ISG Provider Lens™

Microsoft Ecosystem

U.S. 2020

Quadrant Report

A research report comparing provider strengths, challenges and competitive differentiators

Customized report courtesy of:

wipro

March 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 February 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

As every product Microsoft offers becomes available as a service, the ecosystem of Microsoft-certified service providers gains both complexity and value. The key to almost every aspect of the Microsoft universe at present is the ability to migrate and manage an array of applications — including non-Microsoft software — and make it work not just on Azure but on other clouds. Now, services providers must make everything work efficiently while enabling core business transformation and measurable business improvement for client enterprises. As a result, today's service provider roles include that of a traditional value-added reseller and a systems integrator.

The most competitive providers, the Leaders in this report, whether in the managed services provider (MSP) role, or migrating and integrating SAP on Azure, or implementing Office and SharePoint to improve cloud-based collaborations, must be adaptable and agile. They must offer an ever-evolving range of vertically optimized, digital-business-centric consultancies and they must maintain longtime MSP roles for cloud migration, hosting, systems integration, and application development and management.

Leaders tend to also distinguish themselves through market-optimized process design and customer life cycle value management approaches. As the Azure cloud platform expands to include more aspects of enterprise business systems and software, advanced certification in both Microsoft and other vendor technologies and business technologies becomes even more important.

Summary of observations on the Azure MSP marketplace include the following:

- The MSP of the future, especially the Azure MSP, is likely to be indistinguishable from systems integrators and value-added resellers of the past. Client expectations of MSPs are expanding rapidly to include more traditional system integrator and VAR roles, including AppDev and DevOps. Meanwhile, Microsoft's fastest-growing Azure partner licensing program is the Cloud Solution Provider (CSP) program, through which partners embed Microsoft technologies into their own solutions. As of late 2019, the number of Microsoft partners transacting through the CSP was up by 52 percent, where they serve more than 2 million customers. Microsoft also offers an intellectual property co-sell program that rewards partners for selling third-party solutions that run on Azure. The program has generated nearly $10 billion in revenue for Microsoft and partners since early 2019.

- While most customers are not yet ready to effectively utilize artificial intelligence (AI) capabilities, including machine learning (ML), Microsoft is forging ahead with AI development and implementation across Azure. MSPs will need to invest significantly in AI-related capabilities and training in order to retain high levels of Microsoft Azure certification and partnership. This will further blur any remaining lines between Azure MSPs and traditional system integrators and VARs.

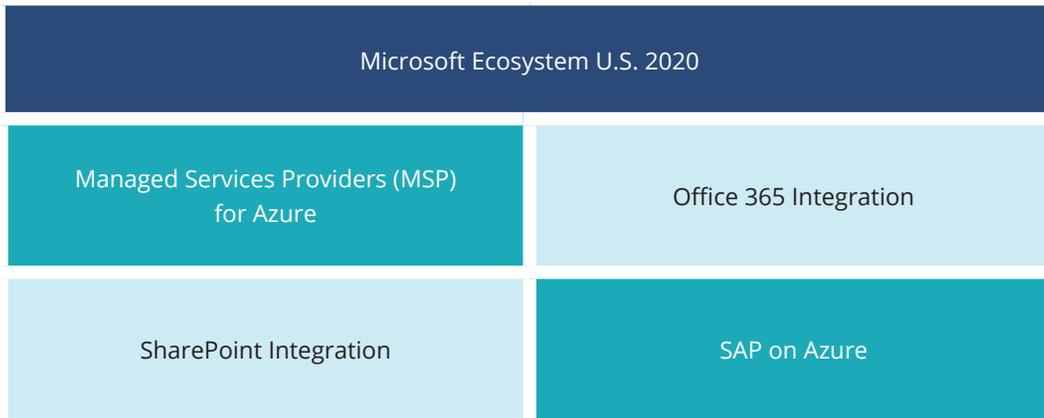**iSG** Provider Lens™

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- Customer expectations and demands for broad Internet of Things (IoT) and advanced data analytics capabilities are growing rapidly. This is beginning to shape some Azure differentiations now as offered by different MSPs and will help accelerate the use of AI in Azure in the near future.

- In the SAP on Azure marketplace, SAP has aggressively moved to embrace cloud, correspondingly revamping much of its core business model, partnerships, development and support. Other large-scale enterprise business management software providers (for example, Oracle and IBM) have done the same, pushing and pulling their channel partners and independent software vendors (ISVs) along with them. But most significantly, SAP has announced the end-of-life for legacy, on-premises development and support. As a result, SAP in the cloud has moved well beyond early adoption phases, and the rate of growth in cloud-based SAP is accelerating.

- Some of the often-overlooked enterprise buyer needs include a provider's ability to work with large and complex databases; to optimize network connectivity; to integrate with other critical software applications; and to minimize downtime before, during and after migration. Leaders in this quadrant typically have optimized, adaptable and repeatable frameworks for managing these, along with extensive training programs suitable to the specific markets being addressed.

- Regarding SharePoint, we see a shift, partly driven by Microsoft and partly by service providers working with SharePoint and Office 365. Microsoft Teams is subsuming some of the sharing and collaboration that belonged to SharePoint. And we already see the majority of providers stepping away from standalone SharePoint business and positioning SharePoint as a content and file management cornerstone, especially within complex migrations and integrations, thus enabling digital business transformation and improvement.

- Finally, looking at Office 365, the introduction of Office 365 in enterprises means not only an integrated delivery of Office Client, Exchange Online, SharePoint Online, Skype for Business (for now), and Teams, it also ensures improved directory services, digital rights management capabilities and other core digital workplace/digital business management capabilities. Globally, more than 20 percent of corporate employees use Office 365 as a cloud-based service, making it one of, if not the, most widely used cloud services by number of users worldwide. As Office overall is the de facto enterprise worker productivity platform, Office 365 is increasingly becoming a key component of digital workplace platforms.

We estimate that at least half of providers' business implementing and integrating Office 365 begins with enterprises seeking migration and modernization of enterprise productivity software, which suggests the requirement for a certain set of baseline development, implementation and integration tools and skills. As more enterprises realize the potential and effectiveness of Office 365, to enable and extend digital workspaces, the business of Office 365 will increasingly become more expansive and the capabilities required from services providers will increase substantially.

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Introduction

Simplified presentation

Microsoft Ecosystem U.S. 2020	
Managed Services Providers (MSP) for Azure	Office 365 Integration
SharePoint Integration	SAP on Azure

Source: ISG, 2020

Definition

With business software moving to cloud, enterprises require more and better IT services to migrate existing apps and data; to implement new software (or new versions of software) in the cloud; and to integrate these with databases, other applications, business networks and other clouds.

This report summarizes our assessments of more than 30 IT services providers that offer, and sometimes specialize in, services for migrating, implementing, integrating and managing core business applications to and with the Microsoft Azure cloud. Specifically, we assess providers offering services for large enter-prises related to four areas: managed services for optimizing Azure as a platform and resource; services for migrating, implementing, integrating, and managing Microsoft Office 365 and Microsoft SharePoint in Azure; and services for doing the same with SAP on Azure. The methodology used in developing these assessments can be found later in this report.

The study is the foundation for understanding the positioning, approaches, key relationships, and go-to-market considerations of providers. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential new engagements.

Definition (cont.)

Scope of Report

This report positions IT services providers in quadrants related to each of the four areas mentioned above and illustrated below:

Managed Services for Azure

Managed Service Providers (MSPs) for public clouds such as Azure offer professional and managed services in addition to infrastructure-as-a-service (IaaS) and Platform-as-a-Service (PaaS) hyperscale platforms from third-party service providers. On a broader scale, these services include provisioning, real-time and predictive analysis, monitoring and operational management of a customer's public cloud and multi-cloud environment. The aim is to maximize the work performance in the cloud, reduce costs and ensure compliance and security. Typically, specially developed or licensed cloud management platforms and tools are used to provide customers with the highest level of automation and the necessary transparency over the managed cloud resource pool in terms of capacity utilization and costs, including independent management.

SAP on Azure

Service providers that offer SAP systems such as SAP HANA or platforms on Microsoft Azure and its central management have been evaluated. The services regularly provided by these companies include architecture consulting and analysis of the requirements for the application landscape, technical design with support for configuration, deployment, escalation management, change and fault management, support, optimization and reporting.

Thus, this selected group of professional IT service providers is responsible for implementing and ensuring subsequent operation. The service providers not only (exclusively) help to implement Azure as a hardware replacement or hardware extension (IaaS) in customer companies, but also optimize, design and develop new processes and business flows as part of platform management through a combination of proprietary services, SAP services and Microsoft Azure services.

Service providers in this category not only need special Microsoft certifications (for example, for the Azure cloud platform), but also SAP focus or partnerships to always stay informed about SAP product and platform changes and the subsequent effects on IT system landscapes and applications and business processes.

Definition (cont.)

SharePoint Integration

As a part of SharePoint integration, ISG evaluates service providers, integrators and consultants that offer solutions and services around SharePoint, in particular, integration and implementation services for on-premise and hybrid scenarios. In addition to the actual integration of SharePoint, this also includes joint integration with widely used corporate systems such as SAP, Microsoft Dynamics 365 and Salesforce.

Office 365 / Modern Workplace Integration

In the recent years, Office 365 has become the leading SaaS Office productivity solution. The introduction of Office 365 is not only about the integrated provisioning of Office client, Exchange Online, SharePoint Online, Skype for Business, it is about providing a quick, device-independent, high-quality productivity suite that enables seamless teamwork, regardless of location, and adapted to the role of the user. In order to enable this, integration and implementation services are necessary. Service providers that offer dedicated services for migration, implementation and ongoing support services (support, managed services, etc.) of Office 365 have been evaluated in this report.

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.

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Microsoft Ecosystem - Quadrant Provider Listing 1 of 3

	Managed Service Provider (MSP) for Azure	Office 365 Integration	SAP on Azure	SharePoint Integration
Accenture	● Leader	● Leader	● Leader	● Leader
Acumor	● Not in	● Contender	● Not in	● Not in
Arvato Systems	● Not in	● Not in	● Contender	● Not in
Atos	● Leader	● Market Challenger	● Product Challenger	● Product Challenger
BT	● Contender	● Contender	● Not in	● Not in
Capgemini	● Leader	● Leader	● Leader	● Leader
Cloudreach	● Contender	● Not in	● Not in	● Not in
Cognizant	● Leader	● Leader	● Leader	● Leader
Covenant Technology Partners	● Not in	● Contender	● Not in	● Contender
Crayon	● Contender	● Not in	● Not in	● Not in
Credera	● Not in	● Not in	● Not in	● Contender
DXC	● Leader	● Leader	● Leader	● Leader
Ensono	● Product Challenger	● Product Challenger	● Not in	● Not in
Fujitsu	● Market Challenger	● Leader	● Market Challenger	● Product Challenger

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Microsoft Ecosystem - Quadrant Provider Listing 2 of 3

	Managed Service Provider (MSP) for Azure	Office 365 Integration	SAP on Azure	SharePoint Integration
GAB ExactlyIT	Contender	Contender	Not in	Not in
Hanu Software	Contender	Not in	Contender	Not in
HCL	Leader	Leader	Leader	Leader
Henson Group	Contender	Not in	Not in	Not in
Hexaware	Rising Star	Leader	Contender	Rising Star
HPE	Contender	Contender	Not in	Not in
IBM	Leader	Leader	Leader	Leader
Infosys	Leader	Leader	Leader	Product Challenger
Insight	Not in	Contender	Not in	Not in
Logicalis (Orange Networks)	Contender	Product Challenger	Not in	Not in
Logiworks	Contender	Not in	Not in	Not in
LTI	Product Challenger	Leader	Product Challenger	Product Challenger
Mindtree	Contender	Market Challenger	Contender	Product Challenger
MSRCosmos	Not in	Not in	Contender	Not in

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Microsoft Ecosystem - Quadrant Provider Listing 3 of 3

	Managed Service Provider (MSP) for Azure	Office 365 Integration	SAP on Azure	SharePoint Integration
NTT DATA	● Leader	● Leader	● Leader	● Leader
Presidio	● Not in	● Not in	● Contender	● Not in
Protiviti	● Not in	● Contender	● Not in	● Contender
Rackspace	● Leader	● Product Challenger	● Product Challenger	● Product Challenger
Smartronix	● Contender	● Not in	● Not in	● Not in
SoftwareONE	● Contender	● Contender	● Contender	● Contender
Sycor	● Not in	● Contender	● Contender	● Contender
Syntax Systems	● Not in	● Not in	● Contender	● Not in
TCS	● Leader	● Leader	● Leader	● Leader
Trianz	● Contender	● Product Challenger	● Not in	● Contender
Unisys	● Contender	● Contender	● Not in	● Not in
Wipro	● Leader	● Leader	● Leader	● Leader

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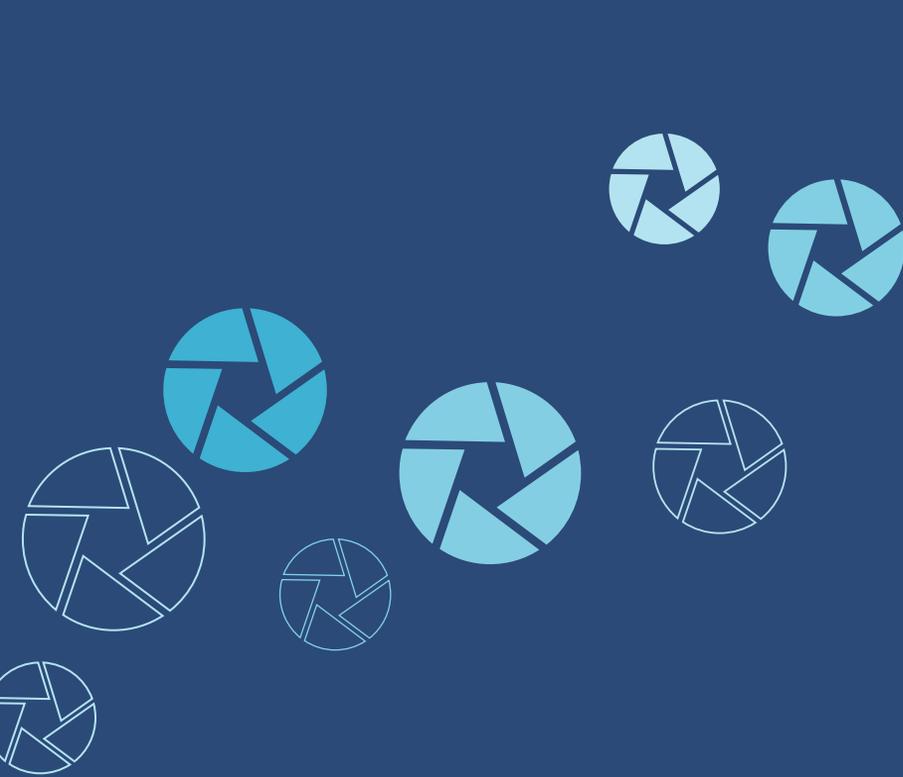
Microsoft
Ecosystem
Quadrants

ENTERPRISE CONTEXT

Azure Managed Services

This report is relevant to enterprises across all industries in the U.S. evaluating managed service providers for Microsoft Azure.

In this quadrant report, ISG lays out the current market positioning of Azure managed service providers in the U.S., and how they interact with key enterprise challenges in the region. Over the past few years, Microsoft has pivoted its product strategy to try to present a unified front to enterprises with a suite of offerings including Azure public cloud services, Office 365 productivity software, Dynamics 365 enterprise applications and Windows. ISG sees enterprises seeking Azure Managed Services providers that cannot only help with adoption and consumption of Microsoft's cloud resources, but also work on, and with, those other services at the same time.

Enterprises in the U.S., like those elsewhere in the world, are often turning to the cloud for benefits that it provides, like flexibility and agility in provisioning of computing resources and easy access to new capabilities. Larger enterprises both in the U.S. and around the world are more likely than smaller firms to be interested in pursuing a multi-cloud strategy with workloads in at least two major cloud environments. This means companies need to contemplate not only a service provider's capabilities with Microsoft's cloud, but also with other environments.

In ISG's experience, U.S. companies care significantly about providers' ability to provide specialized and highly skilled resources locally as part of an engagement, which we highlight as a key part of our analysis below.

All enterprises also need to be aware of and concerned about their service providers' approach to security, especially because moving to the cloud requires different tools, techniques and expectations than a traditional, on-premises environment.

IT and technology leaders should read this report to understand the relative positioning and capabilities of partners that will help them effectively consume services from Microsoft's cloud, as well as understand how those providers' technical capabilities square with the rest of the market.

Sourcing and procurement professionals should read this report to understand the provider ecosystem for Microsoft Azure managed services in the U.S. and gain knowledge about how providers compare to one another.

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MANAGED SERVICE PROVIDER (MSP) FOR AZURE

Definition

As the core business of Microsoft accelerates toward everything-as-a-service (XaaS), managed services providers become critical partners for enterprise business customers and for Microsoft itself. As a result, much of today's Microsoft Azure MSPs' role includes that of a traditional value-added reseller and a systems integrator, in addition to being a facilitator for migrating customer business systems and software to cloud-based platforms.

The most competitive players must be adaptable and agile, offering an evolving range of vertically-optimized, digital-business-centric consultancies in addition to longtime MSP roles such as cloud migration, hosting, systems integration, and application development and management. Leaders also tend to distinguish themselves through market-optimized process design and customer life cycle value management approaches. As the Azure cloud platform expands to include more aspects of enterprise business systems and software, advanced certification in both Microsoft and other vendor technologies and business technologies will become important to distinguish MSPs.

Source: ISG Research 2020

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MANAGED SERVICE PROVIDER (MSP) FOR AZURE

Eligibility Criteria

- Operational excellence and clearly defined professional services;

- Expertise in configuration management of platforms/systems and containers;

- Experience in designing, building and managing public and multi-cloud environments;

- Support in the development of software code, cloud native and legacy system integration;

- DevOps experience;

- Experience in API automation and cloud analytics;

- Well-developed security processes;

- Support for different customer roles such as technicians (IT) and developers;

- Partnership with Microsoft with corresponding MSP certification and more. Typically, MSPs must have customer cases and some consumer-driven and recurring revenue. In addition, they must also participate in joint business planning meetings, have several certificates, and undergo audits to ensure their skills and knowledge on Azure.

MANAGED SERVICE PROVIDER (MSP) FOR AZURE

Observations

- The MSP of the future, especially the Azure MSP, is likely to be indistinguishable from system integrators and VARs of the past. Client expectations of MSPs are expanding rapidly to include more traditional system integrator and VAR roles, including AppDev and DevOps. In the meanwhile, Microsoft's fastest-growing Azure partner licensing program is the Cloud Solution Provider (CSP) program, through which partners embed Microsoft technologies into their own solutions. As of late 2019, the number of Microsoft partners transacting through CSP is up by 52 percent, and they are serving more than 2 million customers. Microsoft also offers an intellectual property co-sell program that rewards partners for selling third-party solutions that run on Azure. The program has generated nearly $10 billion in revenue for Microsoft and partners since early 2019.

- Azure MSPs often see greater opportunity compared with MSPs focusing on AWS, IBM, Google, and other clouds because of the breadth, depth and ubiquity of Microsoft software, solutions and partners in the average business enterprise. Microsoft's focus on cloud, over the past five years, has re-invented both Microsoft and how (and how much) customers/users depend upon what Microsoft delivers and enables.

- While most customers are not yet ready to effectively utilize AI capabilities, including machine learning, Microsoft is forging ahead with AI development and implementation across Azure. MSPs will need to invest significantly in AI-related capabilities and training in order to retain high levels of Microsoft Azure certification and partnership. This will further blur any remaining lines between Azure MSPs and traditional system integrators and VARs. In the meantime, customer expectations and demands for broad IoT and advanced data analytics capabilities are growing rapidly. This is beginning to shape the Azure differentiation for some MSPs' now and will help accelerate the use of AI in Azure in the near future.

- Core IaaS and PaaS capabilities will continue to be table stakes for Microsoft and for its Azure MSPs. In the U.S. market, there is a regular demand for the consolidation and coordination of these services into simplified portfolios. MSPs that are able to consolidate and coordinate multiple cloud platforms and services have the upper hand right now, but this too will become table stakes in the next few years.

- As the Azure universe expands, U.S. market demand for Azure MSP capabilities is expected to grow at least 15 percent annually through the next five years.

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WIPRO

Overview

Headquartered in Bangalore, Wipro is a large technology, services, and consulting provider with more than 6,000 certified Microsoft professionals and more than 19,000 Microsoft Azure engineers. In 2019, Wipro established a dedicated Microsoft business unit to consolidate and coordinate Azure and related opportunities and services. The company reports bringing in over $1.5 billion in Microsoft-derived revenue over the past 12 months. A diverse and adaptable software and engineering background enables Wipro to support a broad range of Azure MSP capabilities, including crowd-sourced solutions whenever practical.

Strengths

Unique Microsoft interdependence: As a strategic Microsoft development, testing and platform partner, Wipro creates and tests solutions with Microsoft. The company has also created a dedicated Microsoft Business Unit aligned with Microsoft's Commercial Cloud program.

Automation and agility: Wipro's HOLMES Cognitive Platform helps automate customer cloud transition, reduce errors, and optimize solutions.

Unified Azure-related services and resources. Wipro's Microsoft Cloud business unit provides a centralized, coordinated source for all Azure-related offerings, including its Intelligent Cloud, Modern Workplace, and Business Applications portfolios.

Caution

As with any large, globally diverse organization, Wipro's innovations and developments can move slowly from the leading edge to standardized technology and business offerings.

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Wipro's unique development and offering optimization relationship with Microsoft enables some competitive advantage over many competitors.

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ENTERPRISE CONTEXT ——————

Office 365 Integration

This report is relevant to enterprises across all industries in the U.S. that are evaluating Office 365 integration partners.

In this quadrant report, ISG lays out the current market positioning of Office 365 service providers in the U.S., and how they interact with key enterprise challenges in the region. Foremost among those challenges is a fundamental difficulty ISG saw with the provider ecosystem: Because they are all delivering services atop a common set of Microsoft-built functionality, it can be difficult to differentiate providers.

Most enterprises today are in the midst of digital transformation and modern workplace initiatives, with Office 365 adoption and integration forming a critical component of those efforts. It is critical to find a suitable provider that can assist with that work. Providers are working more with business unit and business process owners across the Microsoft ecosystem both in the U.S. and worldwide, which means it is critical for enterprise decisionmakers outside the procurement office to understand the vendor landscape.

In ISG's experience, U.S. companies care significantly about providers' ability to provide specialized and highly skilled resources locally as part of an engagement, which we highlight as a key part of our analysis below.

While ISG has evaluated the capabilities of SharePoint integration partners separately, Microsoft's architecture choices mean that most enterprises in the U.S. work with one

provider for integration of both SharePoint and Office 365 as part of the same push for digitization and modernization.

IT and technology leaders should read this report to better understand the relative strengths and weaknesses of service providers in the Microsoft ecosystem, and understand how they are integrating the latest capabilities from Office 365 into their offerings.

Workplace technology leaders should read this report to understand how service providers can help with adoption of Microsoft technology, especially as changes to that technology lead to significant organizational change management challenges. In addition, this report can help workplace leaders better evaluate the universe of potential partners available to them for Office 365 implementation and integration.

Information and knowledge management leaders should read this report to better understand the positioning of providers, as well as the key trends in the provider ecosystem, so they can better understand the potential partners they will be working with.

Sourcing, procurement and vendor management professionals should read this report to develop a better understanding of the current provider landscape for Office 365 integration and help them distinguish between players in a crowded field.

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OFFICE 365 INTEGRATION

Definition

This quadrant includes service providers that offer dedicated services for migration, implementation and continuous support services (support, managed services etc.) of Office 365.

The introduction of Office 365 into enterprises not only means the integrated delivery of Office Client, Exchange Online, SharePoint Online, Skype for Business (for now), and Teams, it also brings improved directory services, digital rights management capabilities and other core digital workplace/digital business management capabilities. Globally, more than 20 percent of corporate employees use Office 365 as a cloud-based service, making it one of, if not the, most widely used cloud services by number of users, globally. As Office overall is the de facto enterprise worker productivity platform, Office 365 will increasingly become a key component of digital workplace platforms.

Source: ISG Research 2020

OFFICE 365 INTEGRATION

Definition (cont.)

We estimate that at least half of a provider's business implementing and integrating Office 365 begins with enterprises seeking migration and modernization of enterprise productivity software. This suggests a certain baseline development, implementation and integration tools and skills. As an increasing number of enterprises realize the potential and effectiveness of Office 365 to enable and extend digital workspaces, the business of Office 365-related services will increasingly become more expansive and the capabilities required of service providers will increase substantially.

Eligibility Criteria

The criteria used to assess providers is based on ongoing ISG market research, including what we see and hear from enterprise buyers and users. Below is a summary of market-specific criteria used, for this study, to assess Office 365 integration and implementation by services providers:

- Microsoft certification level for Office 365 and adjunct solutions such as Intune and Azure;

- Service portfolio from technical consulting to license purchases, integration of various modules and implementation of a complete solution and operation;

- The ability for enterprise customers to provide Microsoft Office APIs in a centralized environment to authenticate programming in a controlled manner;

- Ability to migrate customer workplaces partially to modern cloud environments and Windows-as-a-Service models;

- Provision of Office 365-based Unified Endpoint Suites through integration with state-of-the-art identity and access management technology and mobile device management (Intune or other);

- Highly modular solutions that can be provided without significant integration effort

- Reference projects in the U.S.;

- Financial stability of the service provider.

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OFFICE 365 INTEGRATION

Observations

- Office 365 solutions are most frequently delivered as messaging, communication, and collaboration components in enterprise modernization and digital workplace/Workplace-as-a-Service initiatives. More frequently, Office 365 and related services are delivered with the Microsoft 365 bundle that also includes Windows 10 Enterprise and Enterprise Mobility and Security.

- Several providers are building significant business around messaging-specific and collaboration-specific modernization engagements, migrating client enterprises from sunset/legacy platforms like Lotus Notes to Office and the broader Microsoft 365 offering.

- A few providers are beginning to develop or offer managed services around SharePoint, Power Apps and Power Automate for business process automation and governance.

- Teams is subsuming Skype for communication. Microsoft is touting it as an upgrade, although some businesses might disagree. IT managers should be aware that in all likelihood they would have to switch over. Microsoft has provided a roadmap to help decide when to make the change; it would not want to run two redundant systems.

- Few providers maintain distinct practice areas devoted to either Office or SharePoint; the vast majority of engagements include both.

- All the above suggest a substantial and growing opportunity for services providers in customer training on the new, converging Microsoft landscape for IT professionals and end users.

WIPRO

Overview

While it uses deliver Office 365 as a platform for collaboration and messaging, Wipro is likely to use Office as a part of transformation and modernization engagements, including migration from legacy applications and environments like Lotus Notes. The company emphasizes on its Business First strategy and Industrialized solution approach work toward business improvement goals of clients and deliver solutions in a standardized, highly-automated manner that can reduce time and probability of disruption. The company has delivered and supports over 1 million active Office 365 seats worldwide.

Caution

Wipro's business-first method is laudable, but its industrial approach may need to be adapted significantly to specific client needs. Clients should ensure that the approach is suited to their specific circumstances.

Strengths

Microsoft Business Units by region: The regions in which Wipro operates (including North America) maintain a Microsoft Business Unit structured under Microsoft's Commercial Cloud customer scenarios (centered on apps and infrastructure, data and AI, modern workplace and business applications).

Significant resources and automation: Wipro reports having over 15,000 professionals trained on combinations of cloud, data, Office 365 and AI. The company reports that it has automated 90 percent of post-migration activities for Office and associated digital workplace engagements.

Innovative development and delivery: Wipro's TopCoder development arm brings secure and efficient crowdsourcing to software development, speeding custom development at lower costs. The company deploys TopCoder for its own development needs and for client solutions.

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A standardized, business-improvement-driven methodology, combined with extensive intellectual property and a unique, crowdsourcing development approach, positions Wipro as a leader in Office 365 migration, implementation and integration.

ENTERPRISE CONTEXT

SharePoint Integration

This report is relevant to enterprises across all industries in the U.S. that are evaluating Microsoft SharePoint integration partners.

In this quadrant report, ISG lays out the current market positioning of SharePoint service providers in the U.S., and how they interact with key enterprise challenges in the region. Foremost among those challenges is a fundamental difficulty ISG saw with the provider ecosystem: Because they are all delivering services atop a common set of Microsoft-built functionality, it can be difficult to differentiate between providers.

In ISG's experience, U.S. companies care significantly about providers' ability to provide specialized and highly skilled resources locally as part of an engagement, which we highlight as a key part of our analysis below.

While ISG has evaluated the capabilities of SharePoint integration partners separately, Microsoft's architecture choices mean that most enterprises in the U.S. work with one provider for integration of both SharePoint and Office 365 as part of the same push for digitization and modernization. As part of that initiative, enterprises must be mindful of the organizational change management difficulties that can come along with driving process change through the adoption of new technology.

IT technology leaders should read this report to better understand the relative strengths and weaknesses of service providers in the SharePoint ecosystem.

Workplace technology leaders should read this report to understand how service providers can help with adoption of Microsoft technology, especially as changes to that technology lead to significant organizational change management challenges. In addition, this report can help workplace leaders better evaluate the universe of potential partners available to them for SharePoint implementation and integration.

Sourcing and vendor management professionals should read this report to develop a better understanding of the current provider landscape for SharePoint integration, and help them distinguish between players in a crowded field.

Information and knowledge management leaders should read this report to better understand the positioning of providers, as well as key trends in the provider ecosystem, so they can better understand the potential partners they will be working with.

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SHAREPOINT INTEGRATION

Definition

Microsoft SharePoint has long been the dominant enterprise platform for centralized data and document sharing, and it remains a critical aspect of enterprise information management. While it is often labeled as limited, SharePoint still meets or exceeds the need for document sharing in organizations.

We see a shift, partly driven by Microsoft and partly by service providers working with SharePoint and Office 365, where Microsoft Teams is subsuming some of the sharing and collaboration that was once monopolized by SharePoint. A considerable number of providers are stepping away from standalone SharePoint business and positioning SharePoint as a content and file management cornerstone, especially within complex migrations and integrations enabling digital business transformation and improvement.

Source: ISG Research 2020

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SHAREPOINT INTEGRATION

Definition (cont.)

In the meanwhile, SharePoint continues as a critical resource and services to implement and integrate SharePoint remain important to enterprises. In fact, we see striking synchronicity between SharePoint and Office 365 initiatives. Service providers especially report that the two are frequently being implemented together and as part of larger-scale Azure migrations.

In this section, we assess service providers, systems integrators and consulting firms that offer solutions around SharePoint, especially including those that offer integration and implementation services for on-premise and hybrid scenarios. This includes providers offering SharePoint implementation and integration as a part of larger-scale Azure implementations and migrations.

Eligibility Criteria

- Scope and depth of service portfolio on SharePoint integration;

- Portfolio development (roadmap);

- Size of expert team for SharePoint integration;

- Awareness and number of customers of the service provider for SharePoint integration;

- Number and reputation of references for SharePoint integration;

- Experience as well as number of (gold) certifications;

- Position as a market innovator;

- High degree of automation.

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SHAREPOINT INTEGRATION

Observations

- Several years after many industry insiders opined that SharePoint was becoming obsolete, we see SharePoint use continuing and expanding in most markets. As a result, practically every services provider globally is actively recruiting experienced SharePoint developers. Providers in the U.S. marketplace report that SharePoint implementation and integration typically go hand-in-hand with Office applications migration and Office 365 implementations and integrations, especially in the context of large-scale application modernization efforts.

- While it remains the dominant document-sharing and infor-mation-management platform in Microsoft-centric enterprises, SharePoint is beginning to lose some of its utility to Microsoft Teams, although the two are complementary, Teams often enables expanded use of and value from SharePoint. In most enterprises today, SharePoint alone is not as effective as Teams used with Share-Point. Teams is also engineered to work with a range of third-party productivity and collaboration applications, including Slack.

- However, SharePoint as a standalone offering will not disappear any time soon, as its function-ality remains impressive and significant revenues are derived from it by Microsoft and services providers. We are witnessing an increasing percentage of enterprises relying on trusted provid-ers to determine how they can leverage existing SharePoint better with additional applications, systems and processes, and how they can cost-effectively extend and expand those through SharePoint managed services and cloud-based SharePoint-as-a-service.

- A significant differentiator between providers can be the scope and skills of their SharePoint developers. Leading providers offer staff experienced in SharePoint publishing infrastructure, enterprise content management infrastructure, SharePoint taxonomy and search capabilities. As mobile work environments become the new norm, experience in building mobile-optimized web applications on top of the SharePoint platform has become really important.

WIPRO

Overview

Wipro has strong and extensive SharePoint capabilities that it typically utilizes as a part of Office 365-centered transformation and modernization service engagements. Even though the company does not widely promote its SharePoint abilities as standalone engagements, it has undertaken significant SharePoint work focused on business collaboration within digital workplace engagements. Wipro also uses SharePoint extensively in its own content management system, and its employees use SharePoint Online for internal collaborations.

Caution

Wipro is undergoing significant leadership changes along with a push for substantial sales growth. Clients may experience disruption in communication and challenges with resource availability and engagement management.

Strengths

Unique Microsoft interdependence: Wipro is a strategic Microsoft development, testing, and platform partner. This allows the company to participate in development and refinement of SharePoint innovations as a part of Office 365 platform and services evolution.

Legacy collaboration, migration and modernization: As part of its larger transition and transformation portfolio, Wipro offers migration, modernization, and managed services for large-scale Lotus Notes and other legacy messaging/collaboration platforms.

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Wipro provides broad-based and task-focused applications of Microsoft SharePoint to enable measurable customer business improvement.

ISG Provider Lens™

ENTERPRISE CONTEXT ─────────

SAP on Azure

This report is relevant to enterprises across all industries in the U.S. that are evaluating partners to help them adopt SAP on Microsoft Azure, or to help them migrate existing SAP instances to the Azure platform.

In this quadrant report, ISG lays out providers' positioning while offering services around SAP on Azure, and how they can serve companies in the U.S. ISG sees these enterprises facing a critical challenge with their cloud migration of SAP: This transformation can also lead to process changes downstream throughout the organization in divisions such as finance, human resources (HR) and human capital management (HCM). Because SAP is often deeply integrated into an enterprise's overall business process, technical changes can quickly turn into organizational and process changes. If enterprises don't effectively include key stakeholders from those parts of the business in their decision-making around SAP services, it could cause significant problems down the line.

Many enterprises running SAP are currently in the midst of a challenging migration from their legacy Business Suite 7 applications to new offerings based on S/4HANA. For many of them, it makes sense to also transition their SAP estates to the cloud as a part of that move. Employing a qualified service provider to help with that migration and upgrade challenge makes sense, given the complexity of the task.

Enterprise IT leaders should read this report to understand the relative positioning of SAP on Azure service providers across the U.S., as well as how those providers' technical capabilities match up with what enterprises need to succeed with a cloud transition for SAP.

Finance, HR and HCM leaders should read this report to understand the positioning of partners that will influence implementation of the software they interact with on a regular basis as a critical part of their jobs.

Sourcing, procurement and vendor management professionals should read this report to understand the relative positioning of SAP on Azure service providers in the U.S., as well as understand broader trends in the services ecosystem that may influence decisions about partner selection.
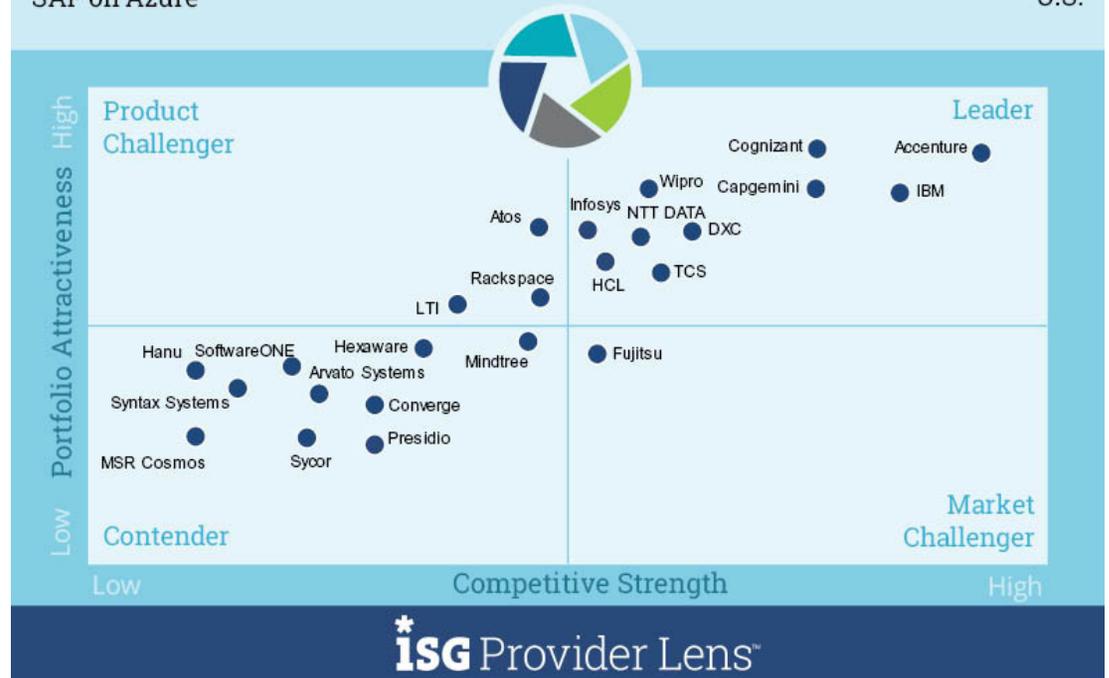
SAP ON AZURE

Definition

Deploying, hosting, managing and optimizing SAP in the cloud can transform a complex enterprise resource planning (ERP) situation into an agile, cost-efficient scalable system. The result can enable an organization to run better, respond faster to changing market conditions and take advantage of new technologies and business models.

However, cloud-migrated SAP solutions present significant challenges, from building a business case and defining the roadmap to choosing the best solution and migrating instances to integrate with an existing IT landscape. In the Microsoft ecosystem, the best providers combine critical SAP certification with relevant Azure expertise, partnerships, experience, frameworks, tools and services.

Microsoft Ecosystem
SAP on Azure

2020
U.S.

Source: ISG Research 2020

SAP ON AZURE

Definition (cont.)

Some of the often-overlooked needs include a provider's ability to work with large and complex databases; to optimize network connectivity; to integrate with other critical software applications; and to minimize downtime before, during and after migration. Leaders in this quadrant, typically, have optimized, adaptable and repeatable frameworks for managing these alongside extensive training programs suitable for the specific markets being addressed.

Eligibility Criteria

- Scope and depth of service portfolio for SAP application and services implementation, customization, provisioning and support;

- Size and locations of resources for SAP offerings on Azure;

- Awareness and number of customers of the service provider for SAP applications and services provisioning and support on Azure

- Number and reputation of references for SAP applications and services provisioning and support on Azure;

- Experience and number of relevant certifications (gold): The minimum requirement is that the Microsoft Partners for Azure Cloud Service Provider (CSP) leaders pass the quality level within the framework of the Azure Expert MSP Partner program;

- Optimized process sequences and customer life cycle value management approach;

- The provisioning of a pay-as-you-go model;

- The creation of a business unit around DevOps, automation and cloud native application design.

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SAP ON AZURE

Observations

- After several years of doubt and cautious consideration, enterprises today trust the public cloud for core business applications. It is rare to find client enterprises that are not using cloud-based versions, or capabilities, of traditional ERP and similar applications. Mid-sized and small firms are rapidly transitioning to cloud-based financial management, HR and ERP.

- SAP has aggressively moved to embrace cloud, revamping much of its core business model, partnerships, development and support accordingly. Other ERP and large-scale enterprise business manage- ment software providers (for example, Oracle and IBM) have done the same, pushing and pulling their channel partners and ISVs along with them. More importantly, SAP has heralded the obsolescence of legacy, on-premise development and support. As a result, SAP in the cloud has moved beyond early adoption phases, and the rate of growth in cloud-based SAP is accelerating.

- Automation is becoming critical and enables not only a faster and less-error-prone implemen- tation and migration of complex environments, but also fosters improvement over time. This is one factor driving Microsoft's pursuit of AI and automation within the Azure platform.

WIPRO

Overview

Wipro's SAP on Azure strategy approaches SAP transition to and in cloud as part of a broader cloud business transition for clients. Its Microsoft Cloud Delivery Center coordinates assessment, advisory, implementation, migration, operations and support for Azure-related Wipro offerings. The company's 2016 acquisition of Appirio, with its TopCoder crowd-source development unit, significantly advanced Wipro's cloud consulting, development, and delivery capabilities. Wipro reports over 11,000 SAP consultants and more than 700 migration specialists, in addition to more than 6,000 Azure-certified professionals.

Strengths

Unique development and delivery capabilities: Wipro's acquisition of Appirio, including its TopCoder unit, enables it to take a unique approach to rapid and secure development of APIs, tools, and associated software required to meet specific SAP cloud transition needs of clients.

Flexible SAP resource management: Wipro's FlexCloud combines IaaS, PaaS, and Partner Managed Cloud services to optimize SAP resource utilization.

Intelligent automation: Automation within Wipro services and infrastructure enables automated resource scaling, infrastructure provisioning, and resource cleanup during and after cloud migration.

Caution

Wipro's push to rapidly expand business may cause delays and communication issues with clients as resources and attention shift toward sales.

2020 ISG Provider Lens™ Leader

Wipro's coordinated Microsoft business unit gives it a significant advantage over competitors that must assemble resources and solutions from multiple organizations.

Methodology

METHODOLOGY

The research study "ISG Provider Lens™ 2020 – Microsoft Ecosystem" analyzes the relevant software vendors/service providers in the United States 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 Microsoft 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 & use cases

4. Leverage ISG's internal databases & advisor knowledge & experience (wherever applicable)

5. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & 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
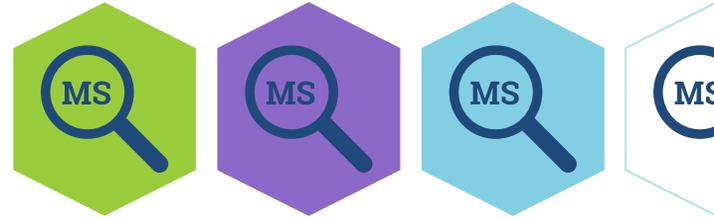
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Within ISG, Bruce has helped develop and lead enterprise research development and delivery, global ISG Research operations, and Research client support. His primary research and analysis for ISG clients has focused on IT services market development, disruption and change. He currently contributes to ISG's Provider Lens global research studies as a lead analyst.

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ISG Provider Lens™ | Quadrant Report
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