Everest Group PEAK Matrix™ for IT Security Services

Focus on Mphasis

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M A T R I X

Introduction and scope

Everest Group recently released its report titled "IT Security Services – Market Trends and PEAK Matrix™ Assessment: Security – The Biggest Digital Insecurity".

As a part of this report, Everest Group analyzed 17 leading service providers on the Everest Group PEAK Matrix specific to IT security services and categorized them into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a composite framework that provides an objective, data-driven, and comparative assessment of IT security service providers based on their absolute market success and delivery capability.

Based on the analysis, **Mphasis emerged as a Major Contender and Star Performer**. This document focuses on Mphasis' IT security services experience and capabilities. It includes:

- Mphasis' position on the IT security services PEAK Matrix
- Detailed profile of Mphasis' IT security services capabilities

Buyers can use the PEAK Matrix to identify and evaluate different service providers. It helps them understand the service providers' 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 service provider capability for an ideal fit.

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Background of the research

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- Security threats are increasing in complexity, size, and variety. The rapid digitalization has made the enterprise IT security landscape highly complex and challenging to handle, as CISOs look to guard their enterprise environments against burgeoning internal and external threats. The proliferation in digital touch-points, driven by increasing adoption of next-generation technologies / delivery models such as cloud, IOT, mobility, and social media have rendered existing traditional enterprise security and risk mitigation strategies obsolete. Enterprises are now required to take a more intelligence-driven, holistic security approach to deal with this rapidly changing threat landscape

- Technology complexities associated with security service deployment and lack of internal skills is pushing enterprises to increasingly seek third-party support for security services. Service providers are beefing up their global security service delivery capabilities and coverage, expanding their partnership networks to align with next-generation security requirements of clients, and investing in nurturing their security services talent in order to stay relevant

- In this research, we present fact-based trends impacting the security services market, along with the assessment and detailed profiles of 17 IT service providers featured on the IT security services PEAK Matrix. Each service provider profile gives a comprehensive picture of their security services vision, services suite, scale of operations, key solutions, and partnerships

- The assessment is based on Everest Group's annual RFI process conducted over Q1 and Q2 2017, interactions with leading IT security service providers, and analysis of the IT security services marketplace

Scope of this report:

- **Services:** IT security services
- **Geography:** Global
- **Service providers:** 17 leading IT service providers
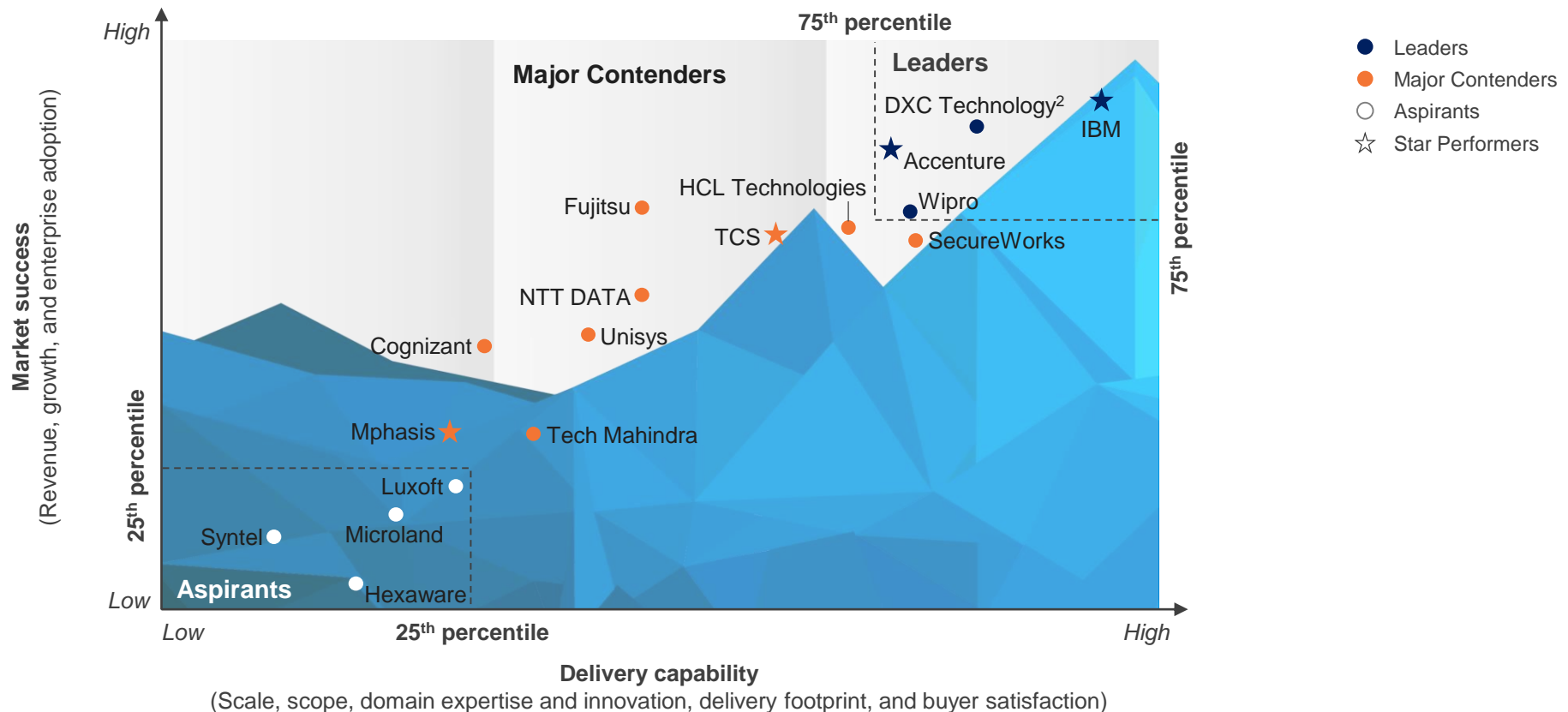
This report includes the profiles of the following 17 service providers on the IT security services PEAK Matrix:

- **Leaders:** Accenture, DXC Technology, IBM, and Wipro
- **Major Contenders:** Cognizant, Fujitsu, HCL Technologies, Mphasis, NTT DATA, SecureWorks, TCS, Tech Mahindra, and Unisys
- **Aspirants:** Hexaware, Luxoft, Microland, and Syntel

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Everest Group PEAK Matrix™
IT Security Services – Market Trends and PEAK Matrix Assessment | Mphasis positioned as Major Contender and Star Performer

Everest Group PEAK Matrix™ for IT security services[1]

Delivery capability
(Scale, scope, domain expertise and innovation, delivery footprint, and buyer satisfaction)

1   Assessment for Cognizant, Fujitsu, IBM, DXC Technology, and Unisys excludes service provider inputs for this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, service provider public disclosures, and interaction with buyers

2   HPE Services and CSC have now combined to form DXC Technology

Source: Everest Group (2017)

IT security services overview

Strengths
• Credible investments in developing its security solution portfolio addressing next-generation concepts such as big data analytics, automation
• Has established itself as a cost-effective partner for security implementation, management, and monitoring services in the North American region

Areas of improvement
• Limited proof points in driving large-scale security transformation leveraging existing solutions
• Focus on extending its delivery capabilities beyond North America to Europe and APAC; further invest in next-generation security themes to stay relevant

Scope of coverage: Mphasis is estimated to have over 400 FTEs dedicated to IT security services. The company manages ~7 million IP addresses and 65,000 firewalls/intrusion prevention devices. Mphasis manages ~4.5million end-user devices including physical desktops/laptops, mobile devices, etc.

IT security services revenue

<US$200 million	US$200-US$500 million	US$500 million-US$1 billion	>US$1 billion

Adoption by service type
Legend: High (>20%) | Medium (10-20%) | Low (<10%)

Consulting	Design & implementation	Managed services	As-a-service
Medium	High	High	Low

Adoption by industry
Legend: High (>20%) | Medium (10-20%) | Low (<10%)

BFSI	High	Energy and utilities	Low
Technology	Medium	Healthcare and life sciences	High
Manufacturing	Low	Retail, distribution, and CPG	Low
Public	Low	Telecom, media, and entertainment	Low

Adoption by buyer groups
Legend: High (>20%) | Medium (10-20%) | Low (<10%)

Small (annual revenue < US$1 billion)	Low
Medium (annual revenue = US$1-5 billion)	Medium
Large (annual revenue > US$5 billion)	High

Adoption by service segments
Legend: High (>20%) | Medium (10-20%) | Low (<10%)

Identity & access management	High	Network security	High
Application security	Low	Risk management and compliance	Medium
Data security	Low	Cloud security	Low
End-point security	High		

Adoption by geography
Legend: High (>25%) | Moderate (10-25%) | Low (<10%)

Source: Everest Group (2017)

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IT security services offerings

NOT EXHAUSTIVE

Mphasis' vision for IT security is to provide its clients with solutions that address security challenges across their hybrid IT. Mphasis aims to achieve this vision by consistently delivering integrated security operations as a service through its MTrust platform that has inbuilt automation, intelligent threat analytics, and threat response.

Proprietary solutions (representative list)

Solution	Details
MTrust	It is a threat analytics platform, driven by Big Data, that identifies critical actionable intelligence from terabytes of log and event metadata.
ARBAC	The solution automates the manual process of role-based access control implementation by creating platform-specific (Windows, Unix, SQL, Oracle) set of scripts starting from data pull, data validation, data permission, and clean-up.
InfraGenie	It is an intelligent automation platform that predicts incidents, reduces manual intervention, automates most activities, and saves money for the client in the process.
Digital Security Utility (DSU)	It is an authentication-as-a-service platform, designed for end users, optimized for adoption, and enabled for increased protection.

IT security services partnerships (representative list)

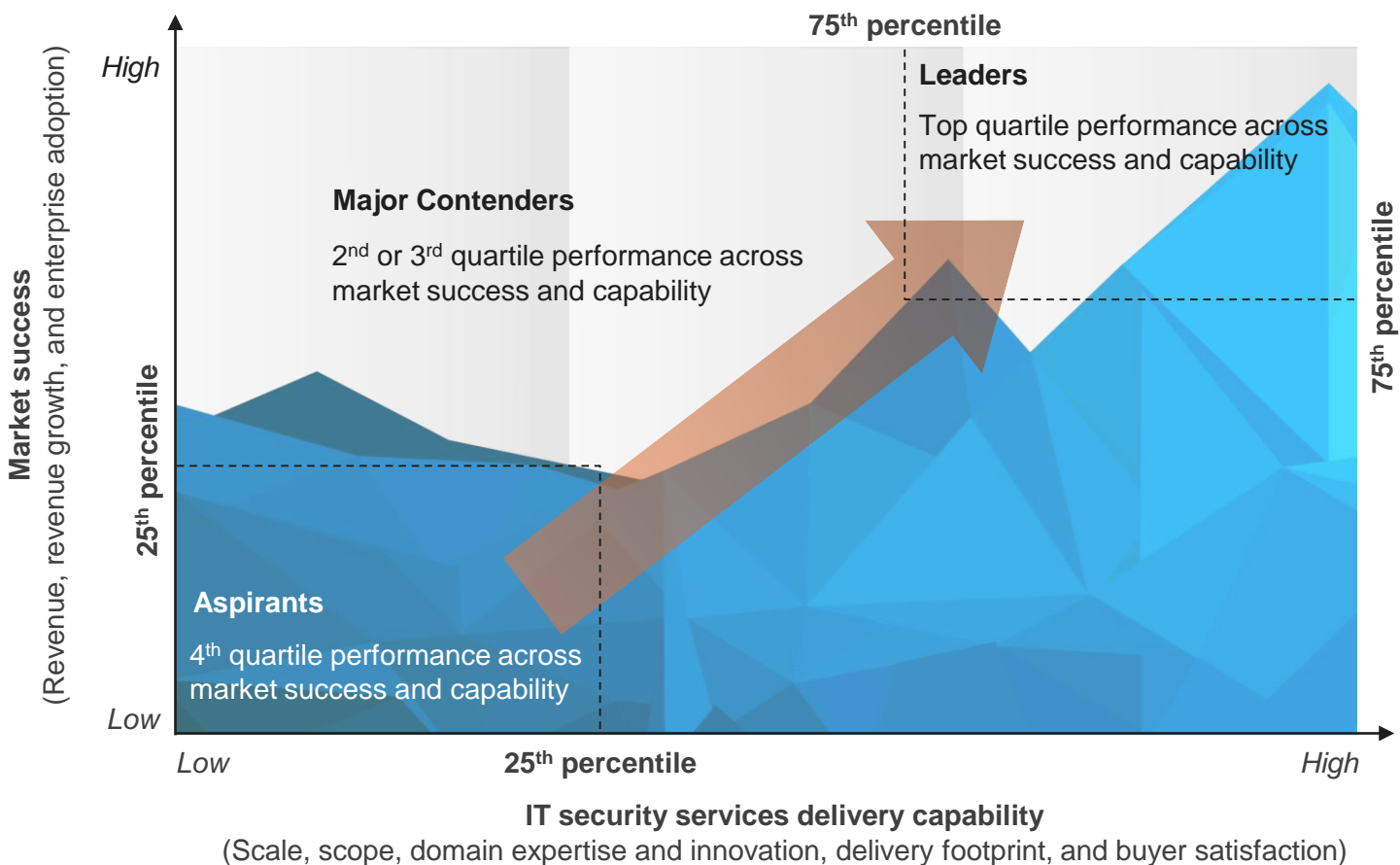| Partner name	Type of partnership	Details
Paladion	Technology partnership	Provides cyber security services by leveraging Paladion's security orchestration and automation platform
Checkpoint	Technology partnership	Provides network security, endpoint security, and data security services
Resilient	Technology partnership	Provides integrated security offerings
Additionally, Mphasis has partnerships with Cisco, McAfee, HPE Arcsight, and Collibra.		

Recent activities (representative list).

Development	Details
Acquisition of Digital Risk LLC	In February 2013, Mphasis completed the acquisition of U.S.-based Digital Risk LLC, one of the leading providers of solutions related to risk, compliance, and transaction management to the U.S. mortgage market.

Source: Everest Group (2017)
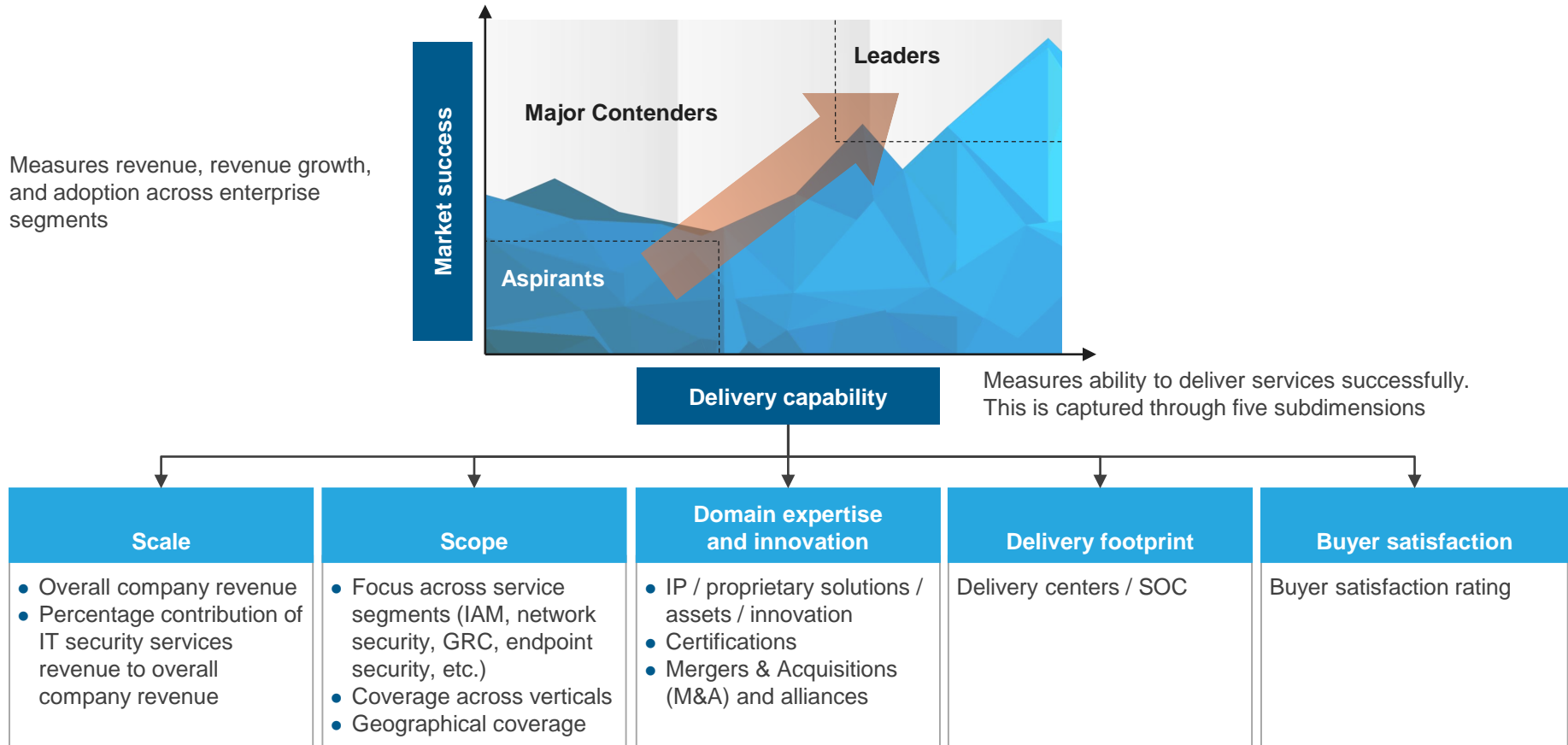
Appendix

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Everest Group PEAK Matrix™ is a proprietary framework for assessment of a service provider's capability

Everest Group PEAK Matrix for IT security services

Market success
(Revenue, revenue growth, and enterprise adoption)

IT security services delivery capability
(Scale, scope, domain expertise and innovation, delivery footprint, and buyer satisfaction)

75th percentile

Leaders
Top quartile performance across market success and capability

Major Contenders
2nd or 3rd quartile performance across market success and capability

Aspirants
4th quartile performance across market success and capability

High

Low

25th percentile

75th percentile

Low   25th percentile   High

Everest Group's PEAK Matrix is a composite index of a range of distinct metrics related to a service provider's scale, scope, technology/domain investments, delivery footprint, and resultant market success in the context of a given services function.
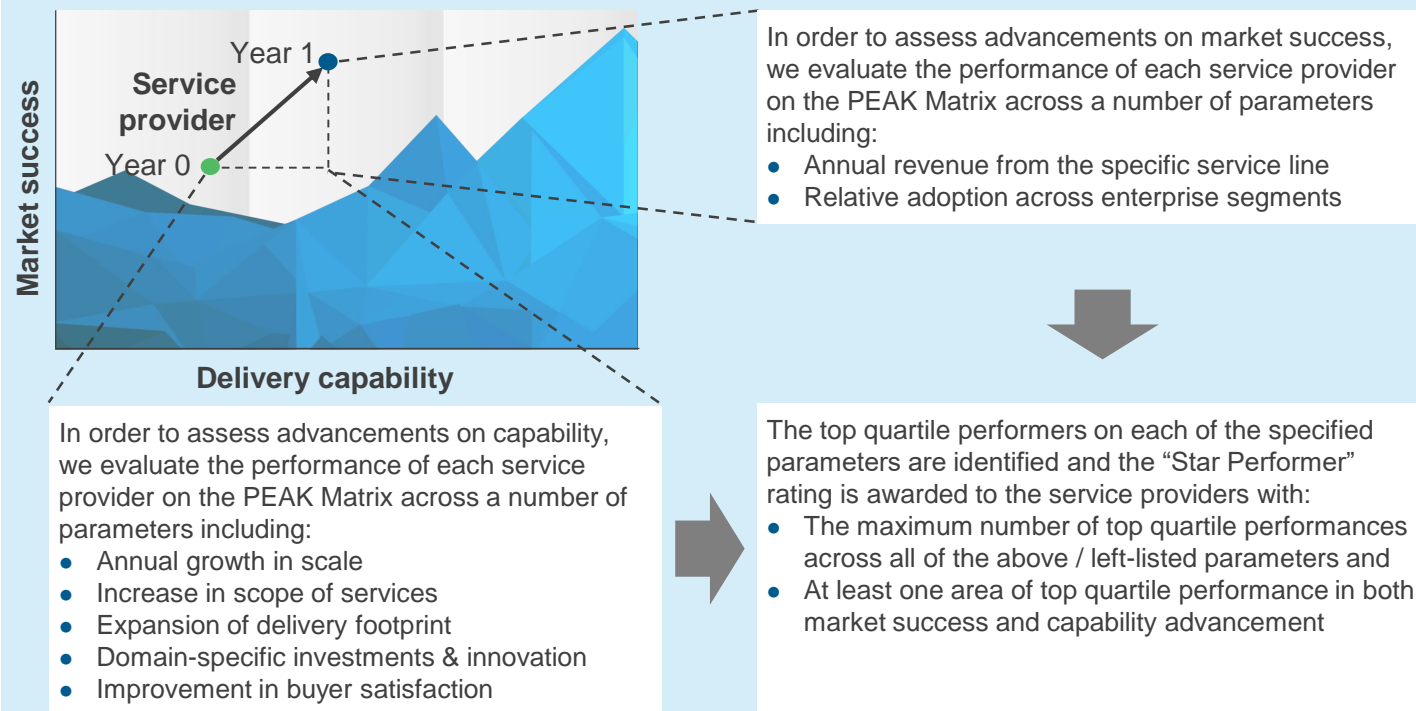
Dimensions of service providers' capability and market success underlying the PEAK Matrix

Measures revenue, revenue growth, and adoption across enterprise segments

Market success

Leaders

Major Contenders

Aspirants

Delivery capability

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

Scale	Scope	Domain expertise and innovation	Delivery footprint	Buyer satisfaction
• Overall company revenue • Percentage contribution of IT security services revenue to overall company revenue	• Focus across service segments (IAM, network security, GRC, endpoint security, etc.) • Coverage across verticals • Geographical coverage	• IP / proprietary solutions / assets / innovation • Certifications • Mergers & Acquisitions (M&A) and alliances	Delivery centers / SOC	Buyer satisfaction rating

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Additionally, Everest Group confers the "Star Performers" title on the providers that demonstrate the strongest forward movement over time on the PEAK Matrix™

Methodology
Everest Group selects Star Performers based on the relative YOY movement of each service provider on the PEAK Matrix

In order to assess advancements on market success, we evaluate the performance of each service provider on the PEAK Matrix across a number of parameters including:
- Annual revenue from the specific service line
- Relative adoption across enterprise segments

In order to assess advancements on capability, we evaluate the performance of each service provider on the PEAK Matrix across a number of parameters including:
- Annual growth in scale
- Increase in scope of services
- Expansion of delivery footprint
- Domain-specific investments & innovation
- Improvement in buyer satisfaction

The top quartile performers on each of the specified parameters are identified and the "Star Performer" rating is awarded to the service providers with:
- The maximum number of top quartile performances across all of the above / left-listed parameters and
- At least one area of top quartile performance in both market success and capability advancement

2017 IT security services Star Performers

The "Star Performers" title relates to YOY performance for a given service provider and does not reflect the overall market leadership position. Those identified as "Star Performers" may include "Leaders," "Major Contenders," or "Aspirants."

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Does the PEAK Matrix™ assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix™ assessment adopts an objective and fact-based approach (leveraging service provider 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 briefings

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

No. PEAK Matrix™ highlights and positions only the best-in-class service providers in a particular functional/vertical services area. 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"?

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 for their specific requirements. It also helps providers 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 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

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What is the process for a service provider to leverage their PEAK Matrix™ positioning status ?

Providers can use their PEAK positioning rating in multiple ways including:

- Issue a press release declaring their positioning/rating

- Customized PEAK profile for circulation (with clients, prospects, etc.)

- Quotes from Everest Group analysts could be disseminated to the media

- Leverage PEAK 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

About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

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