



# Everest Group Oracle Cloud Applications Services PEAK Matrix® Assessment 2023

Focus on Wipro  
July 2023



## Introduction

- Organizations are increasingly adopting Oracle Cloud Applications (OCA) for various reasons, including legacy modernization, cost optimization, and improved stakeholder experience
- With industry-specific solutions, enterprise expectations have shifted beyond traditional back-office modernizations using ERP and SCM modules to innovations around customer and employee experience
- To help enterprises adopt OCA effectively, providers are skilling talent across products and forming partnerships with Oracle, leading cloud vendors, and specialist technology partners to develop innovative solutions
- In this research, we present an assessment of 21 service providers featured on the [Oracle Cloud Applications Services PEAK Matrix® Assessment 2023](#)
- The assessment is based on Everest Group's annual RFI process for calendar year 2023, interactions with leading services providers, client reference checks, and an ongoing analysis of the OCA services market

**The full report includes the profiles of the following 21 leading service providers featured on the OCA services PEAK Matrix:**

- **Leaders:** Accenture, Cognizant, Deloitte, Infosys, TCS, and Wipro
- **Major Contenders:** Argano, Birlasoft, Capgemini, DXC Technology, Eviden, Genpact, HCLTech, IBM, LTIMindtree, Mastek, and Tech Mahindra
- **Aspirants:** 4i apps solutions, Aspire Systems, Huron Consulting Group, and Jade Global

### Scope of this report



**Geography**  
Global



**Providers**  
21



**Services**  
Oracle Cloud Application  
services

## Introduction and scope

Everest Group recently released its report titled, Oracle Cloud Applications Services PEAK Matrix® Assessment 2023. This report analyzes the changing dynamics of the Oracle Cloud Applications services landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 21 service providers on the Everest Group PEAK Matrix® for Oracle Cloud Applications services into the categories of Leaders, Major Contenders, and Aspirants. The PEAK Matrix® is a framework that provides an objective, data-driven, and comparative assessment of Oracle Cloud Applications Services providers based on their absolute market success and delivery capability.

Based on the analysis, **Wipro emerged as a Leader and a Star Performer**. This document focuses on **Wipro's** Oracle Cloud Applications Services experience and capabilities and includes:

- Wipro's position on the Oracle Cloud Applications Services PEAK Matrix® 2023
- Detailed Oracle Cloud Applications Services profile of Wipro

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 the service provider capability for an ideal fit.

# Oracle Cloud Applications services PEAK Matrix® characteristics

## Leaders

Accenture, Cognizant, Deloitte, Infosys, TCS, and Wipro

- Leaders have credible proof points of transformational engagements in various industries globally. These engagements are backed by a strong delivery network and a large pool of resources
- They have developed IP solutions that cover the entire consulting, implementation, and managed services value chain, thereby accelerating time-to-market for their clients
- They have invested in building a scaled talent pool of Oracle-certified practitioners to cater to complex OCA engagements
- Leaders are characterized by their strong advisory capabilities; they have proof points of end-to-end transformation along with change management support

## Major Contenders

Argano, Birlasoft, Capgemini, DXC Technology, Eviden, Genpact, HCLTech, IBM, LTIMindtree, Mastek, and Tech Mahindra

- Major Contenders are distinguished by their focus on pure-play implementation and managed services engagements. They have capabilities and proof points to support both greenfield and brownfield engagements
- They have made reasonable investments in developing accelerators and frameworks. However, their portfolio of Oracle-certified solutions is relatively less impactful in comparison to that of the Leaders

## Aspirants

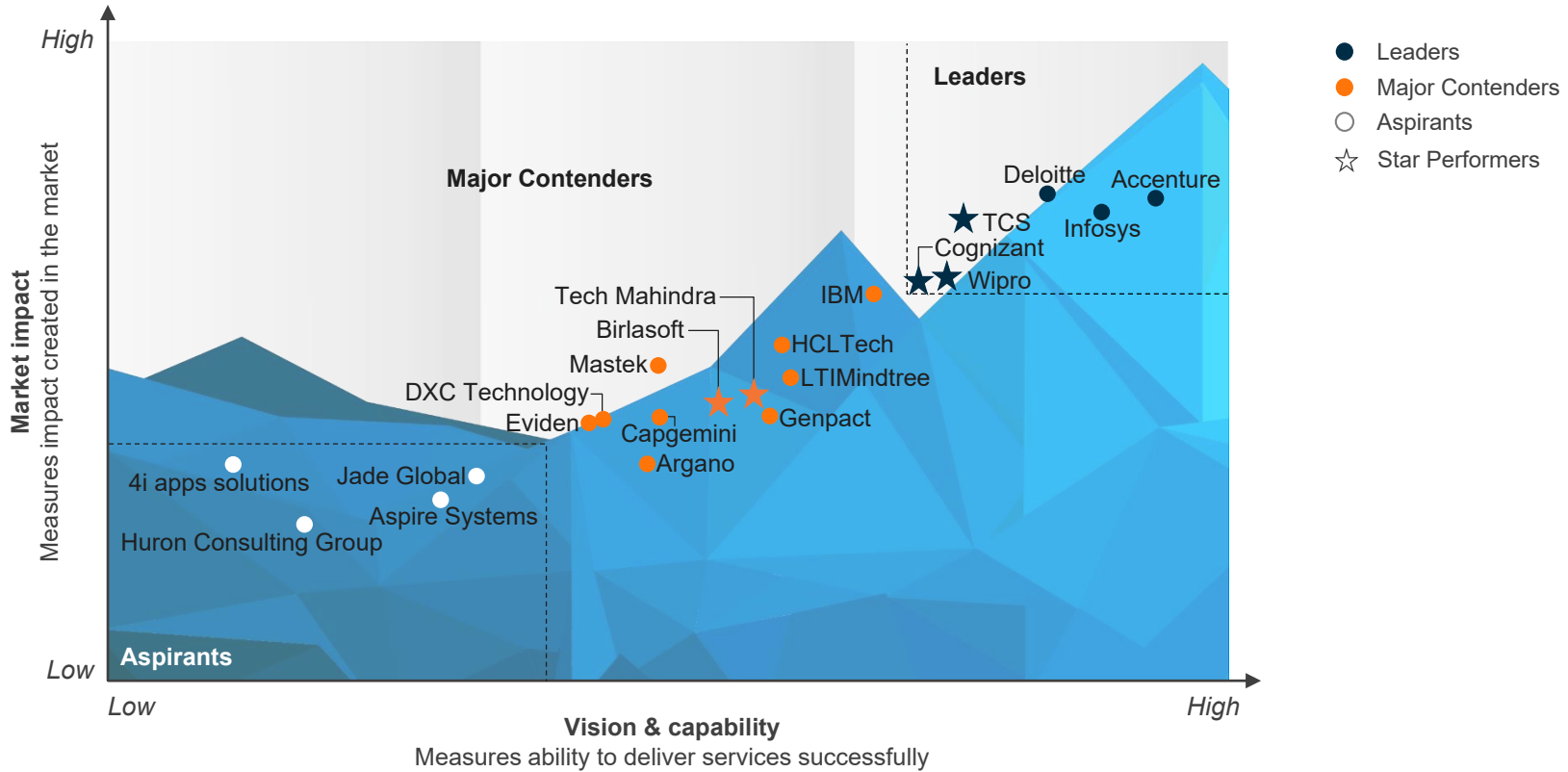
4i apps solutions, Aspire, Huron Consulting Group, and Jade Global

- Aspirants have developed their delivery capabilities with a focus on specific geographies such as MEA and LATAM. They enjoy language, industry, and cultural advantage over some of the Leaders and Major Contenders in these regions
- They offer pricing discounts and exhibit strong account management throughout the engagement
- Aspirants lack scale of talent and in-house IP investments for OCA engagements

# Everest Group PEAK Matrix®

## Oracle Cloud Applications Services PEAK Matrix® Assessment 2023 | Wipro is positioned as a Leader and a Star Performer

Everest Group Oracle Cloud Applications Services PEAK Matrix® Assessment 2023<sup>1,2</sup>



1 Assessments for Accenture, Capgemini, Deloitte, Eviden, Huron Consulting Group, and IBM exclude 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 healthcare buyers  
 2 Eviden is an Atos business  
 Source: Everest Group (2023)

# Wipro profile (page 1 of 5)

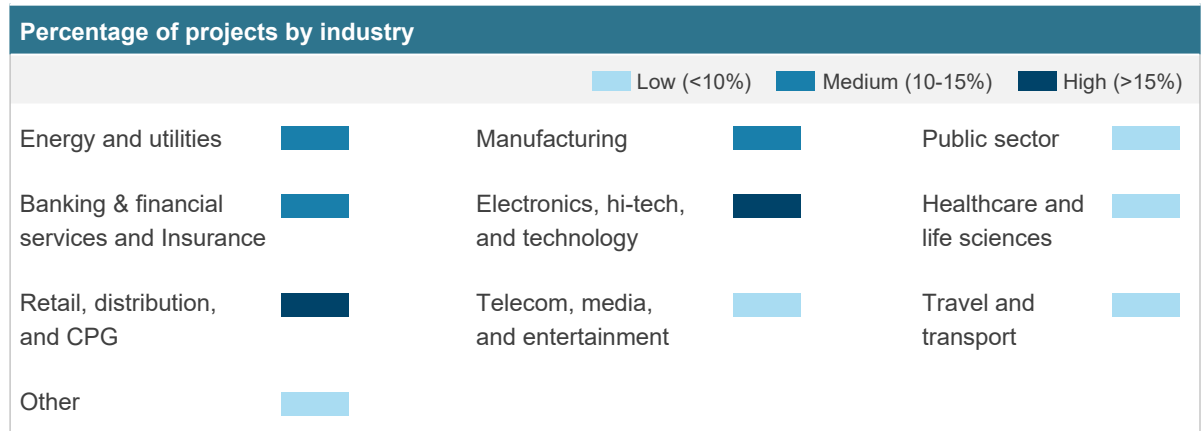
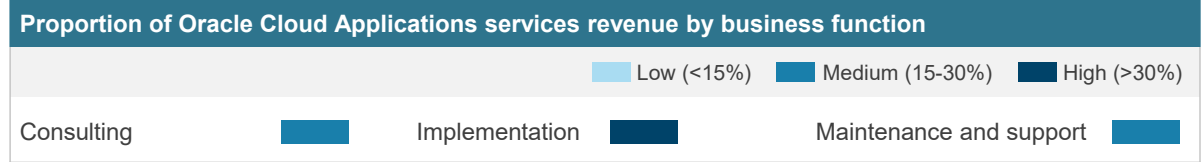
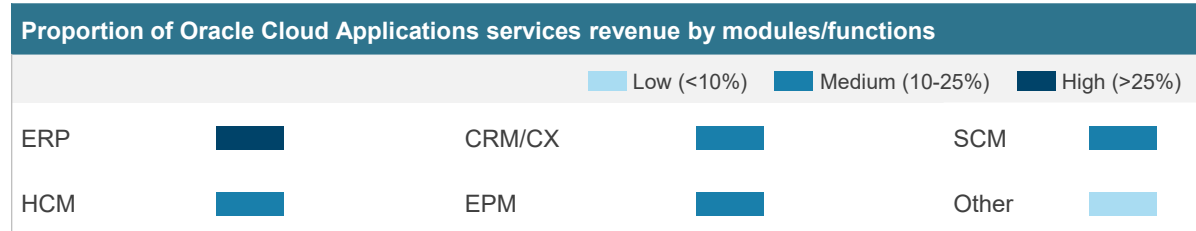
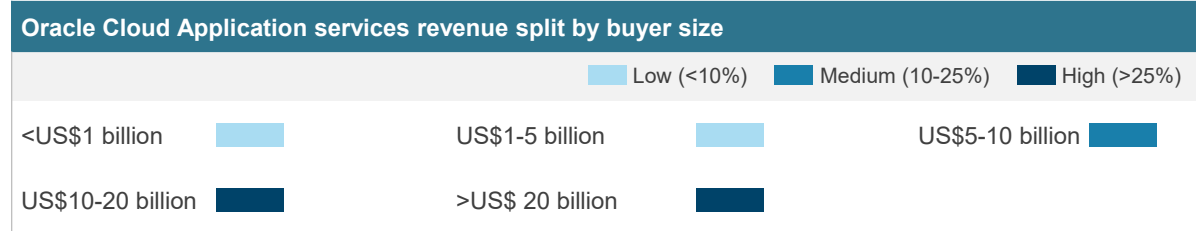
## Overview

### Vision for Oracle Cloud Applications services

Wipro aims to be a trusted partner in digital transformation and to achieve industry leadership. It provides expertise, cutting-edge solutions, and support to navigate the evolving business landscape. Wipro's vision includes leveraging intelligent business models, cloud platforms, industry insights, and an innovation network. Wipro's roadmap include five transitions: technology – from digital economy to phygital economy, business purpose – purely shareholder centric to holistic stakeholder centric, nature of work – intelligence assisted decision making to autonomic decision making, future of talent –distributed talent to talent-on-cloud, and computing capabilities – cognitive to quantum.

**Number of projects completed in 2022:** 621

**Number of Oracle Cloud Applications experts:** 7,612



## Wipro profile (page 2 of 5)

### Key solutions

#### Proprietary solutions (representative list)

Solution name	Industry in focus	Focused Oracle Cloud Applications module	Details
Zoom to cloud	Across all industries	All Cloud modules	It provides a streamlined and secure approach to migrating to the cloud, reducing risks and expediting the process by leveraging preconfigured domain-specific solutions and accelerators
Touchless cloud config bots	Across all industries	All Cloud modules	It utilizes a Robotic Process Automation (RPA) framework to automate the functional configuration for fusion modules by leveraging configuration workbooks. This automation significantly speeds up the functional setup process by 80%. It also contributes to reducing the overall cost of a cloud project by 2-3%
Period close bots	Across all industries	All Cloud modules	It helps to automate financial period closures effectively and accurately. It also provides real-time data monitoring and easy-to-use dashboards for effectively tracking month-end activities
Digital Cloud Command Center (DCCC)	Across all industries	All Cloud modules	It enables proactive monitoring of business solutions and ensures safe and reliable operations. It is a digital operations center for monitoring, alerting, and logging, an AI engine for hyper-automation, and process mining to drive business outcomes

#### Oracle-certified solutions on Oracle marketplace compatible with Oracle Cloud Applications (representative list)

Solution name	Industry in focus	Focused Oracle Cloud Applications module	Details of investment
Libro	Banking and Financial services	Oracle ERP Cloud, Oracle EPM Cloud, Oracle Analytics Cloud, Oracle Financial Services	It provides a platform for financial institutions to transform its risk, compliance, and accounting processes through integrated system design and data-driven insights
QuMiC	All	ERP, EPM, HCM, SCM	It is a data migration and cloud functional configuration accelerator that automates data migration and cloud functional setups across cloud instances
iReconciliation	Retail	Retail SaaS	It automates the reconciliation process for retailers, such as inventory and sales transaction reconciliation

## Wipro profile (page 3 of 5)

### Investments and partnerships

#### Key investments (representative list)

Investment name	Focused Oracle Cloud Applications module	Details
Innovation centers, co-innovation labs & digital pods	Across All Modules	Wipro has invested in organic growth to explore new possibilities and collaboratively develop innovative solutions for clients. It has established advanced experience centers that offer immersive experiences and firsthand knowledge about cutting-edge solutions. Additionally, it has co-innovation labs and digital pods that provide a collaborative workspace for multidisciplinary teams to work in an agile framework under digital governance
Career2cloud (learning & development)	Across All Modules	It is a training program designed to improve the cloud proficiency of its employees at all levels. Its goal is to empower employees with updated cloud skills and ensure they stay up-to-date with evolving technologies
Wipro's retail transformation solution	Retail SaaS	It provides a platform that helps retailers adapt to the changing requirements of consumer and market dynamics. It utilizes data-driven insights to enable retailers to proactively meet customer demands
Wipro's safe water solution for utilities	Utilities SaaS	It is designed to assist water utilities that rely on the capabilities of Oracle Utilities Customer Cloud Service (UGBU) and Oracle CX service cloud platform to digitalize meter-to-cash operations and improve customer engagement
Acquired Convergence Acceleration Solutions (CAS) group	ERP	It is a comprehensive provider communications solution that covers a wide range of services, including mobile/wireless, business, and fiber-optic services across 17 service centers

#### Key partnerships (representative list)

##### Partner ecosystem

Capco	Drivestream	Incorta
Tricentis	Edgile	Tradeshift
Kyriba		



## Wipro profile (page 4 of 5)

### Case study

<b>Case study 1</b>	<b>Redesigned the platform for a leading North American publishing company</b>
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#### Business challenge

The client faced challenges and inefficiencies within their finance business processes. These challenges included multiple fragmented systems of record, an undefined and inaccurate enterprise structure, problems with intercompany transactions and reporting, and a chart of accounts structure with undefined segment values. These issues resulted in redundancy and duplication

#### Solution

Wipro redesigned the client's enterprise structure, which included its legal entity, business units, ledger, and inventory organizations across various regions, including the US, LATAM, APAC, EMEA, UK, and Canada. To facilitate the creation of an integrated view of the client's financial systems, Wipro deployed Oracle Fusion Cloud Financials, along with the financial consolidation and close solution from EPM. This deployment ensured easy access to data and standardized business processes across multiple countries and entities by utilizing Zoom-To-Cloud. Wipro implemented various tools, such as QuMiC for configuration migrations, Jumpstart for business process harmonization, and the WISTA suite of prebuilt test cases and automation tools for testing purposes

#### Impact

- Reduced financial period close cycle time by five days
- Reduced operational cost of support functions by 30% through shared service
- Single structure solution across finance and planning
- Enabled rapid & accurate financial reporting for business decision

<b>Case study 2</b>	<b>Standardized processes for a leading global logistics provider</b>
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#### Business challenge

The client faced challenges when transforming financial operations through the deployment of cloud ERP and EPM to 51 countries worldwide. This initiative involved over 1500 core finance users and 30,000 self-service users in a multiyear rollout program. Specifically, they encountered difficulties in defining and deploying pilot business processes in Australia, Germany, and Austria. Subsequently, they faced the task of supporting the global deployment of ERP and EPM cloud

#### Solution

Wipro provided a business solution that allowed the client to standardize processes across multiple countries using the Zoom-to-Cloud methodology, tools, and accelerators. The solution leveraged Wipro's Global Rollout and Expansion Methodology (GREM) along with industry-specific solutions such as the project finance template and Chart of Accounts (CoATS). This approach improved business efficiency by standardizing processes in various locations. Additionally, the solution included automated data and configuration migration through the deployment of reusable assets using QuMiC and cloud configuration bots. Wipro ensured complete alignment with the client's Cookbook for implementation strategy, methodology, and plan

#### Impact

- Saved efforts by 30%
- Zero disruption and risk-free transition from existing implementation partner without impacting planned go-lives
- Implemented single global Oracle cloud instance for all the business locations with single chart of account

## Wipro profile (page 5 of 5)

### Everest Group assessment – Leader and Star Performer

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

#### Strengths

- Wipro has credible proof points for OCA engagements across sectors with a relatively higher focus on manufacturing, retail, and hi-tech industries
- It has received multiple regional awards for Americas, APAC, and EMEA. These recurring awards reinforce its credibility as a leading provider in the OCA market
- Enterprises can benefit from Wipro's investments in frameworks and accelerators. A few of its Oracle-certified solutions include Libro and QuMic
- It has made meaningful investments in building a strong talent base for OCA engagements, strengthening its overall execution capabilities

#### Limitations

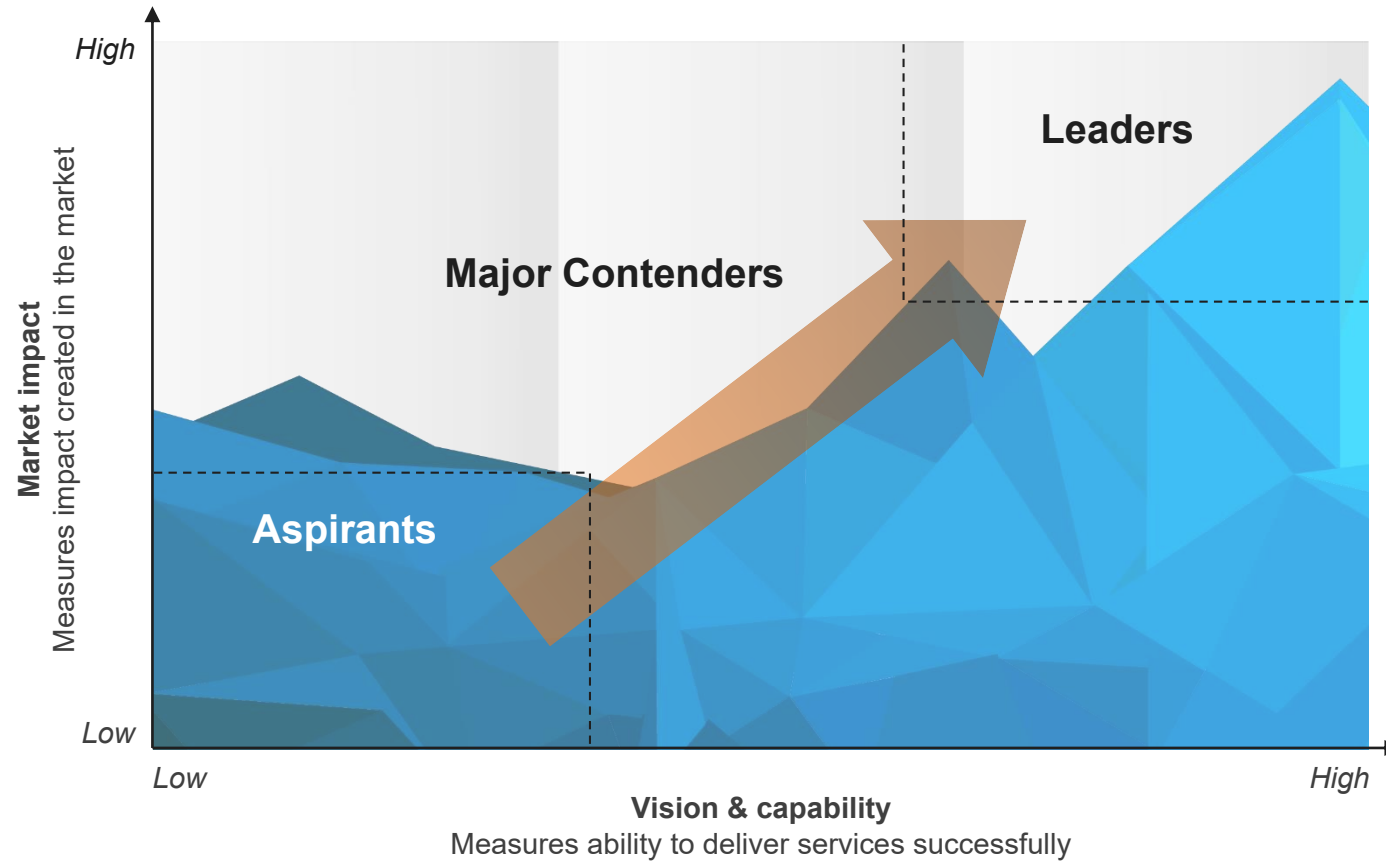
- Wipro has an offshore-heavy delivery model that may become a deterrent for clients looking for higher proximity and better understanding of clients' environment
- Most of Wipro's clients are large enterprises (annual revenue >US\$5 billion) and its ability to successfully cater to SMB clientele (with relatively lesser TCV) remains untested
- Clients have highlighted its organizational change management capabilities as an area of improvement

# Appendix

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



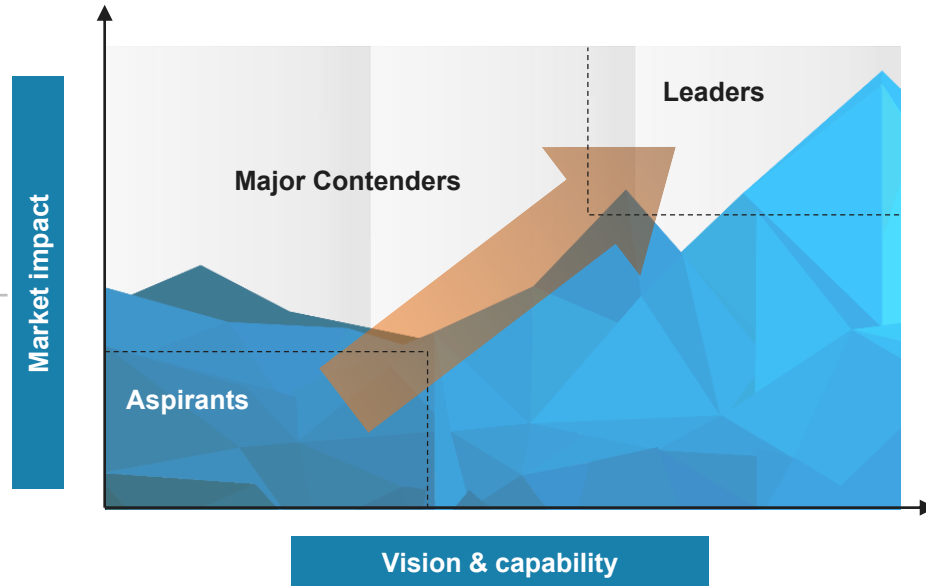
Everest Group PEAK Matrix



# 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



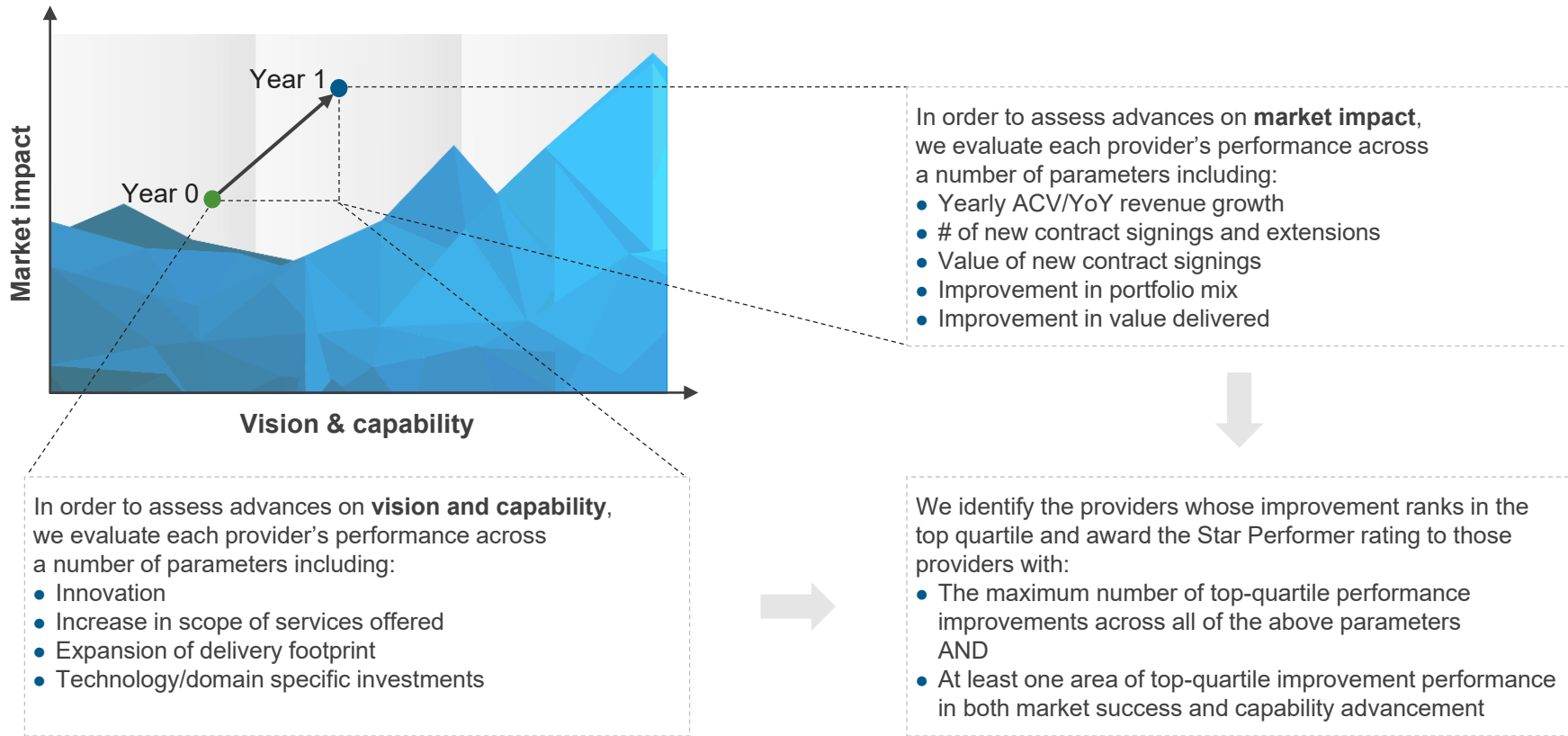
Measures ability to deliver services successfully. This is captured through four subdimensions

- 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

# Everest Group confers the Star Performers title on providers that demonstrate the most improvement over time on the PEAK Matrix®

## Methodology

Everest Group selects Star Performers based on the relative YoY improvement on the PEAK Matrix



The Star Performers title relates to YoY performance for a given vendor and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

## FAQs

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

Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results 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 the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?**

A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

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

- Enterprise participants receive summary of key findings from the PEAK Matrix assessment
- For providers
  - The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
  - In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

### **What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?**

- Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:
  - Issue a press release declaring positioning; see our [citation policies](#)
  - Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
  - Use PEAK Matrix badges for 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 Everest Group; please contact your CD or [contact us](#)

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

PEAK Matrix assessments are designed to serve enterprises' current and future needs. 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 and to serve enterprises' future expectations.



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at [www.everestgrp.com](http://www.everestgrp.com).

## Stay connected

**Dallas (Headquarters)**  
info@everestgrp.com  
+1-214-451-3000

**Bangalore**  
india@everestgrp.com  
+91-80-61463500

**Delhi**  
india@everestgrp.com  
+91-124-496-1000

**London**  
unitedkingdom@everestgrp.com  
+44-207-129-1318

**Toronto**  
canada@everestgrp.com  
+1-647-557-3475

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