Everest Group®

Everest Group SAP Business Application Services PEAK Matrix® Assessment 2025

Focus on Infosys

March 2025

PEAK MATRIX®

Introduction

Over the past few years, the SAP services market has undergone a strategic transformation, evolving from traditional enterprise software to a key driver of digital transformation. The focus has now shifted to cloud adoption, AI integration, and sustainability, with initiatives such as RISE with SAP and GROW with SAP playing a critical role.

With nearly 60-70% of enterprises yet to migrate to S/4HANA, the upcoming migration wave will significantly reshape the market. Scalable migration approaches, such as brownfield and hybrid strategies, will be essential to balance business continuity with techno-business transformation.

With the rising demand for customized solutions, service providers are investing in industry-specific accelerators to reduce migration complexity and fasten the deployment process. To help enterprises move to S/4HANA, service providers are scaling up their S/4HANA expertise and enhancing partnerships with hyperscalers to boost their partner ecosystem. This ecosystem-driven approach will not only support smoother migrations but also help enterprises achieve tangible business outcomes at a lower Total Cost of Ownership (TCO).

As SAP's innovations converge with the urgency of S/4HANA migrations, the next few years will redefine the enterprise ERP landscape. For enterprises, strategic alignment is imperative to capitalize on these opportunities, ensuring successful migrations that accelerate digital transformation and deliver lasting, sustainable value.

In the research includes an assessment of 30 service providers featured on the SAP Business Application Services PEAK Matrix® Assessment 2025. The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading providers, client reference checks, and ongoing analysis of the SAP services market.

The full report includes the profiles of the following 30 leading SAP Business Application services providers featured on the SAP Business Application Services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Deloitte, EY, HCLTech, IBM, Infosys, NTT DATA, and Wipro

- **Major Contenders:** All for One, Birlasoft, Bristlecone, Cognizant, DXC Technology, Eviden, Genpact, Hitachi Digital Services, Kyndryl, LTIMindtree, PwC, SD Worx, TCS, Tech Mahindra, T-Systems, and UST

- **Aspirants:** Kaar Technologies, Mphasis, Resolve Tech Solutions, TSP – The Silicon Partners, and Zensar

Scope of this report

Geography: global

Industry: market activity and investments of 30 leading SAP service providers

Services: SAP Business Application Services

SAP Business Application services PEAK Matrix® characteristics

Leaders

Accenture, Capgemini, Deloitte, EY, IBM, Infosys, HCLTech, NTT DATA, and Wipro

- Leaders are characterized by their ability to successfully execute large-scale, complex, and end-to-end SAP Business Application Services, underpinned by their strong global delivery network and robust partner ecosystem

- These providers have strong SAP partnerships and recognitions such as Platinum Partner, RISE with SAP Validated Partner and GROW with SAP Partner, alongside multiple SAP awards. They demonstrate expertise in at least seven competencies, maintain a high certification ratio, and leverage SAP-specific acquisitions to further enhance their offerings and market presence. They also excel in delivering global client engagements with a good spread of onshore and offshore support

- Leaders have helped enterprises with their advisory capabilities to navigate the business transformation and have leveraged a mature suite of in-house and SAP-certified industry solutions to accelerate time-to-market for their clients

Major Contenders

All for One, Birlasoft, Bristlecone, Cognizant, DXC Technology, Eviden, Genpact, Hitachi Digital Services, Kyndryl, LTIMindtree, PwC, SD Worx, TCS, Tech Mahindra, T-Systems, and UST

- These providers have built meaningful capabilities to deliver SAP Business Application Services – advisory, implementation, and managed services; however, their service portfolios are not as balanced and comprehensive as those of Leaders (in terms of coverage across SAP product areas, geographies, or verticals)

- These providers have good partnerships with SAP and often specialize in select verticals in delivering SAP-specific services. They have often been recognized by SAP with multiple partner awards showcasing their credibility in the SAP services market

- Major Contenders are also making continued investments in building proprietary tools and solutions, as well as in scaling their talent for delivering SAP services

Aspirants

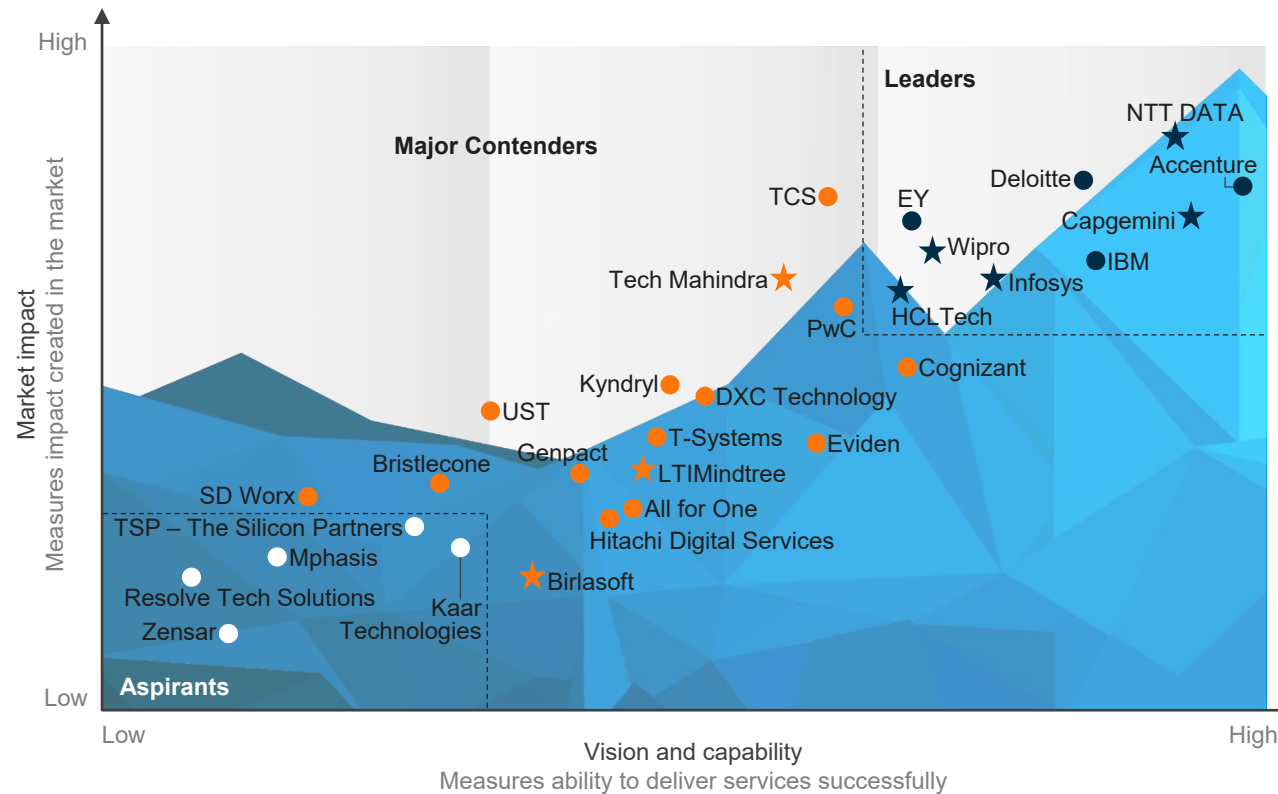Kaar Technologies, Mphasis, Resolve Tech Solutions, TSP – The Silicon Partners, and Zensar

- Aspirants have good proof points in enabling low to medium-complex implementation and maintenance for SAP Business Application Services primarily for Small and Midsize Buyers (SMBs)

- They are either focused on a region(s) or vertical(s) or currently have a relatively small SAP practice

- Clients acknowledge their pricing and commercial flexibility as well as their engagement flexibilities

- Despite their relatively smaller size, they aim to grow faster by scaling their talent base, investing in IP and solutions, and expanding into new markets

Everest Group PEAK Matrix®

SAP Business Application Services PEAK Matrix® Assessment 2025 | Infosys is positioned as a Leader and a Star Performer

Everest Group SAP Business Application Services PEAK Matrix® Assessment 2025[1,2]

- ● Leaders
- ● Major Contenders
- ○ Aspirants
- ☆ Star Performers

Market impact
Measures impact created in the market

High

Leaders

Major Contenders

NTT DATA ☆
Deloitte ●
Accenture
EY ●
Capgemini ☆
TCS ●
Wipro ☆
IBM ●
Tech Mahindra ☆
Infosys ☆
PwC ●
HCLTech ☆
Cognizant ●
Kyndryl ●
DXC Technology ●
UST ●
T-Systems ●
Eviden ●
Genpact ●
Bristlecone ●
LTIMindtree ☆
SD Worx ●
All for One ●
TSP – The Silicon Partners ○
Hitachi Digital Services ●
Mphasis ○
Resolve Tech Solutions ○
Birlasoft ☆
Zensar ○
Kaar Technologies ○

Low

Aspirants

Low ———— **Vision and capability** ———— **High**
Measures ability to deliver services successfully

1 Assessment for Accenture, All for One, Deloitte, EY, LTIMindtree, PwC, and T-Systems exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with buyer
2 Analysis for Capgemini, Eviden, and IBM is based on partial inputs provided
Source: Everest Group (2025)

Infosys profile (page 1 of 5)

Overview

Vision for SAP Business Application Services

Infosys' vision for SAP is to provide end-to-end consulting, implementation, and support services by leveraging industry knowledge and methodology to drive digital transformation. Its AI-powered SAP solutions contribute to enterprise transformation by accelerating clean core adoption, improving operations, and driving data-driven growth for resilient futures.

Current partnership status with SAP: GSSP

Number of projects completed: 650+
(From January 01, 2023, through March 31, 2024)

Number of SAP business applications-certified FTEs: 4,800+
(through March 31, 2024)

Proportion of SAP Business Application Services revenue

By geography   ● Low (<10%)   ● Medium (10-25%)   ● High (>25%)

● North America   ● Europe   ● United Kingdom

● South America   ● Middle East and Africa   ● Rest of the World

Proportion of SAP Business Application Services revenue

By business function   ● Low (<15%)   ● Medium (15-30%)   ● High (>30%)

● Consulting   ● Implementation   ● Maintenance and support

By industry   ● Low (<10%)   ● Medium (10-15%)   ● High (>15%)

● Banking and   ● Electronics, hi-tech,   ● Telecom, media,
financial services   and technology   and entertainment

● Retail, distribution, and CPG   ● Healthcare and life sciences   ● Travel and transport

● Energy and utilities   ● Manufacturing   ● Public sector

● Others

By buyer size   ● Low (<10%)   ● Medium (10-25%)   ● High (>25%)

● Small (annual client   ● Midsize (annual client   ● Large (annual client
revenue <US$1 billion)   revenue US$1-5 billion)   revenue US$5-10 billion)

● Very large (annual client   ● Mega (annual client
revenue US$10-20 billion)   revenue >US$20 billion)

By key products   ● Low (<10%)   ● Medium (10-25%)   ● High (>25%)

● SAP S/4HANA   ● SAP Ariba   ● SAP SuccessFactors

● SAP Analytics Cloud   ● SAP Industry Solutions   ● Other applications[1]

1 Others include SAP Concur, SAP BTP, RISE with SAP, GROW with SAP, SAP ECC, and SAP Fieldglass

Infosys profile (page 2 of 5)

Key solutions

Proprietary solutions

Solution name	Industry in focus	Focused SAP module(s)	No. of engagements leveraged in	Details
Infosys Catalyst Solutions	Various	SAP S/4HANA	Not available	It includes industry-specific pre-configured solutions for 21 industry verticals designed to accelerate SAP S/4HANA adoption.
Infosys LEAP Platform	Horizontal – across all industries	Not available	Not available	The solution is a cloud-enabled platform that delivers next-generation Application Management Services (AMS). By leveraging SAP-specific bots that range from deterministic to cognitive, it makes application management agile, intelligent, integrated, and business outcome-driven, enabling enterprises to realize the live enterprise vision.

SAP-certified solutions on SAP marketplace

Solution name	Industry in focus	Focused SAP module(s)	No. of engagements leveraged in	Details
Infosys Billing Management Solution	Horizontal – across all industries	SAP BTP	Not available	The solution streamlines project WIP management by enabling real-time tracking, minimizing billing errors, reducing revenue leakage, and improving cash flow through accurate and timely billing.
Infosys Demand Sensing Solution	Horizontal – across all industries	SAP IBP	Not available	The solution enhances demand planning with granular daily forecasts, real-time insights, and external data integration to optimize supply chain efficiency and market responsiveness.
Infosys Leads and Proposals Solution	Horizontal – across all industries	SAP BTP and SAP Integration Suite	Not available	The solution enables businesses to monitor leads, turn them into prospects, and oversee the chase cycle.
Infosys Solution for Vegetation Management	Energy and utilities	SAP Integration Suite	Not available	The solution enables utility companies to transition from traditional preventative maintenance to a risk prioritization-based approach to managing vegetation on power lines.

Infosys profile (page 3 of 5)

Investments and partnerships

[REPRESENTATIVE LIST]

Key investments

Investment theme	Focused SAP module(s)	Details
Partnership	SAP Customer Experience Portfolio	Partnered with SAP Emarsys, a cloud-based, omnichannel customer engagement platform to enable organizations to meet the growing demand for omnichannel consumer engagement
Acquisition	Not available	Acquired Base Life Sciences to strengthen its life sciences domain capabilities and its footprint across Europe
Acquisition	Not available	Acquired InSemi, a leading semiconductor design and embedded services provider to reaffirm Infosys' commitment to the semiconductor ecosystem and strengthens expertise in the hi-tech industry
CoE	Not available	Launched its small language models – Infosys Topaz BankingSLM and Infosys Topaz ITOpsSLM, through its dedicated CoE for NVIDIA, to help businesses quickly adopt and scale AI
CoE	Not available	Partnered with Meta to establish a CoE aimed at accelerating enterprise AI adoption by utilizing Meta's Llama stack and creating industry-specific use cases
Training	Not available	Developed an AI-first strategy with a focus on generative AI, training over 250,000 employees to drive innovation and adoption
Tools/PoCs/Talent	Not available	Invested in the development of various tools, PoCs, and solutions while also undertaking multiple co-development initiatives with clients and partners; it has also focused on talent development by establishing a comprehensive learning infrastructure

Key partnerships

Partner ecosystem		
SAP	AWS	Genesys
Oracle	Salesforce	Snowflake
Dell	Microsoft	Cisco
Databricks	IBM	Google Cloud

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Infosys profile (page 4 of 5)
Case studies

CASE STUDY 1

Helped a global manufacturing company in streamlining its ERP systems to enhance operational efficiency and drive digital transformation

Business challenge

The client faced inconsistent and outdated ERP systems due to sudden growth through acquisitions. These legacy systems required significant manual input, posed risks of failure, and hindered business transformation goals, including operational excellence, digital capabilities, and e-commerce expansion.

Solution

Infosys partnered with the client to upgrade its ERP systems by implementing SAP S/4HANA enterprise management 1709 on a private cloud alongside SAP Integrated Business Planning (IBP). Leveraging Infosys' manufacturing expertise, the Infosys Catalyst pre-configured S/4HANA solution, and Infosys Cobalt assets, the initiative streamlined business processes while ensuring localization, data readiness, and system integration.

Impact

- Reduced manual tasks across functional areas
- Enhanced operational efficiency
- Enabled digital capabilities for business transformation
- Established an effective foundation for e-commerce growth

CASE STUDY 2

Helped a leading aerospace company in streamlining its manufacturing and finance processes with SAP Fiori, enhancing user experience and operational efficiency

Business challenge

The client faced challenges in modernizing its manufacturing and finance processes. These included balancing user expectations with the adoption of a modern user experience platform, simplifying a complex user experience to cater to global needs, and addressing potential delays caused by digitalizing key business processes. The client sought a comprehensive plan to streamline operations while minimizing disruptions and resistance to change.

Solution

Infosys implemented a tailored solution using SAP Fiori guidelines, including the establishment of an application development factor and conducting design thinking workshops. By aligning closely with business needs, Infosys streamlined the life cycle of over 300 finance and manufacturing applications. The solution harmonized key processes and provided an intuitive, efficient user experience, ensuring alignment with immediate and long-term operational goals.

Impact

- Increased accessibility and decision-making in finance and manufacturing
- Helped end-users by enabling rapid and efficient access to a single source of information
- Improved corporate decision-making by displaying financial KPIs in real-time
- Redesigned and automated processes by harmonizing manufacturing, logistics, and quality operations
- Enabled the real-time monitoring of system metrics and financial processes with command center dashboards

Infosys profile (page 5 of 5)

Everest Group assessment – Leader and Star Performer

Measure of capability: ◔ Low ● High

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

Strengths

- Infosys is a suitable partner for large enterprises seeking cost-effective and offshore-centric global implementation and managed services for SAP engagements

- Its buyers are spread across all major geographies such as North America, Europe, the UK, and APAC, strengthening its credibility as a global SAP partner

- Enterprises can benefit from its investments in upskilling and cross-skilling the SAP workforce, with a strong focus on increasing the SAP-certified talent base

- Infosys' dedicated CoEs and innovation hubs further position it as a transformation partner for large SAP engagements

Limitations

- Most of its clients are enterprises with annual revenue >US$1 billion. Enterprises with annual revenue <=US$1 billion may not find Infosys suitable for small-scale engagements

- Clients looking for advisory-only SAP engagements need to further evaluate Infosys' advisory capabilities

- Enterprises seeking to partner for SAP SuccessFactors engagements may need to assess Infosys' capabilities in this area
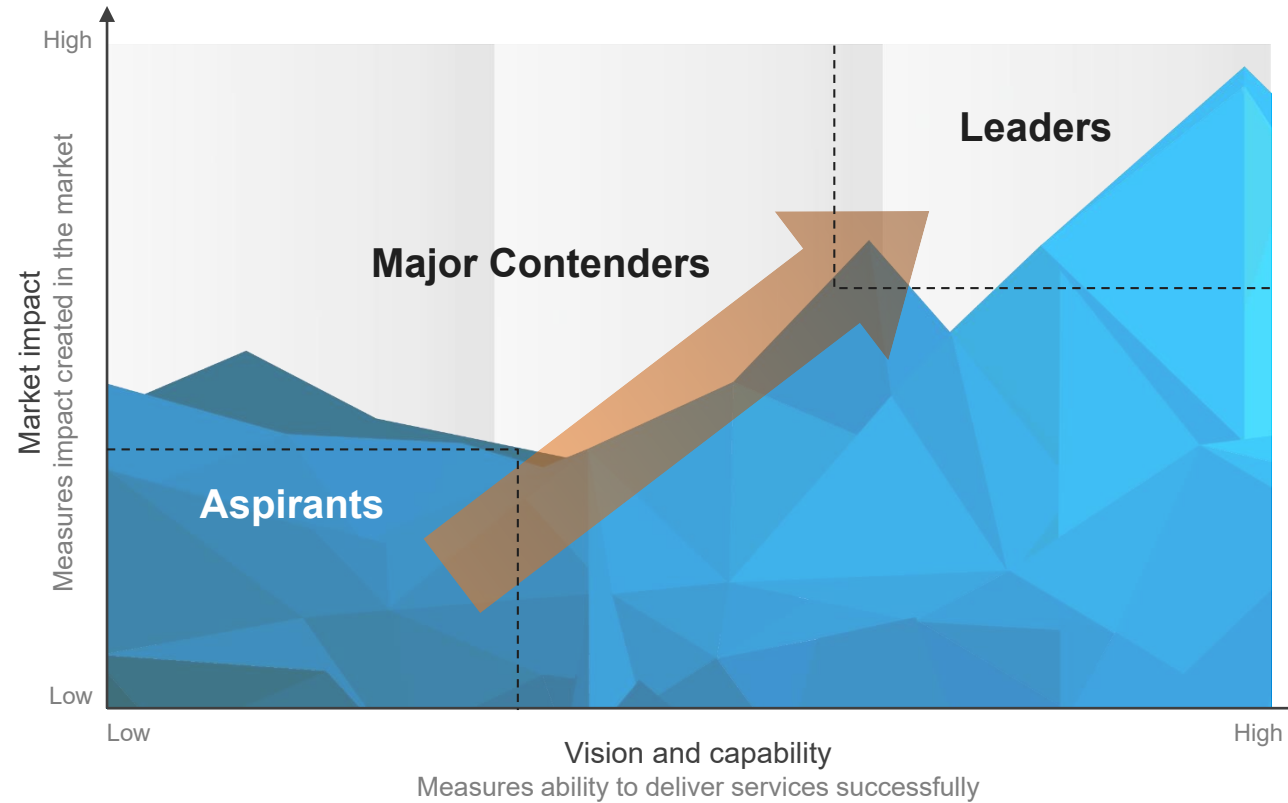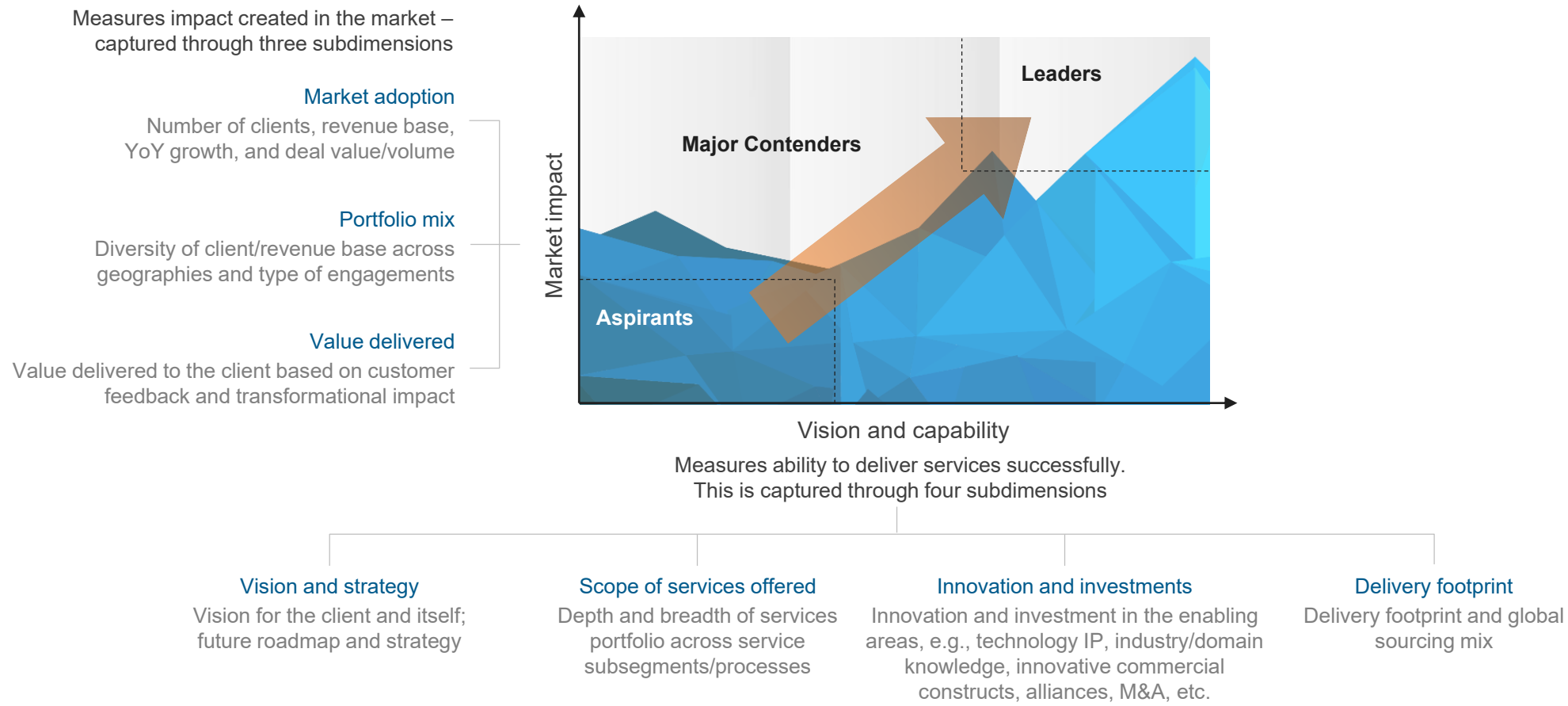
Appendix

PEAK Matrix® framework

FAQs

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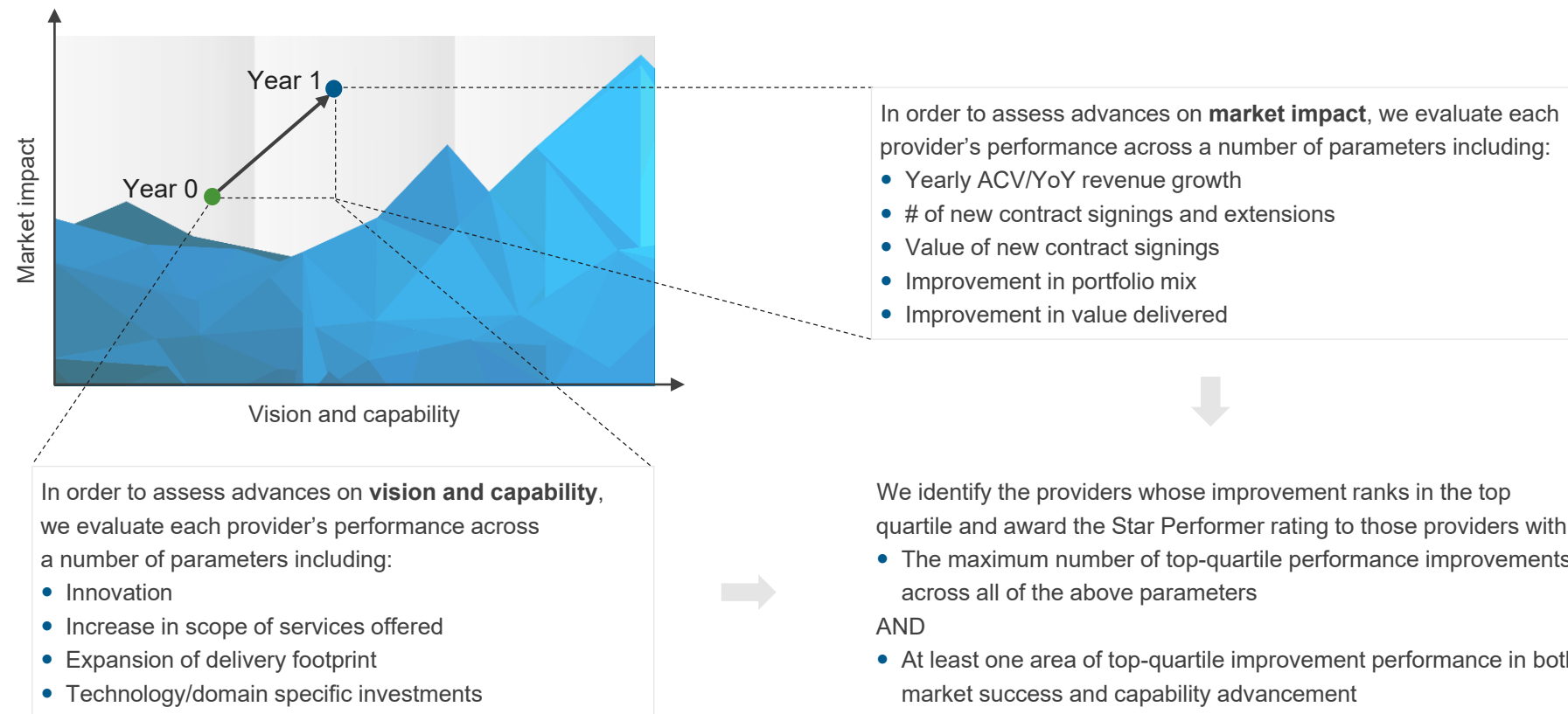
Everest Group PEAK Matrix

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

Market impact

Leaders

Major Contenders

Aspirants

Vision and capability

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, M&A, etc.

Delivery footprint
Delivery footprint and global sourcing mix

Everest Group confers the Star Performer 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 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 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 providers whose improvement ranks in the top quartile and award the Star Performer rating to those 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 Performer title relates to YoY performance for a given provider and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

Q: Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?

A: No. The PEAK Matrix highlights and positions only the best-in-class 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.

Q: What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A: A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

Q: What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

A: Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries

- In addition, it helps the provider/vendor organization gain brand visibility through being in included in our research reports

Q: What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

A: Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies

- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR

- Use PEAK Matrix badges for 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 Everest Group; please contact your CD or contact us

Q: Does the PEAK Matrix evaluation criteria change over a period of time?

A: PEAK Matrix assessments are designed to serve enterprises' current and future needs. 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 and to serve enterprises' future expectations.

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Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at **www.everestgrp.com**.

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