made traditional enterprise security strategies obsolete. Enterprise movement toward programmable lean hybrid infrastructure, exacerbated by adoption of cloud, microservices, containers, DevOps, etc., has brought upon considerable strain on IT security personnel to protect enterprise reputations by thwarting threat actors – which have become more prevalent and sophisticated over time
- Enterprises today have an increasingly interconnected environment, leading to increased attack surfaces. While enterprises grapple with the challenges of balancing business agility and resilience, threats continue to become more sophisticated. Consequently, enterprise security priorities are becoming increasingly nuanced based on geography, operating vertical, and enterprise context (maturity, nature, scale, and model of business), amongst other factors
- Proliferation of security technology offerings in the market, with management complexities, and talent crunch are pushing enterprises to seek third-party support. Service providers are helping enterprises clear the clutter and stay steadfast on their digital transformation journey, underpinned by strong security foundations
- In this research, we present an assessment of 22 IT service providers featured on the IT security services PEAK Matrix®

The assessment is based on Everest Group’s annual RFI process conducted over Q4 2019 and Q1 2020, interactions with leading IT security service providers, and analysis of the IT security services marketplace

Scope of this report



Services
IT security services



Geography
Global



Service providers:
22 leading IT security service providers

This report assessed the following 22 service providers on the IT security services PEAK Matrix:

Leaders: Accenture, DXC Technology, HCL Technologies, IBM, TCS, and Wipro

Major Contenders: Atos, Capgemini, Cognizant, Fujitsu, Happiest Minds, Infosys, LTI, Mphasis, NTT DATA, Orange Cyberdefense, Secureworks, and Unisys

Aspirants: GAVS Technologies, Microland, YASH Technologies, and Zensar

IT security services PEAK Matrix® characteristics

Leaders:

Accenture, DXC Technology, HCL Technologies, IBM, TCS, and Wipro

- Leaders are characterized by the ability to offer large-scale security transformation, leveraging their strong service delivery capabilities
- These providers have a highly balanced portfolio, and continue to keep pace with market dynamics through continued investments in next-generation security solutions and services capability development (internal IP/tools, partnerships, etc.)
- Furthermore, Leaders adopt a proactive approach in taking their innovations and next-generation service offerings to clients to enhance their security posture. Also, Leaders are seen leading with an end-to-end security transformation story in business context, positioning security as a key enabler of digital transformation
- Current Leaders face a stiff challenge from Major Contenders, in both new and rebid deal situations. Leaders need to continue focusing on building effective solutions, across traditional and next-generation security themes, that are well-balanced and address the seemingly conflicting dual mandate from enterprises to optimize the “run” costs for security and offer innovation to provide “change” operations leveraging automation, AI, and ML

Major Contenders:

Atos, Capgemini, Cognizant, Fujitsu, Happiest Minds, Infosys, LTI, Mphasis, NTT DATA, Orange Cyberdefense, Secureworks, and Unisys

- The Major Contenders segment includes a mix of global and regional players
- These players have built meaningful capabilities to deliver IT security services (both management/run and transformation services); however, their service portfolios are not as balanced and comprehensive as those of Leaders (either in terms of coverage across IT security service segments, service type, geographies, or all)
- All these providers are making continued investments in developing internal IP and tools, as well as expanding their service and technology partner ecosystem to plug their capability gaps, and are, thereby, positioning themselves as strong challengers to Leaders in this space

Aspirants:

GAVS Technologies, Microland, YASH Technologies, and Zensar

- The IT security services business of Aspirants is at a relatively nascent/initial stage and is not a leading revenue generator for such players
- Nevertheless, these companies are making investments to build broader capabilities in the managed services space to cater to buyers (through service and technology partnerships as well as internal IP/tools)

Everest Group IT Security Services PEAK Matrix® Assessment 2020



Note: Assessment for Fujitsu, IBM, Infosys, Secureworks, and Unisys 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 buyers

Source: Everest Group (2020)

Wipro | IT security services profile (page 1 of 3)

Everest Group assessment – Leader

Measure of capability:  High  Low

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

Strengths

- Wipro offers a comprehensive security service portfolio, across consulting, design/ implementation, and managed services, aimed at making businesses resilient
- It has made significant investments to enable onsite strategic consulting, leveraging localization as a key anchor in its deal constructs. Business risk-focused consulting, underpinned by risk management frameworks, has been a door opener for Wipro
- The provider has taken a platformized approach to deliver risk-based, integrated cybersecurity management, leveraging cognitive solutions for threat intelligence and detection
- Through its ventures arm, Wipro has made significant investments in start-ups spanning artificial intelligence, automation, assurance, and analytics. This has helped Wipro address whitespaces in customer requirements by taking a holistic offerings set
- Has taken a strong step toward delivering verticalized security services through investment in solutions that address security-related needs of specific verticals – airports, gaming, etc.
- Enterprise buyers have highlighted transparency, expanse of technology coverage, and collaborative approach as key strengths

Areas of improvement

- Enterprises highlight proactiveness in driving innovation as a key area of improvement. Enterprises expect stronger alignment between Wipro’s offerings and client’s business requirements
- The pricing of onshore resources has been a constant challenge for enterprise clients. Wipro needs to pitch automation in a proactive manner, pivoted to cost reduction/avoidance to ensure client stickiness
- In some engagements, clients cite lean management layer as a key concern. It needs to ensure stronger account management capabilities across clients
- Some enterprise buyers also mention that Wipro opts for a conservative approach in deal constructs that bake in a lot of unwarranted contingencies

Wipro | IT security services profile (page 2 of 3)

Overview

Scope of coverage: Wipro has over 8,300 FTEs dedicated to IT security services. The company manages ~1.2 million IP addresses and over 93,000 firewalls / intrusion prevention devices. It manages over 10 million end-user devices including physical desktops/laptops, mobile devices, etc.

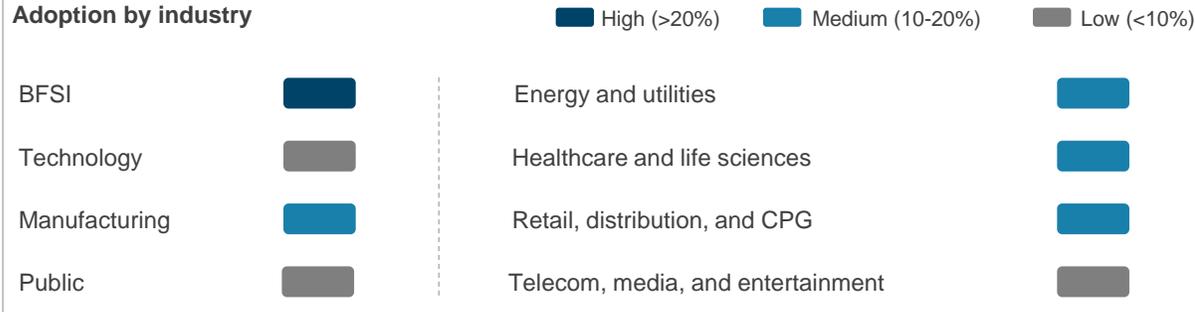
IT security services revenue



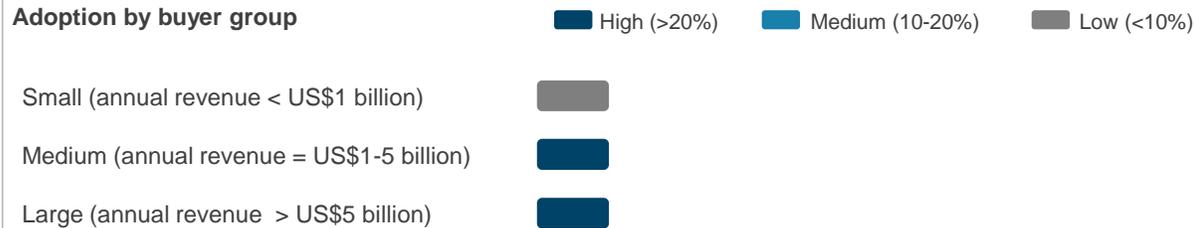
Adoption by services type



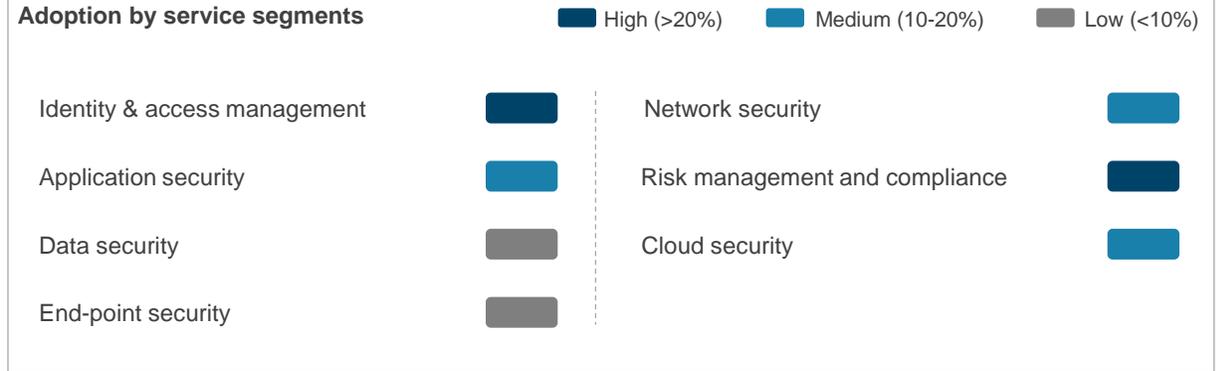
Adoption by industry



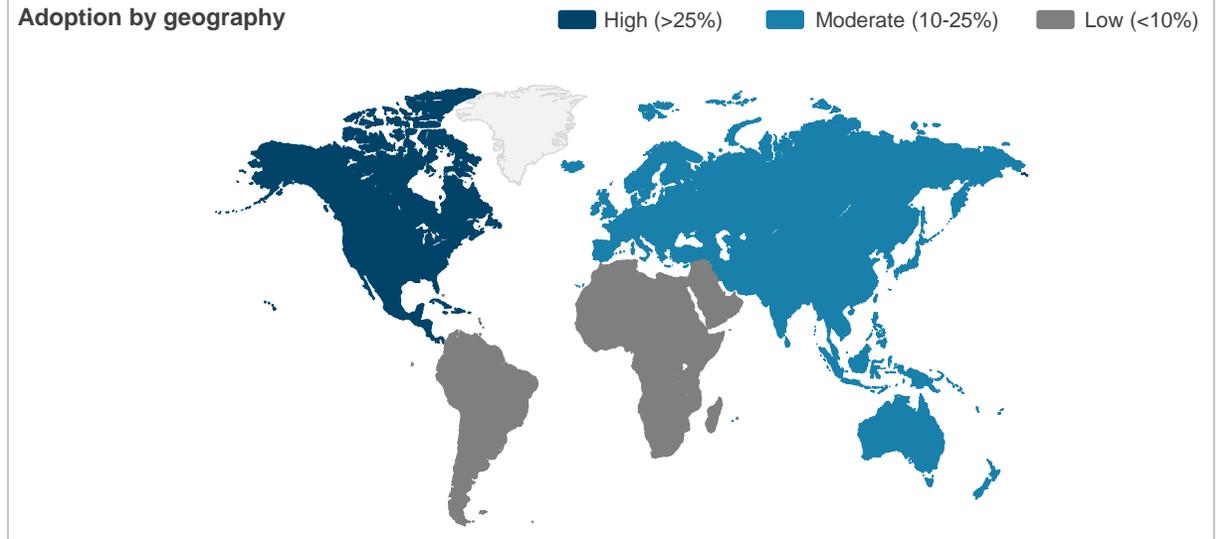
Adoption by buyer group



Adoption by service segments



Adoption by geography



Offerings

Wipro envisions to enable “Digital Trust” for enterprises by helping global enterprises enhance their business resilience by leveraging established cybersecurity strategies, effective risk assessment, preventive controls rollout, and cognitive technologies for detecting and responding to cyber attacks. Wipro is supported by a global pool of experienced cybersecurity professionals and a global delivery mechanism including Wipro’s Cyber Defense Centers (CDC). The firm aims to deliver managed and hosted cybersecurity services globally using its proprietary cyber defense platform that is well integrated with its cybersecurity venture solutions. Wipro also seeks to bring in better scalability, improved cost efficiency, and greater agility to customers.

Proprietary solutions (representative list)

Investment name	Details
Cloud Application Risk Governance (CARG)	Provides real time view of risks, threats, and security events for applications on AWS, Azure, and GCP. It also provides risk governance for applications that are on the migration path to the cloud
Data Security Governance	A framework that provides continuity of critical business operations without compromising on data privacy and security of critical data across hybrid/boundaryless environments
Integrated Threat Management	A solution for reducing breach to detection time frame and detection to containment time frame
Identity Management Center	Provides a single view of IAM ecosystem including application onboarding to IAM system, data validation and transformation, monitoring, testing, and reporting
OT/IoT Security	Provides discovery and inventory of assets, vulnerability management in networks, micro segmentation, and security monitoring
Third Party Risk Management (TPRM)	A unified third-party risk management platform with continuous risk monitoring, and near real-time discovery of actual threat vectors and blind spot assets

IT security services partnerships (representative list)

Partner name	Type of partnership	Details
Forcepoint	Technology partnership	Next-generation data and critical IP protection, secure cloud adoption, network user protection, workforce, and insider threat protection
Cisco	Technology partnership	Joint solutions with Cisco Security for multiple solutions including MDR, perimeter security defense, CASB, and messaging and web security
Microsoft	Technology partnership	Partnership with Microsoft Security to provide zero-trust user access to corporate identities and devices

Wipro also has partnerships with Check Point, CrowdStrike, CyberArk, Cybereason, Palo Alto Networks, Skybox, Saviynt, and Thales, amongst others.

Recent activities (representative list)

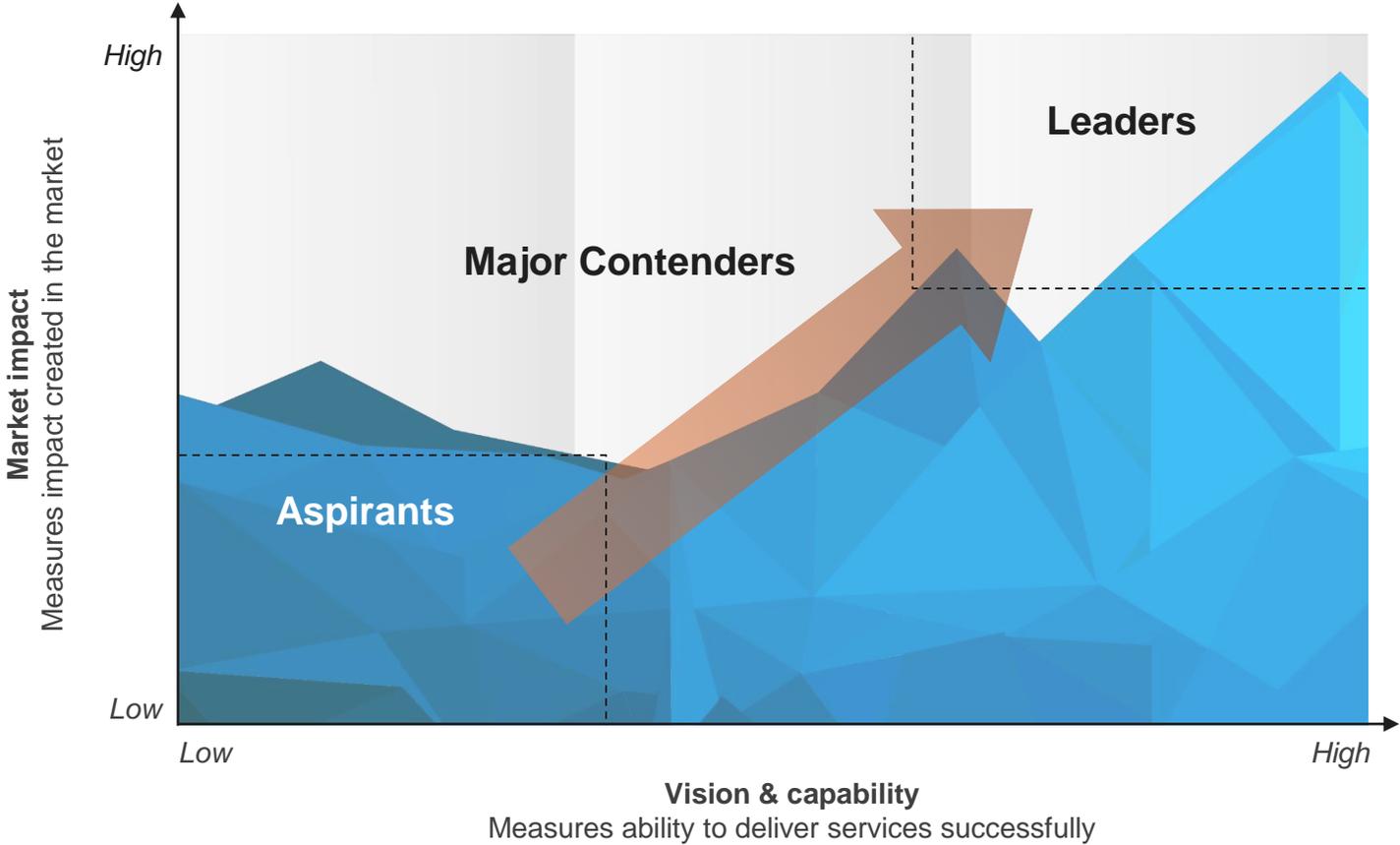
Development	Details
Product lab/ Defense Center	In 2019, Wipro expanded its cyber defense centers in Mexico, Germany, Brazil, and Australia to offer security operations to its customers
Investment in startup	Wipro Ventures invested in a cybersecurity startup CloudKnox, which specializes in cloud authorization management. This is in addition to existing investments in other cybersecurity startups like IntSights, CyCognito, Vectra, etc.

Appendix

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



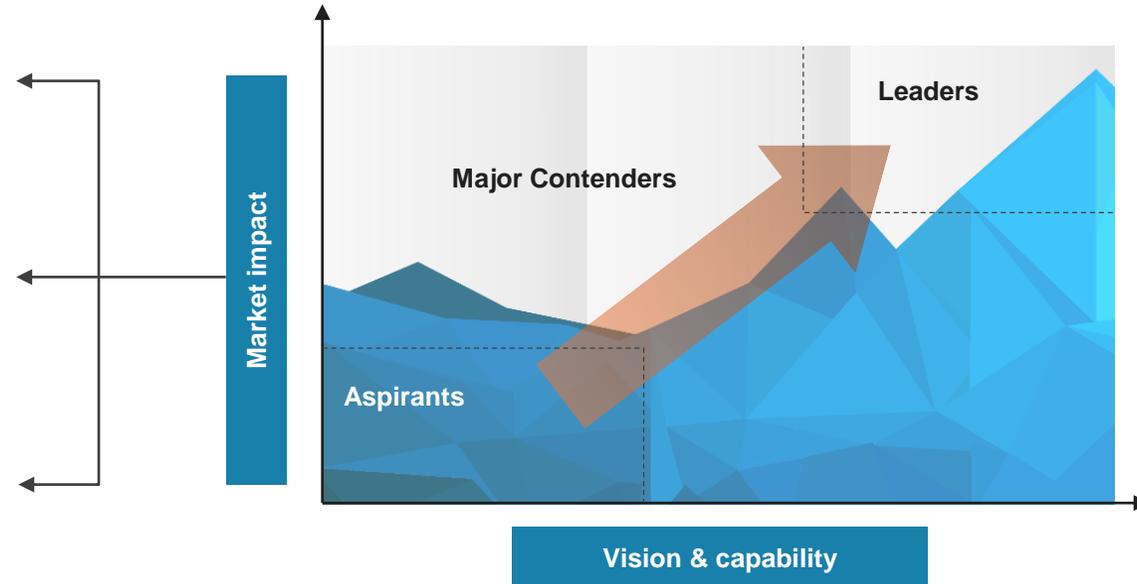
Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

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



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

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

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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