

# Everest Group PEAK Matrix<sup>®</sup> for Google Cloud Platform (GCP) System Integrators 2021

Focus on Infosys  
December 2020



## Introduction and scope

Everest Group recently released its report titled [System Integrator \(SI\) Capabilities on Google Cloud Platform \(GCP\) PEAK Matrix® Assessment 2021](#). This report analyzes the changing dynamics of the GCP public cloud landscape and assesses system integrators across several key dimensions.

As a part of this report, Everest Group updated its classification of 18 system integrators on the Everest Group PEAK Matrix® for SI capabilities on GCP Services into Leaders, Major Contenders, and Aspirants. The PEAK Matrix® is a framework that provides an objective, data-driven, and comparative assessment of GCP system integrators based on their absolute market success and delivery capability.

Based on the analysis, **Infosys emerged as a Leader**. This document focuses on **Infosys'** SI capabilities on GCP and includes:

- Infosys' position on the SI capabilities on GCP Services PEAK Matrix®
- Detailed GCP services profile of Infosys

Buyers can use the PEAK Matrix® to identify and evaluate different system integrators. It helps them understand the system integrators' relative strengths and gaps. However, it is also important to note that while the PEAK Matrix® is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation and requirements and match them against system integrator capability for an ideal fit.

## Background of the research

- Enterprise consumption of cloud has experienced a dramatic shift, from a skeptical outlook to going all in on public cloud, in the last few years. More than 90 percent of enterprises already leverage one or more public clouds in their enterprise environment
- COVID-19 has further accelerated enterprise migration to public cloud as most enterprises saw clear business continuity benefits during the pandemic. Contrary to an expected slowdown due to COVID-19, most enterprises have accelerated their digital transformation efforts, with migration to public cloud being a key transformation lever
- Despite being a late entrant when compared to AWS and Azure, GCP has registered good growth and captured a meaningful share in the hyperscaler market. GCP's innovation-driven culture and offerings across infrastructure, platforms, data, and next-generation segments have helped it create a niche amongst the hyperscalers. With the recent restructuring of sales team and renewed go-to-market strategy, GCP has seen a spike in demand for its offerings. Rapid adoption, coupled with management complexities and talent crunch, is pushing enterprises to seek third-party support. System integrators help enterprises in navigating the GCP landscape across infrastructure, platform, data, and next-generation technology segments
- In this research, we present an assessment of 18 GCP cloud system integrators featured on the SI capabilities on GCP PEAK Matrix®

The assessment is based on Everest Group's annual RFI process conducted over 2020, interactions with GCP system integrators, client reference checks, and an ongoing analysis of the cloud services market.

### This report assessed the following 18 system integrators on the GCP PEAK Matrix® Assessment 2021:

- **Leaders:** Accenture, Atos, HCL Technologies, Infosys, TCS, and Wipro
- **Major Contenders:** Capgemini, Cloudreach, Cognizant, DXC Technology, GFT, Mphasis, NTT DATA, Sopra Steria, and Virtusa
- **Aspirants:** Aspire Systems, Coforge, and UST Global

#### Scope of this report:



**Geography**  
Global



**System integrators**  
18 leading cloud system integrators



**Services**  
Cloud services

# System Integrator (SI) Capabilities on Google Cloud Platform (GCP) PEAK Matrix® Services characteristics

## Leaders:

Accenture, Atos, HCL Technologies, Infosys, TCS, and Wipro

- Leaders have established successful businesses in GCP services, driven by capability building and experience across the infrastructure, platform, data, and next-generation capabilities
- These players continue to proactively drive investments in next-generation technology themes such as data & analytics and AI/ML and build strategic roadmaps for GCP services (internal IP/tools, partnerships, co-innovation labs, and CoEs)
- Leaders have a strong focus in driving alignment between the business and IT teams of enterprises to drive higher value through contextual solutions tailored to specific enterprise requirements
- All Leaders have a strong focus on driving large-scale/complex cloud transformation, specifically for the large enterprise segment (with annual revenue greater than US\$5 billion)

## Major Contenders:

Capgemini, Cloudreach, Cognizant, DXC Technology, GFT, Mphasis, NTT DATA, Sopra Steria, and Virtusa

- Major Contenders in the GCP services space include born in the cloud as well as established system integrators
- While global players strongly leverage/include their assets and data center footprint along with their GCP services offerings, “asset-light” providers leverage their partner technology ecosystem to provide these services
- These companies continue to invest aggressively in building their IP, partnership ecosystem, and delivery capabilities across the GCP services spectrum, as well as in increasing their global coverage

## Aspirants:

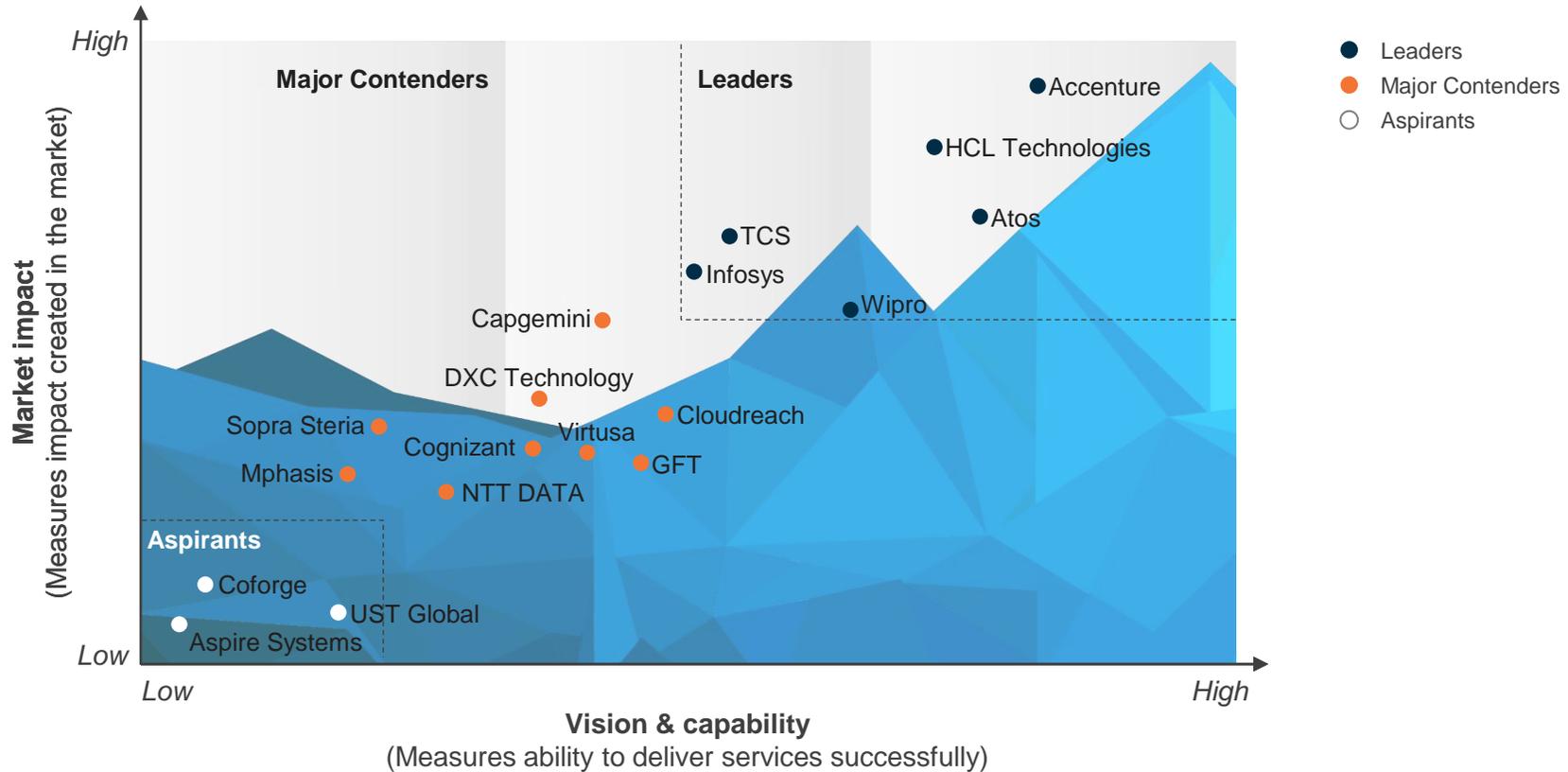
Aspire Systems, Coforge, and UST Global

- The GCP services business of Aspirants is in the initial stages of asset and capability maturity
- While these system integrators are making investments to build delivery capabilities and IP/tools, they will also need to develop and strengthen advisory and design services capabilities on GCP to build market awareness and credibility as strategic transformation partners for enterprises

# Everest Group PEAK Matrix®

## System Integrator (SI) Capabilities on Google Cloud Platform (GCP) Services PEAK Matrix® Assessment 2021 | Infosys positioned as Leader

### Everest Group System Integrator (SI) Capabilities on Google Cloud Platform (GCP) Services PEAK Matrix® Assessment 2021



Note: Assessment for Atos is based on Everest Group's proprietary Transaction Intelligence (TI) database, system integrator's public disclosures, and Everest Group's interactions with enterprises that have adopted GCP  
Source: Everest Group (2020)

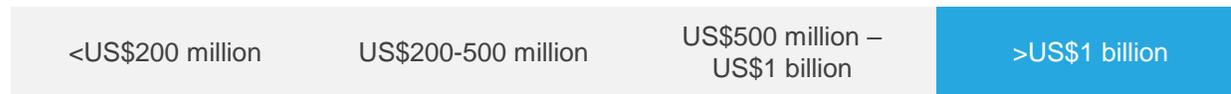
# Infosys | service provider capabilities on GCP (page 1 of 5)

## Overall cloud services overview

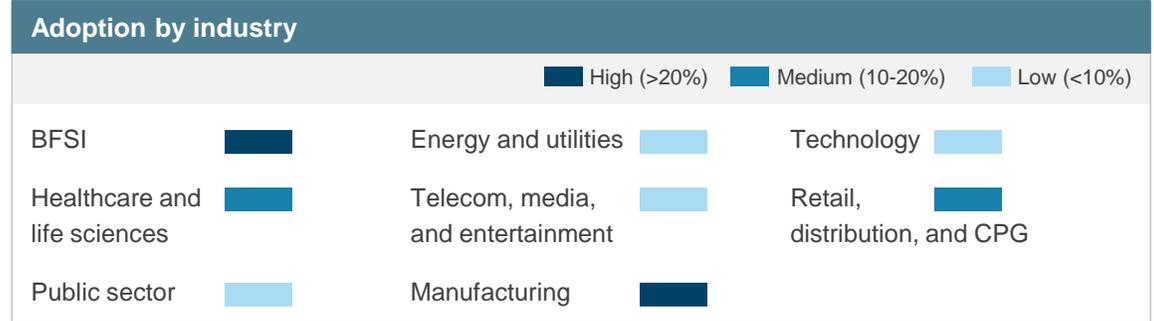
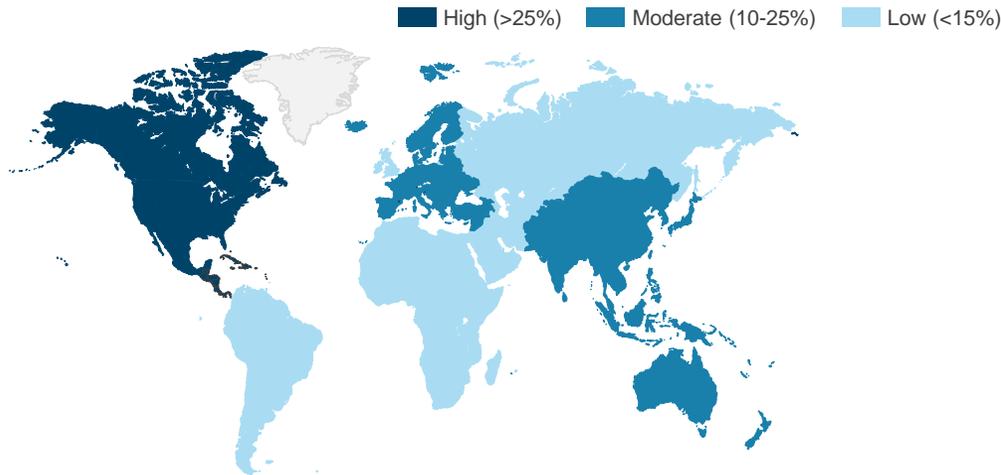
### Cloud services vision:

Infosys' cloud services' vision is to help redesign enterprises from core and build cloud-first capabilities to deliver seamless experiences. The firm aims to provide a blueprint to clients for launching next-generation services and co-creating solutions. With the recent launch of Infosys Cobalt, Infosys is looking to help businesses redesign the enterprise, from the core, and build new cloud-first capabilities to create seamless experiences in public, private, and hybrid cloud.

### Overall cloud services revenue (2019)



### Adoption by geography



Source: Everest Group (2020)

# Infosys | service provider capabilities on GCP (page 2 of 5)

## Capabilities on GCP overview

### GCP partnership overview:

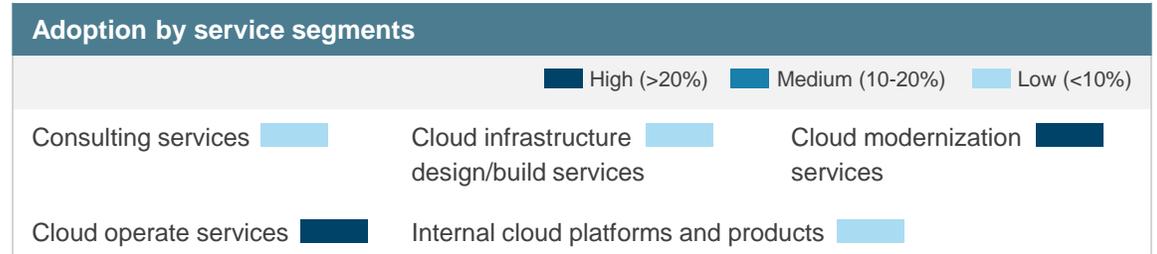
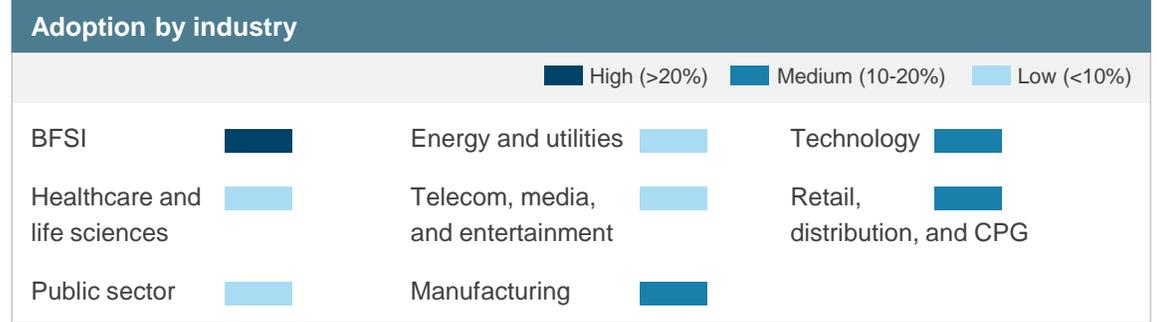
Infosys has been a GCP partner since 2015. Infosys is a Google Cloud and G Suite premier partner and qualified MSP. As a qualified MSP, Infosys offers clients full application life cycle services leveraging its cloud and data & analytics knowledge. The services include consulting, assessment, migration, optimization, and support for enterprises looking to optimize their workloads on Google Cloud.

### Revenue from GCP-related services (2019)



### GCP portfolio – key highlights (representative list)

- Infosys is Google MSP and certificated partner for G Suite
- Infosys offers differentiated solutions on Google Cloud including Infosys Information Grid, Infosys Digital Brain, Infosys Cortex2, and Infosys Media Platform
- Key use cases delivered on GCP include:
  - Customer genome with data
  - Cortex2 for contact center
  - Anti-money laundering
  - Anthos hybrid solution



# Infosys | service provider capabilities on GCP (page 3 of 5)

## Key solutions

### Proprietary solutions (representative list)

| Solution name                                     | Details   |
|---|---|
| iDSS - Infosys Data Services Suite                | A data management solution for legacy modernization, enterprise transformations, and data migration for migrating to relation databases and cloud-native databases  |
| Infosys DevOps Platform (IDP)                     | An integrated open-source platform that helps organizations accelerate their agile and DevOps transformation journey  |
| Workload Migration Suite                          | Codified and scientific approach to determine application readiness for cloud adoption and detailed planning for application migration including remediation and validation   |
| JuniperX  | A petabyte scale multi-cloud data management platform that is uniquely open-source. It manages seamless, secure, and reliable transfer of critical data irrespective of the CSP, automating the collection and delivery of data from a variety of on-premise locations to the cloud             |
| Infosys Polycloud Platform                        | A next-generation multi-cloud management platform which enables enterprises to accelerate and amplify their cloud-based transformation journey from 'Cloud First' to 'Cloud Smart'  |
| Infosys Cloud Native Development Platform         | A platform that supports open-source technologies and covers the entire range of application development life cycle from architecture evaluation to support. The platform covers automated provisioning, application development accelerators, and integrated DevSecOps and FinOps capabilities |
| Infosys Microservices Application Platform (IMAP) | A cloud integration productivity framework supported by accelerators, tools, and reusable assets that can be assembled into a complete cloud-native development squad operating platform for a client within two to four weeks  |
| Infosys Media Platform                            | Automate, digitize, and transform content distribution with intelligent metadata workflows for mastering localization, cataloging, and delivery   |
| Cortex2   | Using Google's CCAI within Infosys Cortex2 contact center solution  |

## Infosys | service provider capabilities on GCP (page 4 of 5)

### Case study, investments, and recent activities

| Case study   |   |
|--|---|
| <b>A high throughput, low latency platform for data-driven enterprise, reducing risk, and enhancing compliance</b> |   |
| Client   | A leading financial and investment major based in Europe  |
| Business challenge   | Real-time decisioning was a challenge owing to non-availability of data, as the data was separate across hundreds of systems. Business needed a capability to make the data available where it was needed, with extreme low latency from multitude of the source systems to make informed decisions and reduce risk and fight financial crime   |
| Solution   | A petabyte scale data platform was built leveraging open-source technologies, deployed on cloud to process at speed with on-demand capacity and reduced storage cost. The platform has more than 30+ adopters to extract source systems, 4096-bit encryption to ensure security, and end-to-end data lineage with reconciliation ensuring high quality data available in the target in least possible time. Analytical and reporting models were built on the target to address the business use cases of anti-money laundering |
| Impact   | <ul style="list-style-type: none"> <li>• 700+ applications integrated, 50 PB+ data moved to cloud, and availability of data to business reduced to minutes</li> <li>• 40 PB+ data moved to archival platform to save on the storage cost in excess of 50%</li> <li>• Created the platform for data monetization and other value-added use cases</li> </ul>  |

| Recent investments and activities (representative list) |   |
|---|---|
| Development   | Details   |
| New IPs   | Launched Infosys Cobalt in 2020, which provides 14,000 cloud assets and over 200 industry cloud solution blueprints to accelerate client's cloud transformation journey   |
| Acquisitions  | <ul style="list-style-type: none"> <li>• Acquired Simplus, a Salesforce integration consultant, for US\$250 million to strengthen its Salesforce capabilities and leverage Simplus' cloud consulting, implementation, and data integration</li> <li>• Acquired Kaleidoscope Innovation, a full-spectrum product design, development, and insights firm, innovating across medical, consumer, and industrial markets, bolstering capabilities in the design of smart products</li> </ul> |
| Partnerships  | <ul style="list-style-type: none"> <li>• Partnering with Google to developing contact center solution leveraging the power of AI and natural language processing</li> <li>• Partnered with Cornerstone, Treehouse, and Mongo Atlas to enhance GCP-specific initiatives</li> </ul>   |
| Delivery centers  | Launched design studio in Rhode island to drive human experience centered business transformation   |

# Infosys | service provider capabilities on GCP (page 5 of 5)

## Everest Group assessment – Leader

Measure of capability:  High  Low

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

### Strengths

- Infosys has developed industry-specific solutions such as Infosys Digital Brain that caters to retail & CPG and Infosys Media Platform that has end-to-end digital content management capabilities
- It has partnered with Google to develop Infosys Cortex2, a contact center solution leveraging AI and natural language processing for reimagining customer care operations
- Infosys has “Google Specializations” on cloud migration and data analytics and is a certified MSP
- It provides internal trainings through its Lex initiative, which is a key pillar of its reskilling initiative for GCP skills to deliver clients’ expectations
- It has evolved its offerings and value proposition to address the post-pandemic requirements of enterprises. Specifically, its latest offering “Infosys Cobalt” aims to deliver security, innovation, and speed-to-market under a single offering, with cloud as the bedrock

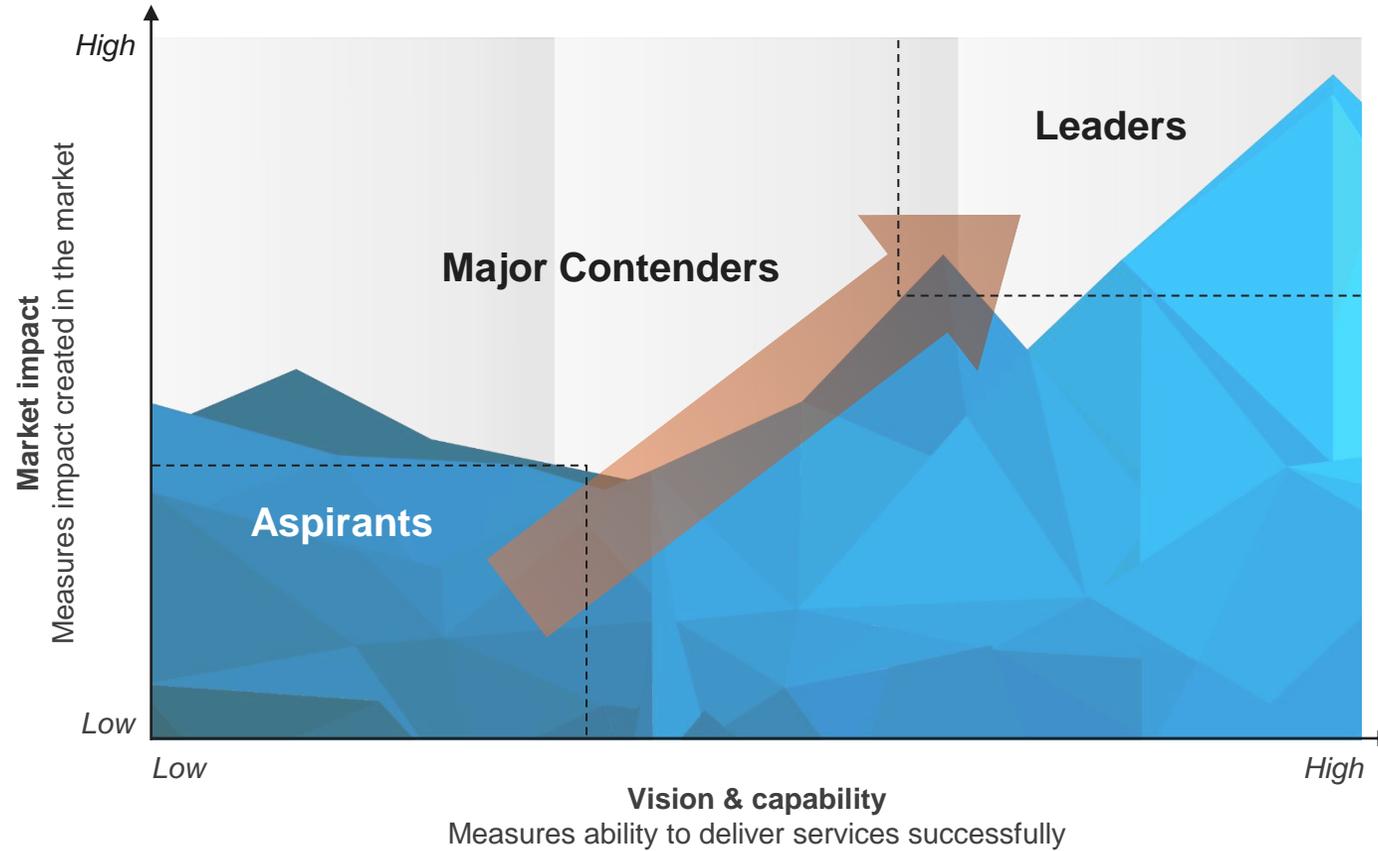
### Areas of improvement

- Infosys needs to further enhance its GTM strategy for Google Anthos to build more credence in hybrid cloud deal constructs
- Infosys needs to expand their external certified FTEs on Google and focus on acquiring “Google Specializations” in areas of application development and infrastructure
- It has made initial strides in driving consulting-led engagements focused on large transformations. However, there is further scope of improvement to compete with peers on similar engagements
- With SAP migration on GCP starting to gain significant traction, Infosys needs to build credible proof points and customer use cases to highlight competency in this space

# Appendix

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

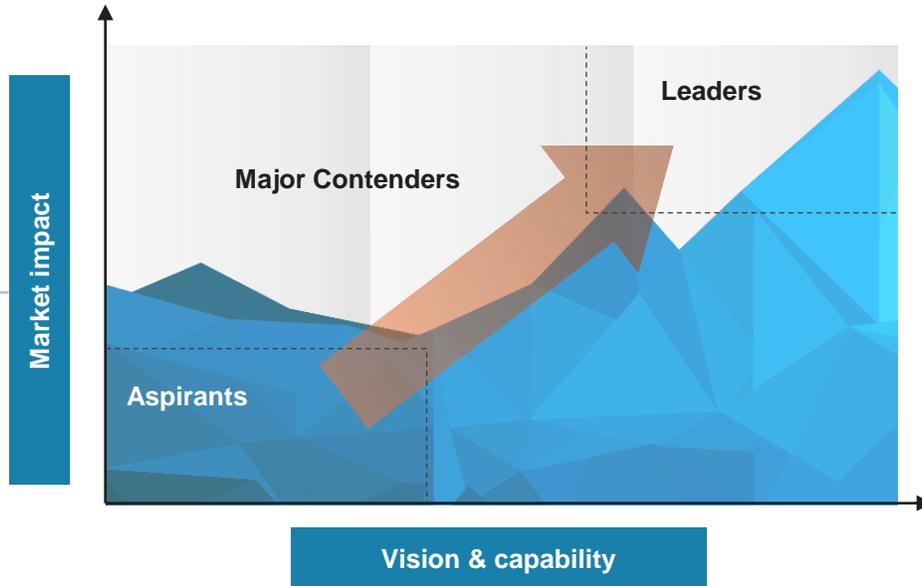
Everest Group PEAK Matrix



# 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

# FAQs

## **Does the PEAK Matrix® assessment incorporate any subjective criteria?**

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

## **Is being a “Major Contender” or “Aspirant” on the PEAK Matrix, an unfavorable outcome?**

No. The PEAK Matrix highlights and positions only the best-in-class service providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition

## **What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?**

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

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

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

## **What is the process for a service provider / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?**

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
  - Issue a press release declaring their positioning. See [citation policies](#)
  - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
  - Quotes from Everest Group analysts could be disseminated to the media
  - Leverage PEAK Matrix branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated POC at Everest Group.

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

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality as well as serve the future expectations of enterprises



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