



# Everest Group PEAK Matrix<sup>®</sup> for IT Managed Security Service (MSS) Providers 2021

Focus on Mphasis  
June 2021



## Background of the research

- The COVID-19 pandemic has proved to be a catalyst for MSS providers to thrive even during turbulent times, as enterprises were forced to take a step back and review their security posture and controls and reevaluate their ongoing security programs
- With unprecedented changes in IT budgets and shortage of cybersecurity talent, enterprises could not continue with their planned capex for cybersecurity. Meanwhile, MSSPs started gaining increased traction due to their investments in next-generation themes such as MDR, threat intelligence, advanced analytics, AI-/ML-enabled threat hunting, and detection
- The value proposition of these providers now revolves around orchestration and automation through modular, platform-led operations. Investment by these providers in areas such as IT/OT convergence, 5G security, connected vehicle SOC, establishing Zero Trust methodologies, and XDR is pushing enterprises to seek third-party support. These service providers are now helping enterprises clear the clutter and stay steadfast on their advanced managed security initiatives underpinned by strong security foundations

The assessment is based on Everest Group's annual RFI process conducted over Q1 2021, interactions with leading managed security service providers, and analysis of the managed security services marketplace.

**This report includes the profiles of the following 28 leading service providers featured on the IT Managed Security Services (MSS) PEAK Matrix®:**

- **Leaders:** Accenture, Atos, Capgemini, HCL Technologies, IBM, TCS, and Wipro
- **Major Contenders:** AT&T Cybersecurity, BT, Cognizant, Deloitte, DXC Technology, EY, Fujitsu, Infosys, LTI, Microland, Mphasis, NTT DATA, Orange Cyberdefense, Tata Communications, Tech Mahindra, T-Systems, and Zensar
- **Aspirants:** Computacenter, GAVS Technologies, Happiest Minds, and YASH Technologies

### Scope of this report:



**Geography**  
Global



**Service providers**  
28



**Services**  
IT managed security services

## IT Managed Security Services PEAK Matrix® characteristics

### Leaders:

Accenture, Atos, Capgemini, HCL Technologies, IBM, TCS, and Wipro

- Leaders have gained significant mindshare among enterprise clients due to the depth and breadth of their MSS portfolio. These players have built a strong focus on themes such as threat hunting, anomaly detection, threat intelligence, cyber forensics, and breach containment and recovery
- These providers have a highly balanced portfolio and continue to keep pace with market dynamics through continued investments in next-generation security solutions and services capability development (internal IP/tools, partnerships, etc.)
- Current Leaders face a stiff challenge from Major Contenders, in both new and rebid deal situations. Leaders need to continue focusing on building effective solutions across traditional and next-generation security themes, which are well-balanced and address the seemingly conflicting dual mandate from enterprises to optimize the “run” costs for security and offer innovation to provide “change” operations leveraging automation, AI, and ML

### Major Contenders:

AT&T Cybersecurity, BT, Cognizant, Deloitte, DXC Technology, EY, Fujitsu, Infosys, LTI, Microland, Mphasis, NTT DATA, Orange Cyberdefense, Tata Communications, Tech Mahindra, T-Systems, and Zensar

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

### Aspirants:

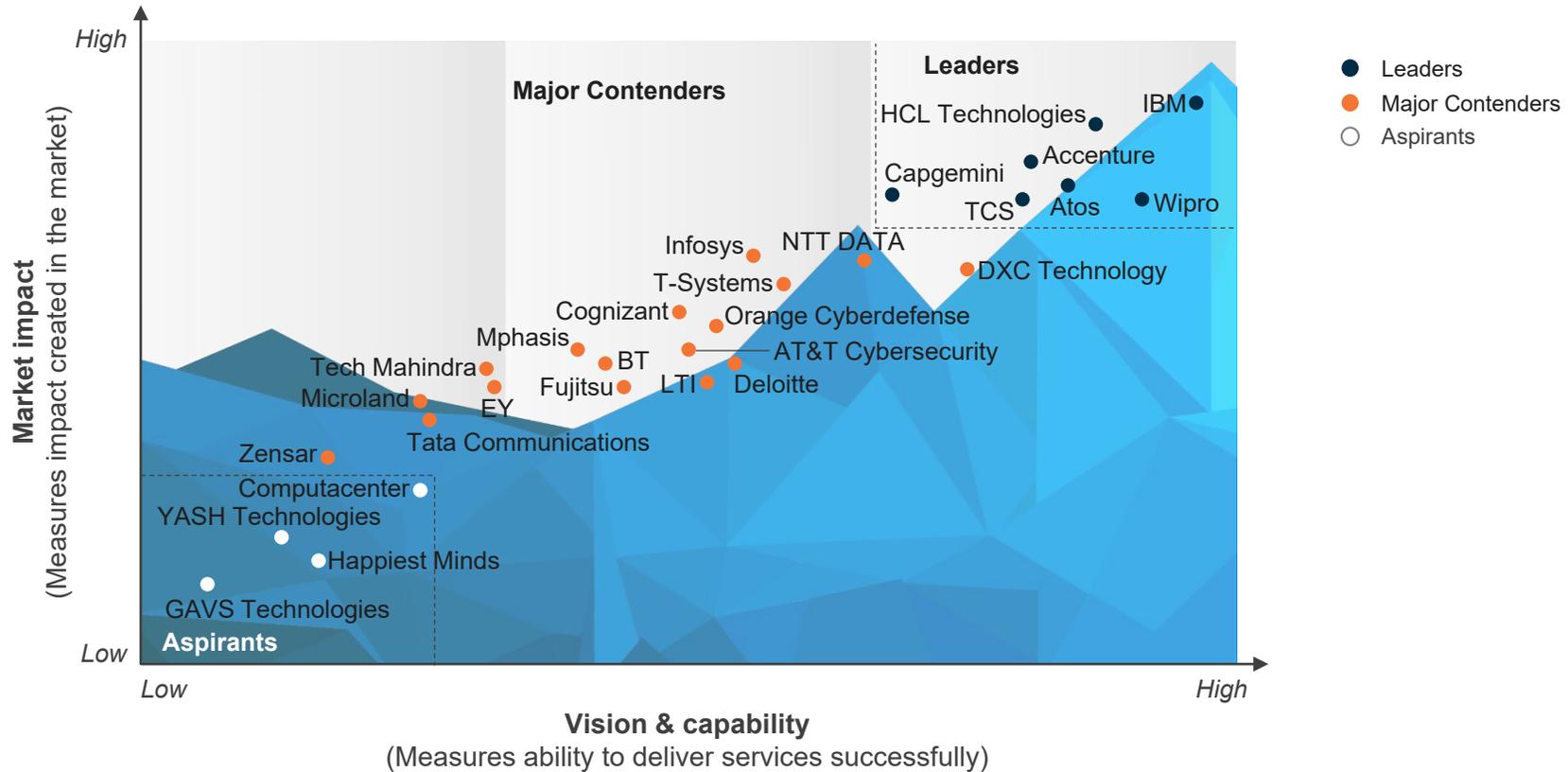
Computacenter, GAVS Technologies, Happiest Minds, and YASH Technologies

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

# Everest Group PEAK Matrix®

## IT Managed Security Services (MSS) PEAK Matrix® Assessment 2021 | Mphasis positioned as Major Contender

### Everest Group IT Managed Security Services (MSS) PEAK Matrix® Assessment 2021



Note: Assessments for Accenture, Atos, AT&T Cybersecurity, BT, Deloitte, EY, and IBM excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers  
 Source: Everest Group (2021)

# Mphasis | IT managed security services profile (page 1 of 3)

## Everest Group assessment – Major Contender

Measure of capability:  High  Low

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

### Strengths

- Mphasis’ managed security offerings span the whole gamut of enterprise estate, underpinned by investments in IPs, accelerators, and partner ecosystem
- The main highlight of its MSS portfolio is Mphasis InfraGenie™ that brings SecOps, SOC, SecGRC, and IT-Ops under one umbrella
- It has made investments in threat intel platform that orchestrates commercial and open-source threat intelligence and provides IOC for threat hunting and security monitoring
- It takes a tiered approach to security transformation – intelligent SOC and incident response, threat prediction, and AI-/ML-led cyber defense are the three key tenets of the approach
- Mphasis is vendor-agnostic and has established itself as a credible partner for cybersecurity management and monitoring services, specifically in the North American region

### Limitations

- Mphasis’ managed security services delivery model is highly offshore-centric. It needs to build a balanced delivery model across regions to serve clients better
- Its MSS business is highly concentrated in the North American region, with limited presence in emerging markets such as Europe and APAC; it needs to further augment its delivery capabilities beyond the region to better position itself as a strategic partner for global enterprises
- It lags peers in terms of taking a verticalized approach to deliver MSS, which may not be suitable for clients looking at contextualized managed security services
- Mphasis’ MSS portfolio does not cover breach attack simulation, cyber deception services, and OT security monitoring and management

# Mphasis | IT managed security services profile (page 2 of 3)

## Overview

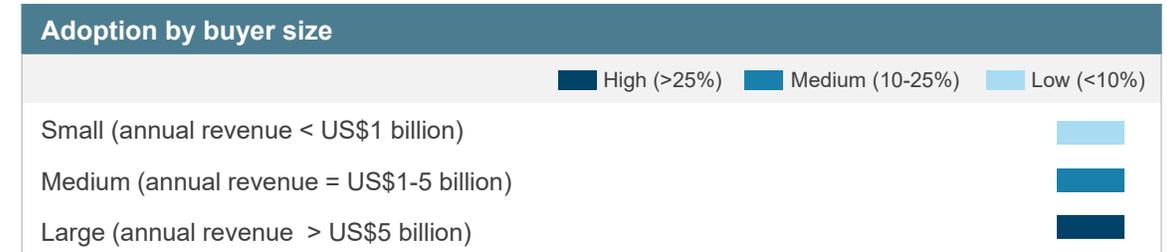
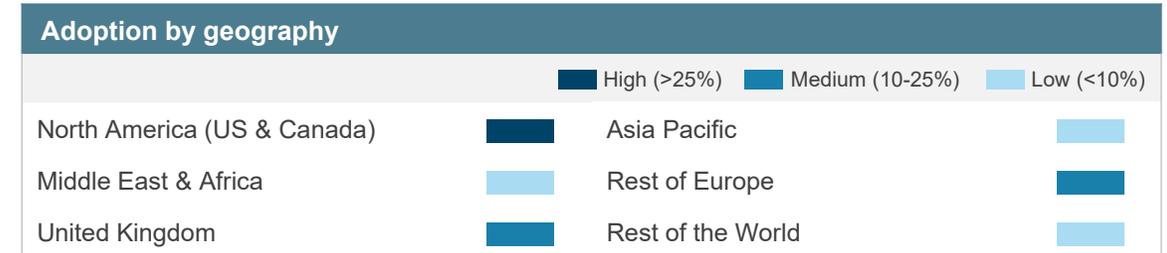
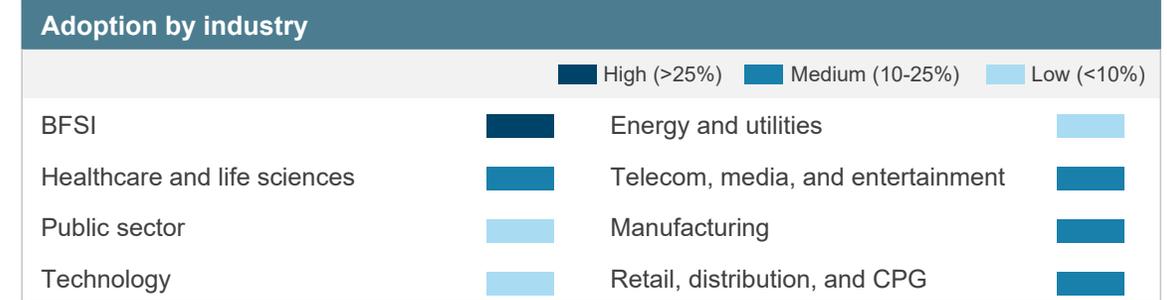
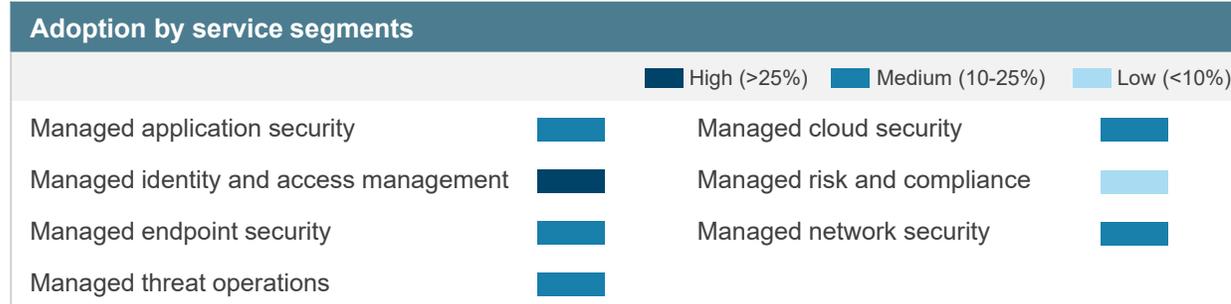
### Scope of coverage:

With 550 employees dedicated to IT managed security services, Mphasis manages ~1 million identities, ~7.45 million IP addresses, and over 70,000 firewalls / intrusion prevention devices. Mphasis also manages more than 4.8 million end-user devices including physical desktops/laptops, mobile devices, etc. and handles ~1 million events per day.

### IT managed security services revenue



**Vision:** Mphasis aims at delivering a robust security posture making security as an enabler for transformation for their customers using a combination of the right tools, automation, and mature service delivery framework. The company’s vision is to protect its clients’ existing investments, maximize value, strategize future security investments, structure security program with business goals at the forefront, and provide security with speed & agility using its expertise, cognitive intelligence, and automation. It also envisions becoming a trusted partner to its clients in the cybersecurity risk management journey.



## Mphasis | IT managed security services profile (page 3 of 3)

### Key offerings, investments, and recent activities

#### Proprietary solutions (representative list)

Solution name	Details
ARBAC	The solution is used to automate the manual process of role-based access control implementation by creating a platform-specific script (Windows, Unix, SQL, Oracle) from data pull, data validation, data permission, and clean-up.
InfraGenie	An intelligent automation platform that predicts incidents, reduces manual intervention and automates multiple activities for the client. The solution enables implementation of single pane of glass for security operations by integrating security governance, and IT-Ops for infrastructure (hybrid/cloud) and applications.
SecureGraf	Threat detection and social media analytics engine
Digital Security Utility (DSU)	An authentication-as-a-platform service designed for end-users that enables increased protection

#### Key partnerships/alliances leveraged to deliver IT managed security services

Name	Type of investment	Details of investment
Securonix	Technology partnership	Provides SOC as a service by leveraging Securonix's AI-/ML-based UEBA, SIEM, and SOAR platform
SailPoint	Technology partnership	Provides Identity Governance and Administration (IGA) services by leveraging SailPoint
Microsoft	Technology partnership	Leverages Microsoft's solution stack for security in a box service along the lines of Zero Trust framework
CyberArk	Technology partnership	Provides Privilege Access Management (PAM) services by leveraging CyberArk
Okta	Technology partnership	Provides IAM and PIM/PAM services by leveraging OKTA's capabilities

Mphasis also has partnership with FireEye, HP ArcSight, PwC, Microsoft, Tenable, AWS amongst others.

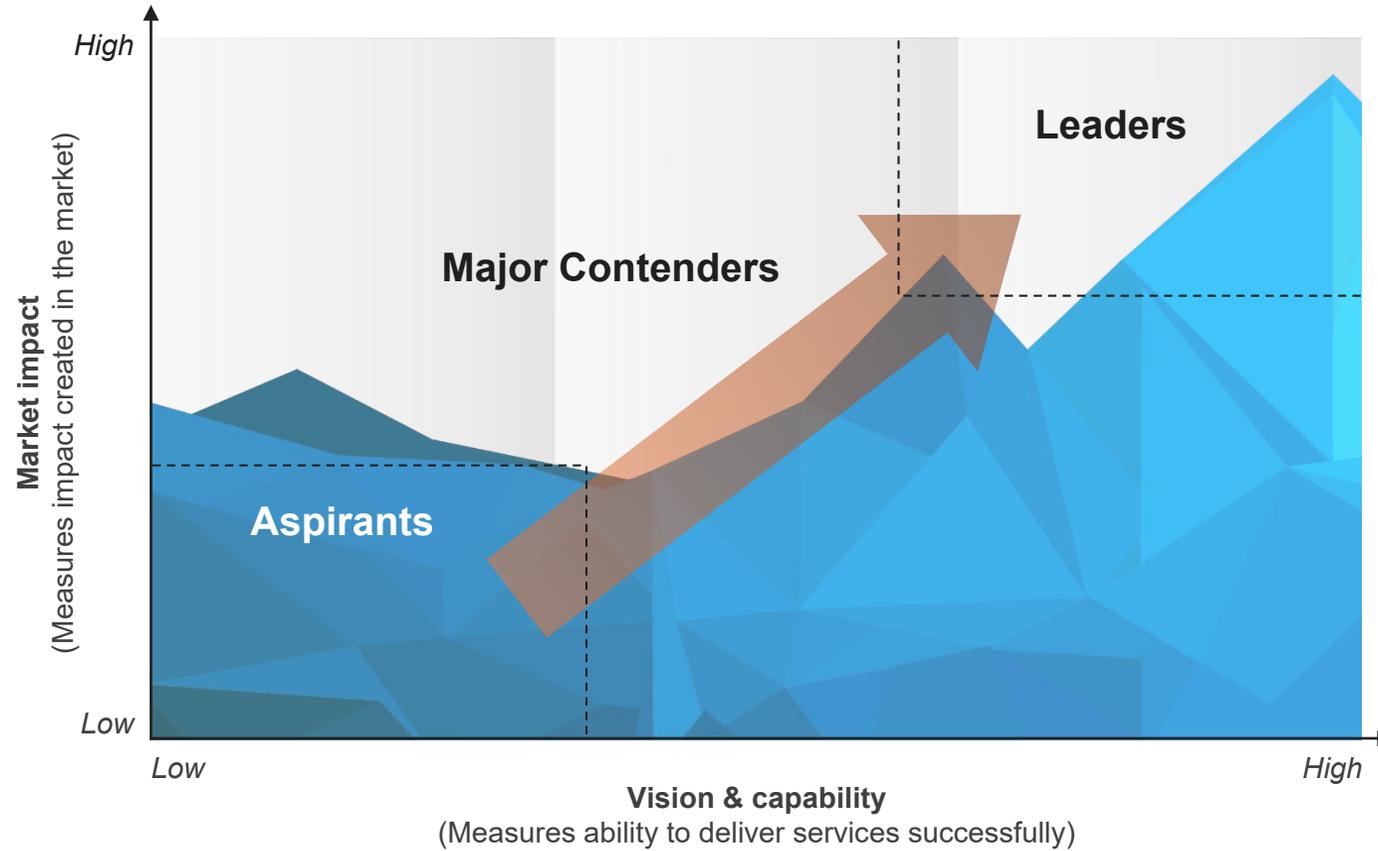
#### Recent investments and activities (representative list)

Development	Details
Venture investment	Mphasis has invested in a collaboration platform that creates a partnership between Mphasis and enterprise customers and different start-ups globally.

# Appendix

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

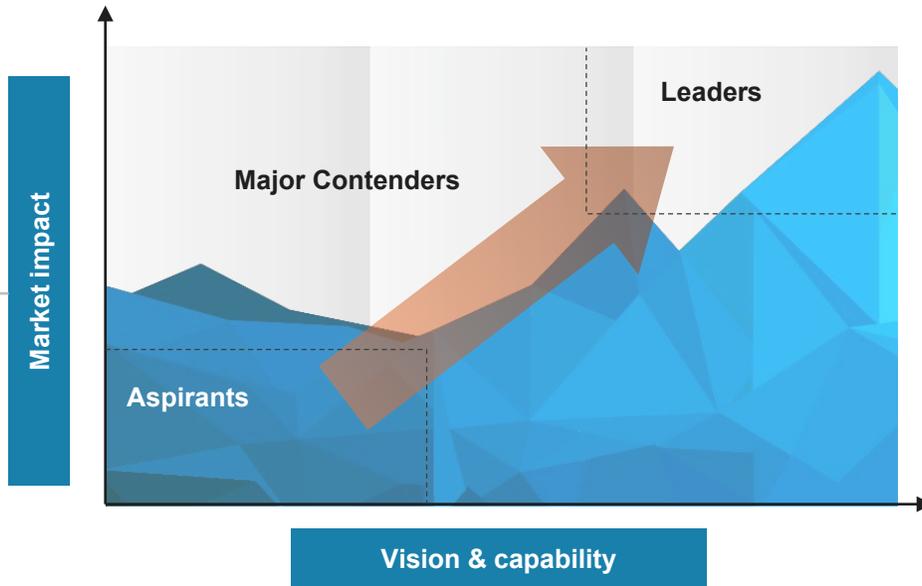
Everest Group PEAK Matrix



# 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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