Everest Group PEAK Matrix™ for IT Security Services

Focus on Mphasis
September 2017
Introduction and scope


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.
Background of the research

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
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

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

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

Leaders
Major Contenders
Aspirants
Star Performers

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)
Mphasis | IT security services profile (page 1 of 2)

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 ~4.5 million end-user devices including physical desktops/laptops, mobile devices, etc.

**IT security services revenue**

<table>
<thead>
<tr>
<th>Revenue Range</th>
<th>High (&gt;20%)</th>
<th>Medium (10-20%)</th>
<th>Low (&lt;10%)</th>
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<tbody>
<tr>
<td>&lt;US$200 million</td>
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<tr>
<td>US$200-US$500 million</td>
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<tr>
<td>US$500 million-US$1 billion</td>
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<tr>
<td>&gt;US$1 billion</td>
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</tbody>
</table>

**Adoption by service segments**

<table>
<thead>
<tr>
<th>Service Segment</th>
<th>High (&gt;20%)</th>
<th>Medium (10-20%)</th>
<th>Low (&lt;10%)</th>
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<tbody>
<tr>
<td>Identity &amp; access management</td>
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<tr>
<td>Application security</td>
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<td>Data security</td>
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<tr>
<td>Cloud security</td>
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<tr>
<td>End-point security</td>
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<tr>
<td>Network security</td>
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<tr>
<td>Risk management and compliance</td>
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</tbody>
</table>

**Adoption by service type**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>High (&gt;20%)</th>
<th>Medium (10-20%)</th>
<th>Low (&lt;10%)</th>
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<tbody>
<tr>
<td>Consulting</td>
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<tr>
<td>Design &amp; implementation</td>
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<tr>
<td>Managed services</td>
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<tr>
<td>As-a-service</td>
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</table>

**Adoption by industry**

<table>
<thead>
<tr>
<th>Industry</th>
<th>High (&gt;20%)</th>
<th>Medium (10-20%)</th>
<th>Low (&lt;10%)</th>
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</thead>
<tbody>
<tr>
<td>BFSI</td>
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<tr>
<td>Technology</td>
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<tr>
<td>Manufacturing</td>
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<tr>
<td>Public</td>
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<tr>
<td>Energy and utilities</td>
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<tr>
<td>Healthcare and life sciences</td>
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<tr>
<td>Retail, distribution, and CPG</td>
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<tr>
<td>Telecom, media, and entertainment</td>
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</tbody>
</table>

**Adoption by buyer groups**

<table>
<thead>
<tr>
<th>Buyer Group</th>
<th>High (&gt;20%)</th>
<th>Medium (10-20%)</th>
<th>Low (&lt;10%)</th>
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</thead>
<tbody>
<tr>
<td>Small (annual revenue &lt; US$1 billion)</td>
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<td></td>
<td></td>
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<tr>
<td>Medium (annual revenue = US$1-5 billion)</td>
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<td></td>
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<tr>
<td>Large (annual revenue &gt; US$5 billion)</td>
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</tr>
</tbody>
</table>

**Adoption by geography**

Source: Everest Group (2017)
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)**

<table>
<thead>
<tr>
<th>Solution</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>MTrust</td>
<td>It is a threat analytics platform, driven by Big Data, that identifies critical actionable intelligence from terabytes of log and event metadata.</td>
</tr>
<tr>
<td>ARBAC</td>
<td>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.</td>
</tr>
<tr>
<td>InfraGenie</td>
<td>It is an intelligent automation platform that predicts incidents, reduces manual intervention, automates most activities, and saves money for the client in the process.</td>
</tr>
<tr>
<td>Digital Security Utility (DSU)</td>
<td>It is an authentication-as-a-service platform, designed for end users, optimized for adoption, and enabled for increased protection.</td>
</tr>
</tbody>
</table>

**IT security services partnerships (representative list)**

<table>
<thead>
<tr>
<th>Partner name</th>
<th>Type of partnership</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paladion</td>
<td>Technology partnership</td>
<td>Provides cyber security services by leveraging Paladion’s security orchestration and automation platform</td>
</tr>
<tr>
<td>Checkpoint</td>
<td>Technology partnership</td>
<td>Provides network security, endpoint security, and data security services</td>
</tr>
<tr>
<td>Resilient</td>
<td>Technology partnership</td>
<td>Provides integrated security offerings</td>
</tr>
</tbody>
</table>

Additionally, Mphasis has partnerships with Cisco, McAfee, HPE Arcsight, and Collibra.

**Recent activities (representative list).**

<table>
<thead>
<tr>
<th>Development</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquisition of Digital Risk LLC</td>
<td>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.</td>
</tr>
</tbody>
</table>

Source: Everest Group (2017)
Appendix
Everest Group PEAK Matrix™ is a proprietary framework for assessment of a service provider’s capability

Everest Group PEAK Matrix for IT security services

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

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**
- Overall company revenue
- Percentage contribution of IT security services revenue to overall company revenue

**Scale**
- Focus across service segments (IAM, network security, GRC, endpoint security, etc.)
- Coverage across verticals
- Geographical coverage

**Scope**
- IP / proprietary solutions / assets / innovation
- Certifications
- Mergers & Acquisitions (M&A) and alliances

**Domain expertise and innovation**
- Delivery centers / SOC
- Buyer satisfaction rating

**Delivery footprint**
- Delivery centers / SOC
- Buyer satisfaction rating

**Delivery capability**
- Measures ability to deliver services successfully. This is captured through five subdimensions
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

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.”
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 RFI’s 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.
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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