



Everest Group PEAK Matrix[®] for Microsoft Azure System Integrator 2022

Focus on Infosys
December 2022



Background of the research

Enterprise adoption of the public cloud is on an accelerated growth trend. The public cloud market is experiencing a proliferation of services offered by hyperscalers and a corresponding increase in investments made by System Integrators (SIs) in their hyperscaler-specific cloud services and solution portfolio. Azure continues to enjoy significant enterprise mindshare and is experiencing increased adoption as the preferred public cloud partner, rapidly closing the gap with AWS.

With more and more enterprises embarking on their public cloud migration journey, integrated delivery and effective management of integrated capabilities across core infrastructure, cloud application, and data on the cloud have become crucial. Enterprises are looking for strong system integration capabilities across the entire life cycle of the cloud journey covering consulting, infrastructure design/build, cloud modernization, and cloud operation services for the individual hyperscaler portfolio segments.

SIs are investing in an industry cloud-focused joint go-to-market approach, Azure-specific organization structure, Azure-focused solutions and IPs, and co-innovation activities to cater to enterprise demands. There has been an uptick in both organic and inorganic investments by SIs to attain Azure accreditations and competencies.

In this research, we present the assessment and detailed profiles of 31 SIs featured on the [System Integration \(SI\) Capabilities on Microsoft Azure PEAK Matrix® Assessment 2022](#). The assessment is based on Everest Group's annual RFI process for the calendar year 2022, interactions with leading SIs, client reference checks, and an ongoing analysis of the Azure services market.

This report includes the profiles of the following 31 leading Microsoft Azure SIs featured on the Microsoft Azure PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, DXC Technology, HCL Technologies, Infosys, TCS, and Wipro
- **Major Contenders:** Brillio, Deloitte, EPAM, GFT, IBM, Infogain, LTI, Microland, Mindtree, Mphasis, NTT DATA, Orange Business Services, Persistent Systems, Rackspace Technology, Sopra Steria, Tech Mahindra, UST, and Virtusa
- **Aspirants:** Aspire Systems, GAVS Technologies, Jade Global, Tavant, and Xebia

Scope of this report



Geography
Global



Providers
31 leading Microsoft Azure SIs



Services
Azure cloud services

System Integration (SI) Capabilities on Microsoft Azure PEAK Matrix® characteristics

Leaders:

Accenture, Capgemini, Cognizant, DXC Technology, HCL Technologies, Infosys, TCS, and Wipro

- Leaders continue to drive strategic investments in the Azure partnership through accreditations, industry cloud-focused partner launch programs, and competencies for various service areas, along with joint go-to-market initiatives and solution co-creation with Azure
- These players have a credible industry-specific cloud offerings portfolio, Azure-specific assets and IPs, next-generation offerings, strong complex workload transformation capabilities, and a platform-centric solutioning approach
- Leaders have demonstrated successful integrated cloud transformations across core Azure infrastructure, application, and data on cloud layers
- These players have demonstrated strong market impact and extensive capabilities in delivering value on the cloud by being strategic partners in the customer's transformational journey

Major Contenders:

Brillio, Deloitte, EPAM, GFT, IBM, Infogain, LTI, Microland, Mindtree, Mphasis, NTT DATA, Orange Business Services, Persistent Systems, Rackspace Technology, Sopra Steria, Tech Mahindra, UST, and Virtusa

- While these players are increasingly investing in building Azure competencies across various service areas, their capabilities in offering verticalized cloud solutions built on Azure and Azure-specific cross-industry assets lags Leaders
- These players have demonstrated high market impact in terms of year-on-year growth and value delivered to clients while providing system integration capabilities on Azure
- They are making targeted investments in Azure-specific talent development, delivery capabilities, and partnership ecosystem

Aspirants:

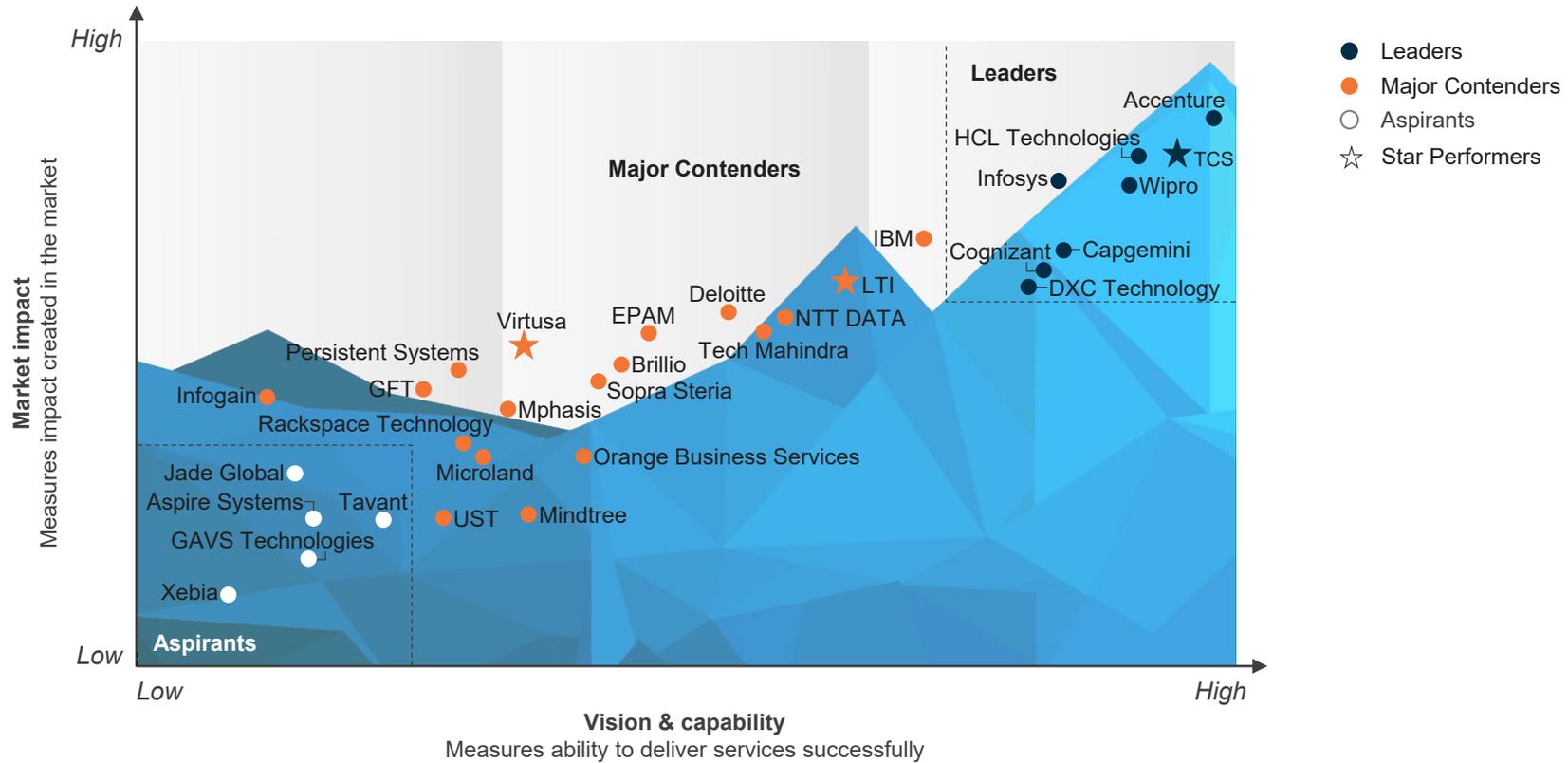
Aspire Systems, GAVS Technologies, Jade Global, Tavant, and Xebia

- Azure system integration capabilities of Aspirants are in the initial stages of the partnership level in terms of accreditations, qualifications, and competencies
- These players prefer relying majorly on Azure's portfolio of industry-specific and cross-vertical solutions instead of investing in natively developed assets and IP portfolio, in order to deliver differentiated services to clients

Everest Group PEAK Matrix®

System Integration (SI) Capabilities on Microsoft Azure PEAK Matrix® Assessment 2022 | Infosys positioned as Leader

Everest Group System Integration (SI) Capabilities on Microsoft Azure PEAK Matrix® Assessment 2022¹



¹ Assessment for Capgemini and Deloitte excludes system integrator inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these system integrators, system integrator public disclosures, and Everest Group's interaction with buyers

Source: Everest Group (2022)

Infosys | system integration capabilities on Microsoft Azure (page 1 of 6)

Everest Group assessment – Leader

Measure of capability:  Low  High

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

Strengths

- Infosys, with its dedicated Microsoft Cloud Business Unit offering an integrated approach across infrastructure, application, and data on the cloud, will be a good fit for enterprises looking for an end-to-end engagement on Azure
- Enterprises looking for Azure-specific talent for complex engagements will find Infosys attractive due to its aggressive investments in training and certifying its Azure talent pool
- Its continued investments and joint go-to-market initiatives with Azure to build its industry cloud, make Infosys an attractive choice for enterprises looking for verticalized solutions
- Enterprises looking for a modernization-led engagement on Azure will find Infosys suitable as it has modernization-focused solutions on the Azure marketplace such as the Infosys Modernization Suite
- Infosys will be a relevant choice for enterprises looking to realize better value from their Azure investments as Infosys offers a comprehensive FinOps framework and solutions

Limitations

- Enterprises looking for a consulting-led engagement on Azure need to evaluate Infosys' capabilities as its consulting market mindshare lags peers
- Enterprises looking for capabilities in up-and-coming technologies should carefully assess Infosys' capabilities as it lacks aggressive investments in augmenting its Azure-specific IP portfolio in this area
- Enterprises looking for sustainability-focused solutions might find Infosys lagging as its current Azure solution portfolio lacks maturity in this area
- Some clients have highlighted that Infosys needs to be proactive in leveraging advanced analytics and automation to embed continuous service improvement as part of its projects on Azure

Infosys | system integration capabilities on Microsoft Azure (page 2 of 6)

Overview

Azure partnership overview

Infosys is a gold Microsoft business partner with 17 Gold competencies and six advanced specializations. It demonstrates expertise in Azure along with Microsoft industry clouds and thought leadership in metaverse.

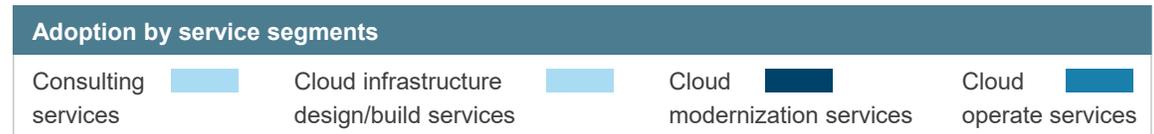
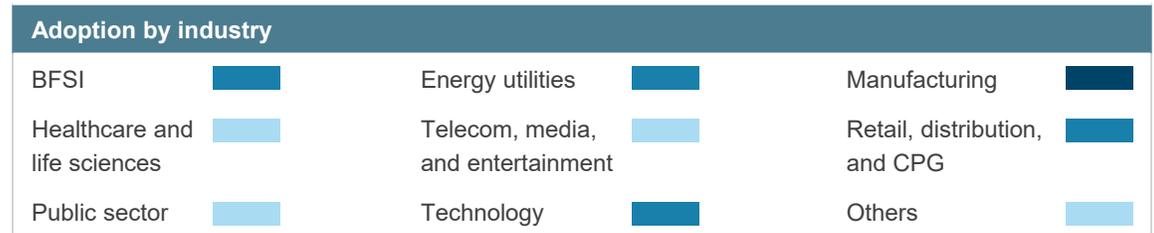
Revenue from Azure-related services (2021)



Azure portfolio – key highlights (representative list)

- GTM motion to lead with technology-enabled transformation, which addresses the needs of business leaders going beyond the IT buying centers
- Segment-focused solution with the adoption of design-in Microsoft technologies for industry-specific solutions across healthcare, financial services, and communication
- Over 650,000 workloads under management, around 80,000 global talent pool, and 422 clients in the Azure economy

Low (<10%) Medium (10-20%) High (>20%)



Infosys | system integration capabilities on Microsoft Azure (page 3 of 6)

Case studies

Case study 1

Cloud transformation of SAP and non-SAP workloads onto Azure

Client: a British multinational consumer goods company

Business challenge

The client wanted to drive growth by increasing the product penetration and market share, but its IT landscape was not scalable and carried a significant amount of technology debt which was impeding the business growth plans. Infosys was asked to assist in the plan of exiting four datacenters and eliminating technology debt, while migrating to the cloud and facilitating further transformation.

Solution

- Moved all the workloads, SAP and non-SAP business applications, infrastructure applications, and common services from the datacenters to Azure as a part of its cloud-first migrate and transform strategy
- Used Cobalt assets to accelerate the migration to the latest version of technology stack
- Adopted PaaS services to simplify management in the target state
- Organized the delivery as agile Product Oriented Delivery (POD) for value prioritization and ensuring collaborative working across various functions
- Embedded cloud FinOps in the operations for optimized cloud spending

Impact

- Accelerated the exit from data centers with two datacenter exits completed in less than eight months, and another on target to complete in two years with multiple waves of SAP migrations
- Improved resilience for all applications on the cloud with 100% DR

Case study 2

Driving innovation and efficiency through cloud

Client: an Australian electricity distribution company

Business challenge

The client was facing challenges in meeting its evolving business requirements amidst regulatory and competitive pressures to keep the cost down for customers. The legacy systems hosted on multiple on-premise datacenters with a mix of hardware and software were not scalable and reliable, while also being expensive to maintain.

Solution

- Built the Azure foundation to provide agility to rapidly provision platforms and deploy applications in the future
- Accelerated the cloud transformation powered by Infosys Cobalt by fast-tracking the client's vision on connecting communities with a focus on affordability, reliability, and sustainability
- Reduced the technology debt by upgrading and consolidating the software stack, which further reduced the complexity of the IT landscape

Impact

- Reduced provisioning time from two-four weeks to 45 minutes
- Enabled customers to build and deploy applications faster and respond effectively to market and regulatory requirements
- Provided a secure and resilient platform with enhanced DR capability and a 20-30% reduction in TCO

Infosys | system integration capabilities on Microsoft Azure (page 4 of 6)

Solutions/IPs/products

Proprietary solutions/IPs/products (representative list)	
Event name	Details
Infosys Genome solution	<ul style="list-style-type: none"> • A data management and analytical platform that helps to drive analytics across the enterprise • It builds entity-centric pre-fabricated behavioral attributes by collating both internal and external data, which addresses 70% of AI/ML use cases and 80-90% of reporting insights • It helps to embed intelligence in sales, marketing, customer journey, and operational processes across channels in an accelerated manner
Infosys Helix	A provider lifecycle management platform that delivers provider recruitment, online application, credentialing, contracting, provider data management, and provider finder services
Infosys Mortgage solutions	A set of intelligent business process automation solutions in the mortgage servicing space with focus on document-centric processes that are high-effort intensive
Infosys Banking APIs Platform (IBAP)	An enterprise-class and integrated platform that helps organizations accelerate their open banking transformation journey with quality, speed, and scale. It is powered by region-specific open banking compliance and hundreds of ready-to-choose APIs.
Infosys Analytics Workbench	<ul style="list-style-type: none"> • A highly scalable data quality solution that breaks the barriers that lead to inefficient analytics life cycle by providing a platform that empowers self-service analytics • It provides capabilities for data discovery, wrangling, analytical modeling, model management, visualization, and self-service model consumption

Infosys | system integration capabilities on Microsoft Azure (page 5 of 6)

Partnerships

Partnerships (representative list)	
Partner name	Details of the partnership
Matilda	An integrated and unified cloud-agnostic platform for IT Ops transformation, which discovers all the on-premise and cloud-based applications along with their dependencies and migrates them to any cloud based on the user's choice
Snowflake	A cloud computing-based data warehousing company that provides Infosys with data storage, processing, and analytics solutions that are fast and easy to use
MongoDB	A source available cross-platform and document-oriented database program. It is a NoSQL database that stores data in JavaScript Object Notation (JSON)-like documents with flexible schemas.
Hashicorp	An open-source tool and commercial product that enables developers, operators, and security professionals to provision, secure, run, and connect cloud-computing infrastructure
Cloud Health	A financial operations solution that simplifies financial management, streamlines operations, and improves cross-organizational collaboration across a multi-cloud environment
Genesys	A cloud customer experience and contact center solution that Infosys positions as its lead customer experience offering. It also leverages and supports R&D, operations, and customer service for Genesys PureConnect.
CommVault	A data protection and data management software which is used for data backup and recovery, cloud and infrastructure management, retention, and compliance
Cloudwiry	A FinOps solution that delivers continuous savings, clear visibility, and research optimization backed by experienced practitioners
Saucelabs	A cloud-based testing for mobile and web applications, which enables organizations to increase revenue and grow their digital business by providing the visibility, analytics, and expertise needed to deliver digital experiences

Infosys | system integration capabilities on Microsoft Azure (page 6 of 6)

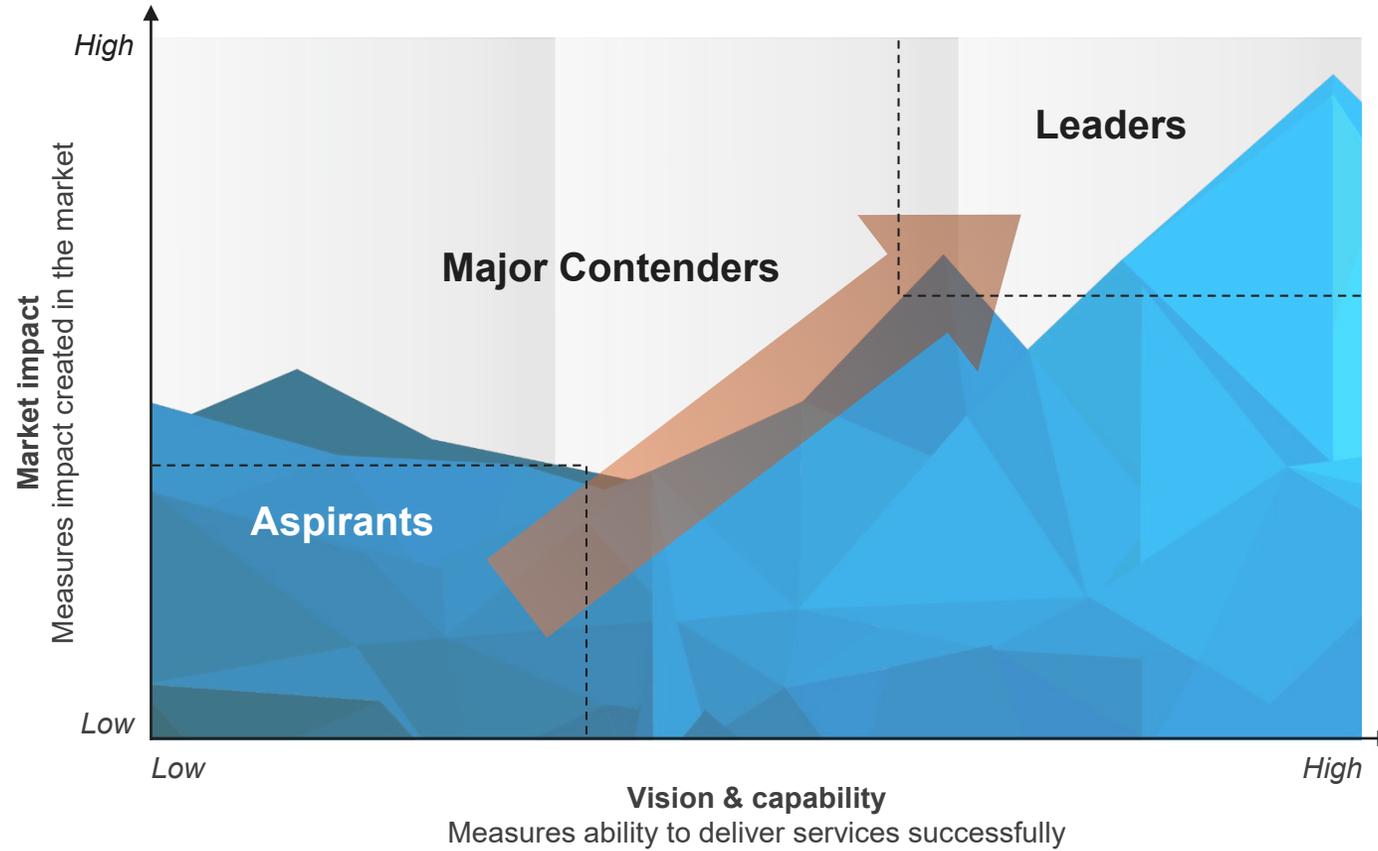
Investments & recent activities

Investments (representative list)	
Investment name	Details
Talent	<ul style="list-style-type: none">• Over 28,500 resources certified on Azure• Over 80,000 global talent in Azure technologies
Infosys innovation network	A program to identify technology start-ups and establish partnerships to provide innovative services to clients
Industry cloud solutions	A focused investment in co-creating industry solutions with increasing levels of maturity from platforms such as Analytics Workbench and Genome Solution to domain solutions such as the Banking API platform

Appendix

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

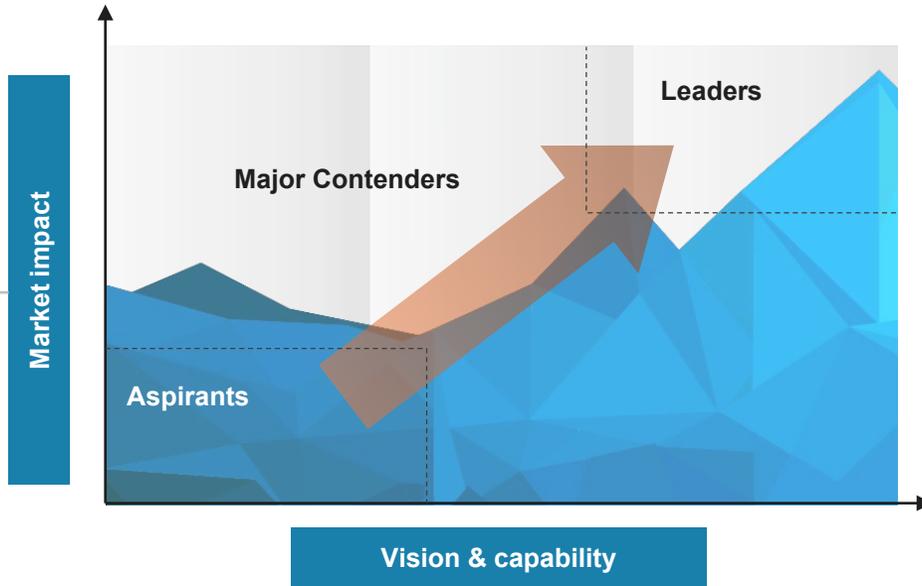
Everest Group PEAK Matrix



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



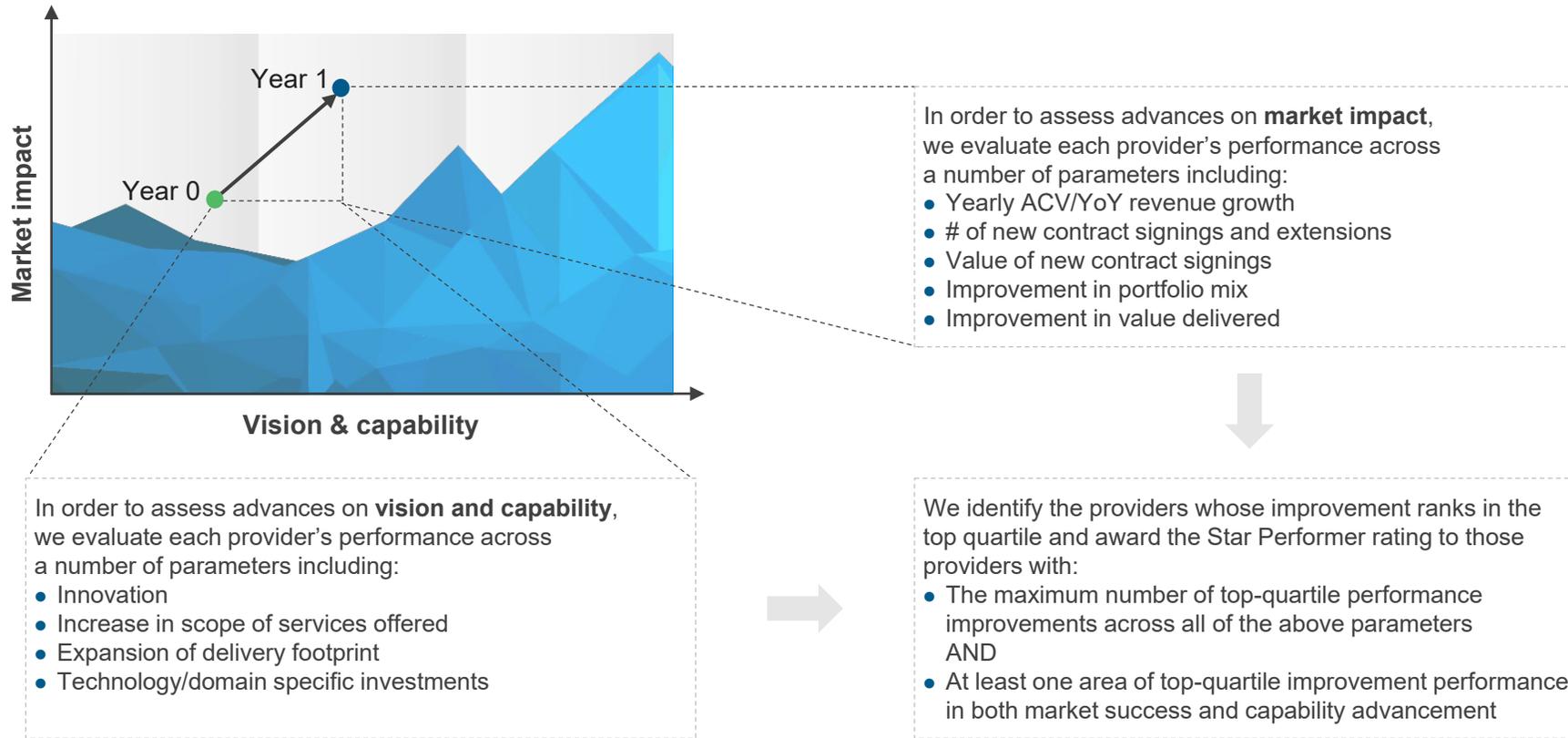
Measures ability to deliver services successfully. This is captured through four subdimensions

- 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, M&A, etc.
- Delivery footprint**
Delivery footprint and global sourcing mix

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

Methodology

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



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

FAQs

Does the PEAK Matrix® assessment incorporate any subjective criteria?

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.

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 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 the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

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.

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

- 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 included in our research reports

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

- 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](#)

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

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.



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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