Everest Group PEAK Matrix® for IT Security Service Provider 2022 – North America

Focus on Wipro

August 2022

Background of the research

Organizations are leveraging IT security services to improve their security posture and prepare for challenges such as ransomware attacks and business disruptions. The COVID-19 pandemic has further accelerated the adoption of security services, buttressed by enterprise challenges, in securing a remote workforce. Another important factor that has significantly contributed to the rise of IT security services is the shortage of expert cybersecurity talent and rising CAPEX and OPEX in maintaining in-house security teams, especially during the great resignation period. The US federal government too has taken a serious stance against cybercriminals and has been proactive in making laws and issuing executive orders covering a wide variety of security challenges ranging from OT security to data privacy laws such as CCPA and GDPR. All these factors combined have resulted in a major uptick in IT security services demand across the North American geography.

In this research, we present an assessment and detailed profiles of 27 IT service providers for the IT security capabilities in the North American region featured on the IT Security Services PEAK Matrix® Assessment 2022 – North America. The assessment is based on Everest Group's annual RFI process for the calendar year 2022, interactions with leading IT security service providers, client reference checks, and an ongoing analysis of the IT security services market.

The full report includes the profiles of the following 27 leading IT security service providers featured on the IT Security Services PEAK Matrix – North America:

- **Leaders:** Accenture, HCL Technologies, IBM, TCS, and Wipro
- **Major Contenders:** AT&T, Atos, Capgemini, Cognizant, Deloitte, DXC Technology, EY, Infosys, KPMG, Kyndryl, LTI, Microland, Mphasis, NTT DATA, PwC, Tech Mahindra, and Zensar
- **Aspirants:** GAVS Technologies, Happiest Minds, ITC Secure, Mindtree, and Yash Technologies

Scope of this report

Geography
North America

Providers
27

Services
IT Security Services

IT security services PEAK Matrix® – North America characteristics

Leaders:

Accenture, HCL Technologies, IBM, TCS, and Wipro

- Leaders have gained significant mindshare among enterprise clients due to the depth and breadth of their IT security services portfolio and on-ground presence in the North American geography. These players have a strong focus on next-generation security themes such as zero-trust, security analytics, OT security, security-embedded portfolio, Secure Access Service Edge (SASE), and Identity and Access Management (IAM)
- 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.)

Major Contenders:

AT&T, Atos, Capgemini, Cognizant, Deloitte, DXC Technology, EY, Infosys, KPMG, Kyndryl, LTI, Microland, Mphasis, NTT DATA, PwC, Tech Mahindra, and Zensar

- These players have built meaningful capabilities to deliver IT security services; however, their service portfolios are not as balanced and comprehensive as those of Leaders (either in terms of coverage across IT security service segments, delivery mix, service type, 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:

GAVS Technologies, Happiest Minds, ITC Secure, Mindtree, and Yash Technologies

- The IT security services business of Aspirants is at a relatively early stage and is not a leading revenue generator for such players
- Nevertheless, these companies are making investments to build broader capabilities in the IT security services space to cater to buyers through service and technology partnerships as well as internal IP/tools – keeping them poised to be major challengers in the space

Everest Group PEAK Matrix®
IT Security Services PEAK Matrix® Assessment 2022 – North America | Wipro positioned as Leader

Everest Group IT Security Services PEAK Matrix® Assessment 2022 – North America[1,2]

Vision & capability
(Measures ability to deliver services successfully)
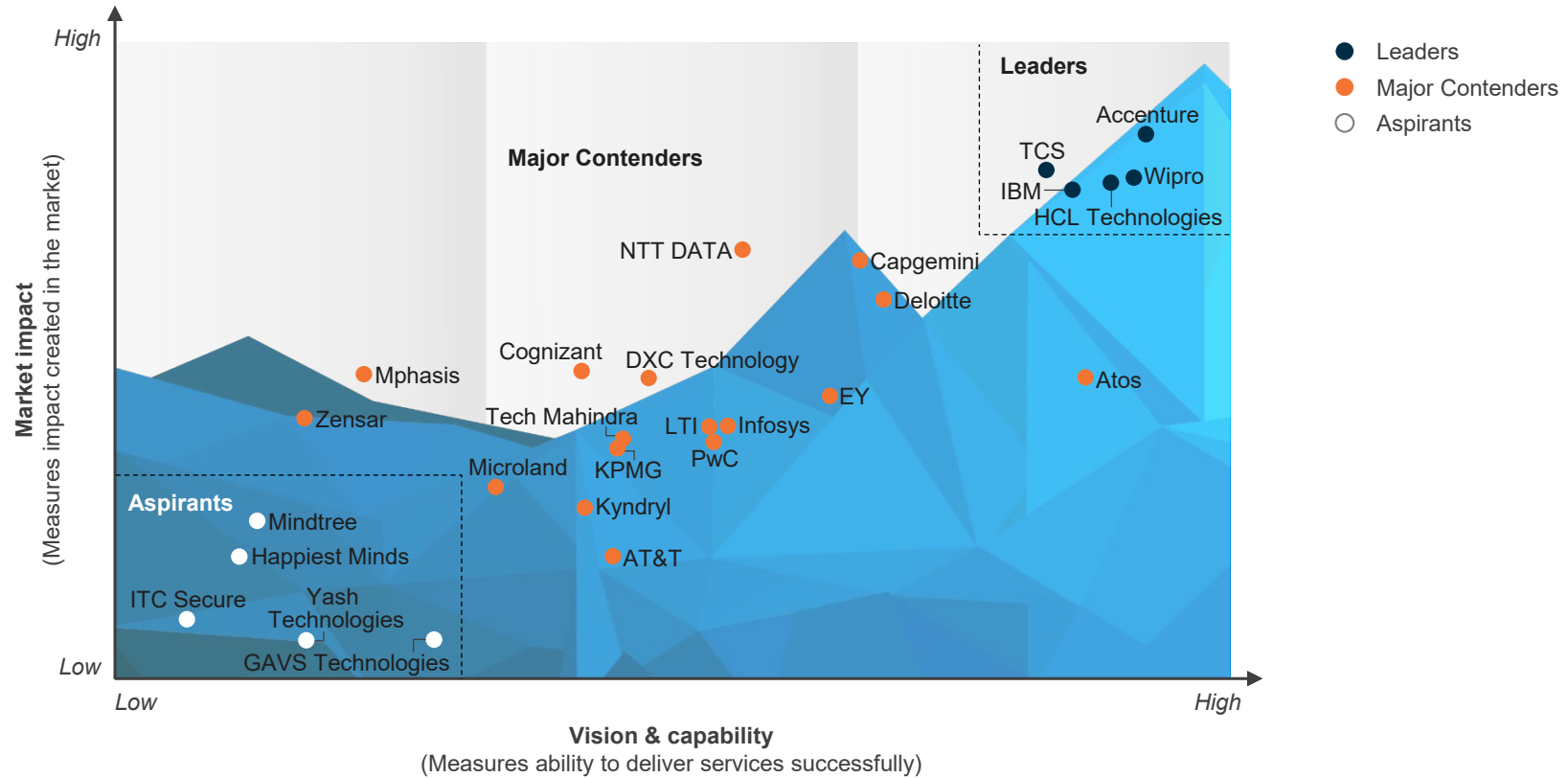
1   Assessments for IBM, Capgemini, Deloitte, EY, KPMG, PwC, and AT&T based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with enterprise buyers
2   Analysis for LTI and Mindtree is based on capabilities before their merger
Source: Everest Group (2022)

Wipro | IT security services – North America (page 1 of 7)
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 offered	Innovation and investments	Delivery footprint	Overall
◕	◕	◔	◔	●	●	●	◔	◕

Strengths

- Wipro has expanded its cybersecurity delivery capabilities through acquisitions such as Edgile and Capco for consulting and Ampion for analytics and DevOps, providing clients with robust solutions and expert talent

- Clients have appreciated Wipro's ability to move fast on new-age security themes through its investments in multiple start-ups via the Wipro venture capital fund

- Clients have acknowledged Wipro's ability to contain attrition through various talent retention initiatives such as the CyberSecurist program, leadership skill-building initiatives, and its partnership with academia

- Wipro offers automation-enabled solutions such as EdgileArC for GRC and HOLMES for Cyber that covers TPRM, which results in reduced human effort and more accurate outcomes

- Clients have lauded Wipro for its ability to deliver end-to-end security transformation engagements, underpinned by robust IP and its extensive partner ecosystem

Limitations

- Clients from the public sector, electronics, hi-tech & technology, and travel & transport verticals must be wary as Wipro has limited proof points in delivering security services to these specific sectors

- Enterprises looking for a robust onshore-nearshore presence will find Wipro lagging its peers in providing a strong localized presence

- A few clients have highlighted that Wipro takes a siloed approach in delivering security services and is not proactive in pitching innovative solutions

- Some clients have indicated that Wipro needs to be more innovative in its pricing constructs

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Overview

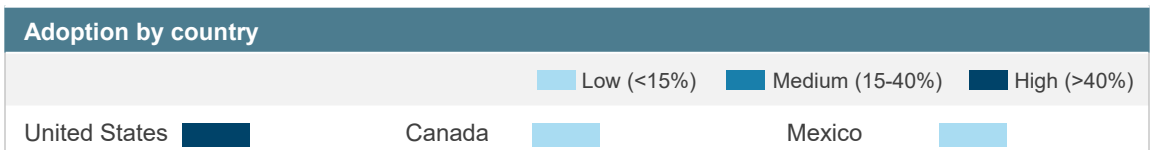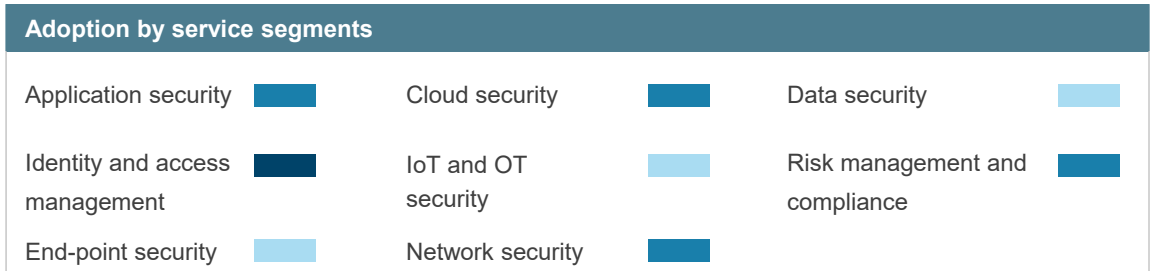**Low (<10%)**   **Medium (10-20%)**   **High (>20%)**

Vision

Wipro's vision is to assist various enterprises in achieving a resilient cyber future. Further, it wants to be on the leading edge of technology innovation and get recognition from its peers in the cyber services industry, and purposefully give back to the cybersecurity community.

IT security services revenue (2021)

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

Adoption by industry

BFSI		Energy and utilities		Manufacturing	
Electronics, hi-tech, and technology		Healthcare and life sciences		Telecom, media, and entertainment	
Public sector		Retail and CPG			

Adoption by service segments

Application security		Cloud security		Data security	
Identity and access management		IoT and OT security		Risk management and compliance	
End-point security		Network security			

Adoption by buyer group

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

Adoption by country

Low (<15%)   **Medium (15-40%)**   **High (>40%)**

United States		Canada		Mexico	

Source: Everest Group (2022)

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Case studies

Case study 1	Strategic transformation services for a global telecommunication giant

Client: a global telecommunication company

Business challenge

The client struggled with accountability, cost, efficiency, and stakeholders team due to the integrated nature of GRC and TPRM functions and required immediate attention. Its semi-manual workflow required high-touch support, and processes were closed with high SLA. The client also faced shortage of resources as it depended on contractors to run the processes.

Solution

Along with the client, Wipro carried out rapid business process assessments to identify areas of rationalization and to create a closed-loop. Therefore, it offered the following solutions:

- Redesigned processes with cutting-edge automation utilizing machine learning
- Enabled learning in SNOW and integrated future concepts with Wipro HOLMES
- Implemented solution using an agile methodology for training and adoption activities to produce results in nine weeks

Impact

- Reduced the cost of exceptions operations by 30%
- Increased 40% of operational capacity for exceptions program
- Reduced inquiries on exception process by 70%
- Provided amplified dashboards and reporting to report risk
- Delivered machine-run tasks that eliminated human language errors

Case study 2	IAM transformation for a multinational conglomerate

Client: a multinational conglomerate

Business challenge

The client had a historical IAM solution that had certain limitations in terms of certification, identity analytics, continuous compliance, self-service, user experience, mobility, and automated reporting. However, it could provide decent provisioning and de-provisioning capabilities and hampered the client's strategy for digital transformation and resulted in security vulnerabilities in its technological features.

Solution

The Identity, Governance, and Administration (IGA) transformation initiative was driven by Wipro using Identity Management Center (IMC), which is Wipro's proprietary technology. Wipro completed an IAM consulting engagement to outline the client's IAM strategy and plan. To help the client, Wipro offered the following:

- Invested in an IAM strategy and roadmap definition engagement
- Assisted in product evaluation and proposed SailPoint as the NextGen IGA solution
- Defined a two plus years transformation and co-existence journey across four phases
- Utilized IMC to accelerate application onboarding of 243 SAP and 245+ disconnected applications and bring in standard templates/artifacts

Impact

- Enhanced user experience with self-service and mobility to help adoption
- Accelerated application onboarding using Wipro's IMC standardization

Wipro | IT security services – North America (page 4 of 7)
Solutions/IP/products

Proprietary solutions / IP / Products (representative list)	
Solution	**Details**
Cyber Defense Portal (CDP)	Provides a single pane view on enterprises' security posture via monitoring of application and infrastructure vulnerabilities, threat intelligence, and security monitoring by integrating various security tools
Security Management Centre (SMC)	Enhances customers' transformation journeys by increasing efficiencies in managing operations on the security infrastructure across on-premise and cloud
SIaaS	Consists of a multi-tenant-based SIEM platform that is integrated with the Threat Intelligence Service, CDP Portal, and customer environments through collectors
Threat Intelligence-as-a-Service (TIaaS)	Helps identify, contextualize, and deliver intelligence; it discovers critical threats targeting businesses by mapping external threat intelligence to the client's unique digital assets and delivers tailored intelligence from across the clear, deep, and dark web in the form of categorized alerts to customers' organizations
Playbook-as-a-Service	Powered by a SOAR platform, helps to automate security incident detection and response with the help of playbooks, API integrations, and automation scripts; also provides analysts a reliable platform to carry out incident response and handle security incidents seamlessly
Cloud Application Risk Governance (CARG)	Offers a risk and compliance posture view of applications hosted on the cloud to the business and application owners; provides complete visibility from the application's compliance perspective, with customizable use case implementations per customer requirements
Identity Management Centre (IMC)	Strings together multiple types of IAM solutions by bringing in functionality including a centralized and unified dashboard
Third-party Risk Management Platform (TPRM -HOLMES)	Helps accelerate the pace and frequency of risk assessment of dependent third parties by providing risk and compliance postures across business applications, processes, and organizational hierarchies
Monitoring Automation Framework (MAF)	Offers centralized monitoring of the various IAM tools in customers' identity landscapes through API-based integrations

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Partnerships

Partnerships (representative list)		
Partner	**Partnership type**	**Details**
Microsoft	Cloud security	Provide MXDR and broader cybersecurity services via Microsoft industry solutions delivery arm
AWS	Cloud security	Leverage AWS native security services for large-scale cloud deployment projects
Google	Cloud security	Provide advanced managed security and cloud security operations capability
Palo Alto	Cloud security	Leverage Palo Alto's Coretex SOAR, prisma cloud, and strata capabilities across Wipro's CDC MSSP stack and cloud security services
Zscaler	Network security	Strategic partner for zero-trust network solutions and secure cloud migrations and new training certifications for the Zscaler Digital Experience (ZDX) platform
SailPoint	Identity and access management	Partners for on-premise-based identity governance and administration and delivers SI and managed services to clients
CyberArk	Identity and access management	Collaborates in the area of Privileged Access Management (PAM) and delivers SI and managed services to clients
Saviynt	Identity and access management	Leverages for cloud-based IGA and delivers SI and managed services to clients
ServiceNow	Risk management and compliance	Built over 25 solution accelerators on ServiceNow
SAP Security and Governance, Risk and Compliance (GRC)	Risk management and compliance	Delivered over 25 GRC engagements across different SAP security and GRC modules
OneTrust	Risk management and compliance	Completed over 50 GRC engagements across the OneTrust GRC and data privacy modules
Cisco	End-point security	Offers joint solutions with Cisco Security, including Managed Detection and Response (MDR), perimeter security defense, Cloud Access Security Broker (CASB), messaging, and web security solutions
Crowdstrike	End-point security	Offers joint solutions, including MDR and next-generation antivirus, and delivers them as a service to clients
Forcepoint	Data security	Designs collaborative solutions for clients and Wipro is a global Professional Services (PS) partner to Forcepoint clients across the globe

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Wipro | IT security services – North America (page 6 of 7)
Partnerships

Partnerships (representative list)		
Partner	**Partnership type**	**Details**
Microfocus	Data security	Built integrated solutions, such as application security assurance (security code review, DevSecOps) and data security, and provides clients with System Integrator (SI) and managed services
Symantec	Data security	Partners across multiple domains, such as compliance, data center security, advanced threat protection, and data leakage prevention
Splunk	Data security	Enhances security analytics for big data
IBM	Network security	Partners for a solution in SIEM and security operations and delivers SI and managed services to clients
Checkpoint	Network security	Leverages solutions primarily in the area of network perimeter defense and delivers SI and managed services to clients
McAfee	Data security	Leverages McAfee solutions to deliver managed network, endpoint, and data security services
F5	Network security	Utilizes F5 products to deliver network security, load balancer, and web application services
Radware	Application security	Leverages to deliver network security, load balancer, and web application services

# Wipro | IT security services – North America (page 7 of 7)
Investments and recent activities

Investments (representative list)	
Investment name	**Details**
Acquisitions	Wipro acquired three companies: Edgile, Capco (risk & security practice), and Ampion to strengthen its leadership in strategic cybersecurity services across North America, Europe, and APAC.
Security start-ups	• **ShiftLeft:** a modern AppSec platform that helps minimize the attack ability of client's applications, improve developer productivity, and accelerate software delivery • **Securonix:** Securonix is a next-generation analytics platform with SOAR capabilities that can be deployed across cloud and on-premises. It is being leveraged for shared services engagements for analyzing millions of security events in real-time • **Vulcan:** Vulcan Cyber provides the industry's first vulnerability remediation orchestration platform, built to help businesses reduce cyber risk through measurable cloud and application security • **Vectra:** Vectra enables the clients to conduct real-time continuous threat monitoring across the network and the datacenter to instantly identify any phase of a cyber attack • **Cycognito:** Cycognito enables security teams to eliminate critical attack vectors. Cycognito offers a SaaS platform that can map the attack surface of organizations and help eliminate blind spots that can be exploited by attackers • **Immuta:** Automating data access and privacy controls to accelerate self-service data delivery, simplify administration, reduce risk, and safely unlock more data use in the cloud
Talent	Rolled out the CyberSecurist functional model to drive holistic development across cyber technology, risk, sector, consulting, and program management with a renewed career architecture framework

Appendix

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

Everest Group PEAK Matrix
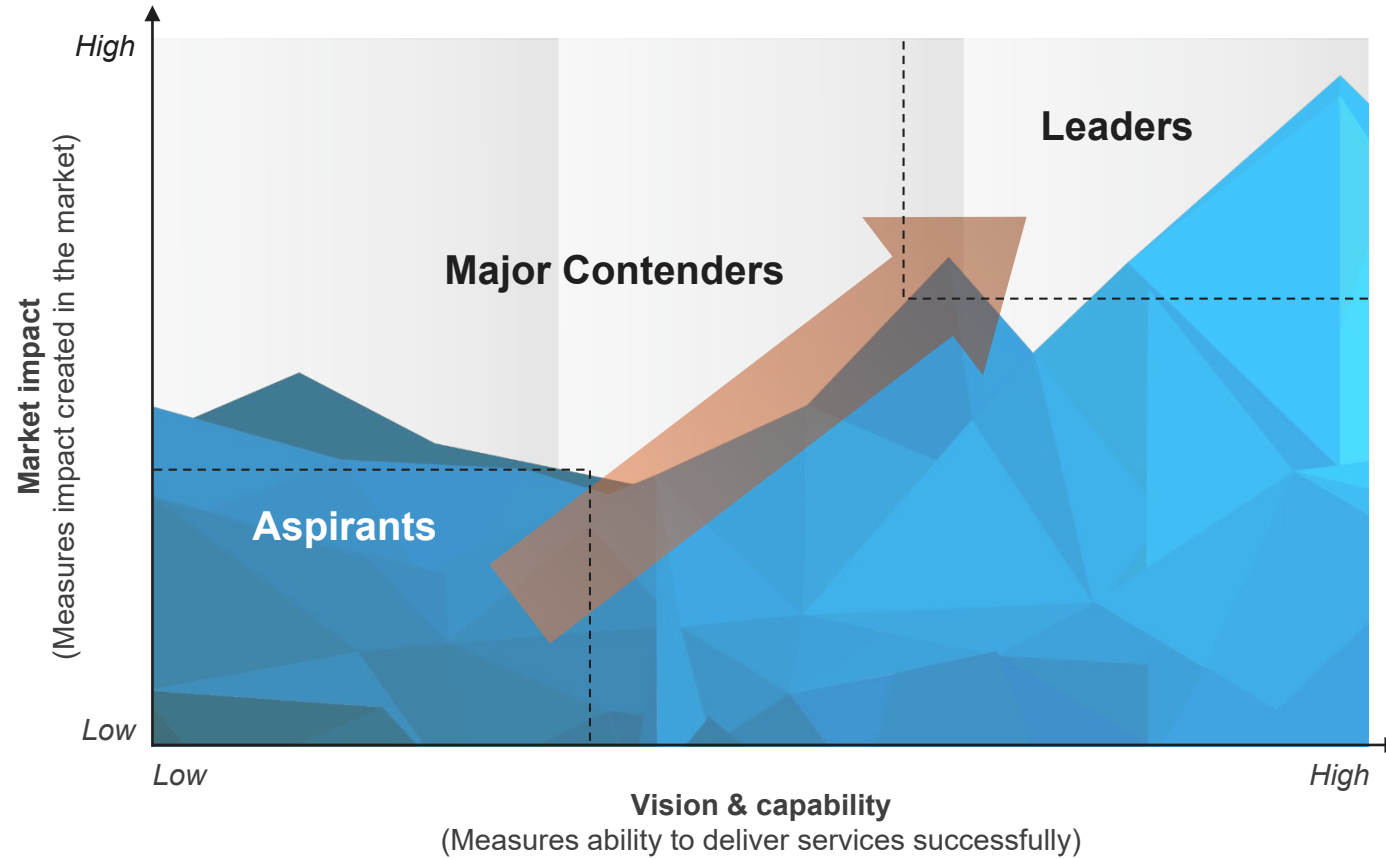
Services PEAK Matrix® evaluation dimensions

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

Market impact

Leaders

Major Contenders

Aspirants

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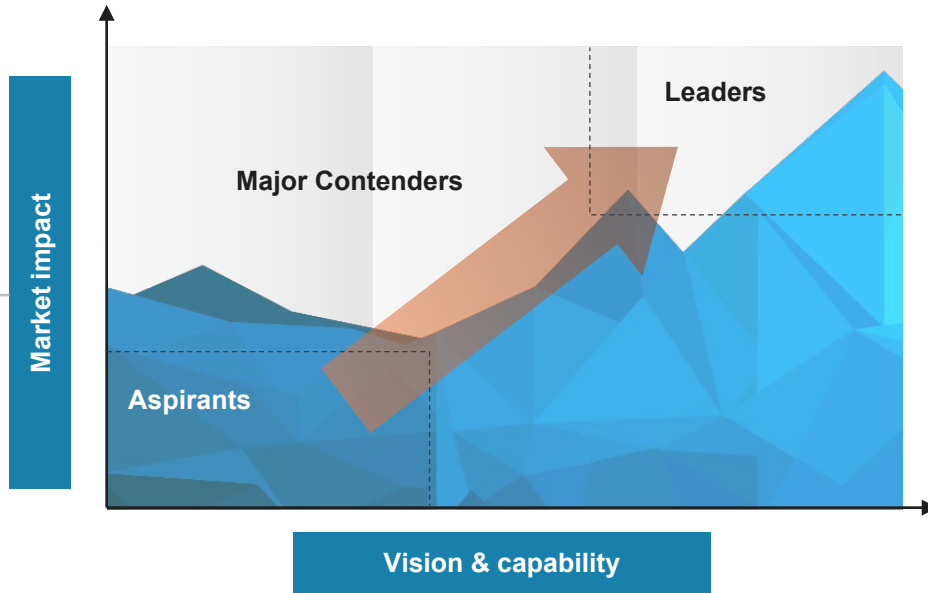
Measures ability to deliver services successfully. This is captured through four subdimensions

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 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 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 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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With you on the journey

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