ISG Provider Lens™

Multi Public Cloud Services

A research report comparing provider strengths, challenges and competitive differentiators

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unisys

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Executive Summary

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Tools and processes that enhance cloud spending optimisation are an important trend

Companies from the large and midmarket segments across the UK have made significant cloud investments, moving a substantial portion of their workloads from on-premises into different hyperscaler environments, mostly AWS, Microsoft Azure and Google Cloud. With companies utilising the technology benefits of different environments, the multicloud environment has gained considerable maturity. Nevertheless, most companies that have embraced such an environment have not adopted an effective strategy and, as a result, are riddled with data visibility, interoperability and vendor lock-in concerns. Often, strategists use a top-down approach to anticipate different requirements of their cloud environment. Following that approach, companies that have selected this migration type did not meet their quoted value according to ISG's research.

In the Q3 2023 ISG Index™ call for the EMEA's market, it was reported that the combined market (managed services and XaaS) witnessed a four percent decline versus the prior year, with the annual contract value (ACV) reaching $21.7 billion. ISG observed slowing demand for XaaS, with year-to-date spending declining at 10 percent, while demand for SaaS rose by 2 percent. However, managed services gained traction and grew by 2 percent, with ACV reaching $11.9 billion. ISG also noticed that a total of 818 managed services contracts were signed as of the third quarter of 2023, among them were 10 megadeals whose combined ACV was 55 percent higher than that of the 11 megadeals signed through the first nine months of 2022. Within managed services, the ITO market grew by 2 percent to $9.1 billion, and the BPO market also grew by 2 percent to reach an ACV of $2.8 billion. Europe's largest sourcing market, the UK, generated more than $1 billion in managed services ACV for the third straight quarter, clocking in at $1.7 billion of ACV, up 143 percent year on year. It was the UK's largest ACV quarter since the first quarter of 2017, when it topped $2 billion for the first and only time.

Customers increasingly focus on **agile** and **sustainable cloud migration** solutions.

Year to date, the UK has generated $4.4 billion of ACV, up 49 percent.

Recently, ISG rolled out the Star of Excellence™ program, which is based on the voice of the customer concept. Here, providers are rated on six parameters, namely Service Delivery, Governance and Compliance, Collaboration and Transparency, Innovation and Thought Leadership, People and Culture Fit, and Business Continuity. The scores and data come from the Star of Excellence™ study that measures CX with providers based on direct client feedback. ISG found that the average provider CX score for the public cloud domain in Western Europe was 78.14 in 2022.

Customers continue to use dedicated applications on the hyperscalers' platforms; therefore, the benefits of scale cannot be fully realised. In addition, the UK's inflationary pressure has exacerbated operational expenditure. For instance, according to Ofgem, the energy price cap in 2022 was approximately 60 percent.

A cloud governance tool helps enhance visibility and flags noncompliance issues across multiple cloud environments.

Companies should adopt a microservices architecture that enables applications to harness the complete potential of such environments. The adoption degree of such an architecture varies by industry. For instance, the UK's financial industry is highly regulated and needs to comply with data transit norms. Such regulatory norms reduce the traction of microservices among financial companies compared to less-regulated hi-tech companies.

An enterprise's size adds to the complexity associated with public cloud migration. Large enterprises tend to have archaic, well-established, siloed data centre environments. It typically takes at least a year for such enterprises to streamline applications during the cloud migration phase. Compared to smaller, more agile organisations with data centre operations, large enterprises are meticulous in prioritising their applications. In addition, large companies have the financial capacity to invest in new IT capabilities.

Following are key trends associated with the public multicloud market in the UK

1. **Focus on cloud optimisation:** Companies worldwide are actively seeking service providers offering FinOps solutions that help assess the overall investment in the hyperscaler environment. Cloud unit economics — a metric that gives companies better visibility in ROI per unit of investment in the cloud — will gain more prominence, particularly among companies in the UK The entire European region faces high inflationary pressures. Per the FinOps Foundations' *Crawl, Walk and Run* analogy, companies that have adopted some form of FinOps practices find themselves in the *Walk* phase.

2. **Implementation of a microservices type architecture:** Container services and technologies will continue gaining high significance as organisations attempt to break monolithic applications into smaller application blocks. In this manner, companies can move closer to realising the full scalability of their multicloud environments without the need to operate applications dedicated to a particular environment.

While container technologies have a certain traction among large enterprises, midmarket companies in the UK lag behind. Service providers catering to the midmarket must include cost-effective and customised cloud-native capabilities in their portfolios.

3. **Mergers and divestitures:** In 2022, several companies underwent restructuring. The merger of LTI with Mindtree resulted in a cloud portfolio comprising feature sets from either companies that are now seamlessly integrated. The newly formed company offers end users a more viable and cost-effective solution. In April 2023, Atos launched Eviden. Comprising Atos' digital, cloud, data and security products, the Eviden brand provides customers with a targeted transformation solutions portfolio.

4. **Demand for better governance:** Large enterprises aim to establish governance policies that improve compliance visibility, ensuring alignment with organisational policies across various cloud environments. This visibility into compliance helps large enterprises ascertain instances that are idle

but continue to consume power and those that are overutilised and require more power to operate. Service providers that can give their customers detailed KPIs and utilization metrics for their multicloud architectures are preferred over those that do not possess such abilities.

5. **Multicloud adoption across the public sector in the UK:** Multicloud adoption continues to grow within the public sector, although it is nascent compared with other verticals. High levels of regulations within the sector slow the adoption of such an environment. The UK government has compiled a comprehensive cloud guide known as the *One Government Cloud Strategy* that aims to build an interoperable, highly scalable and secure cloud environment specific to departmental requirements while also being cross-functional. The public sector lags in adopting container technology, serverless architecture, microservices and cloud-native technologies. Therefore, it cannot utilise its multicloud architecture's full potential as efficiently as other industry verticals.

6. **Focus on sustainability:** Sustainability is a key criterion for organisations when selecting their service providers. Service providers must be transparent about their carbon footprint and net-zero commitments. The path towards net zero aligns with the need for FinOps capabilities, as both contribute to cloud optimisation and reduced energy consumption. Infrastructure as code (IaC) and landing zone blueprints will gain importance as organisations further automate infrastructure provisioning and configuration, reducing energy consumption and carbon footprint. Key service providers are actively engaging with hyperscalers that are embracing renewable energy sources and actively participating in the circular economy to further achieve their sustainability initiatives.

With compounding inflationary pressures within the UK, Brexit continues to have major implications for the UK's economy. Losing its access to the EU common market, the UK continues to forge trade agreements with new countries. Although the UK intends to maintain data adequacy with the EU until 2025, the loss of the common EU market has driven companies to move their infrastructure to nearshore locations. According to the International Institute for Management Development (IMD) World Digital Competitiveness (WDC) ranking, the UK slipped two spots in 2022 from 16 in 2021 among the 63 countries surveyed.

Service providers continue to invest in technologies that can implement Agile architectures while ensuring sustainable operations in multicloud environments. They can also inorganically acquire new capabilities that help meet customers' requirements.

Provider Positioning

	Consulting and Transformation Services for Large Accounts	Consulting and Transformation Services for Midmarket	Managed Services for Large Accounts	Managed Services for Midmarket	FinOps Services and Cloud Optimization	Hyperscale Infrastructure and Platform Services	SAP HANA Infrastructure Services
Accenture	Leader	Not In	Leader	Not In	Leader	Not In	Not In
Advanced	Not In	Not In	Not In	Contender	Not In	Not In	Not In
Alibaba	Not In	Not In	Not In	Not In	Not In	Contender	Not In
Aptum	Not In	Contender	Not In	Not In	Not In	Not In	Not In
Atos	Not In	Not In	Market Challenger	Not In	Not In	Not In	Not In
AWS	Not In	Not In	Not In	Not In	Not In	Leader	Leader
Birlasoft	Not In	Contender	Not In	Contender	Not In	Not In	Not In
Capgemini	Leader	Not In	Leader	Not In	Leader	Not In	Not In
CGI	Product Challenger	Not In	Product Challenger	Not In	Not In	Not In	Not In

Provider Positioning

	Consulting and Transformation Services for Large Accounts	Consulting and Transformation Services for Midmarket	Managed Services for Large Accounts	Managed Services for Midmarket	FinOps Services and Cloud Optimization	Hyperscale Infrastructure and Platform Services	SAP HANA Infrastructure Services
Claranet	Leader	Leader	Leader	Leader	Not In	Not In	Not In
Coforge	Not In	Market Challenger	Product Challenger	Leader	Not In	Not In	Not In
Cognizant	Leader	Not In	Product Challenger	Not In	Product Challenger	Not In	Not In
Computacenter	Market Challenger	Leader	Product Challenger	Leader	Contender	Not In	Not In
Deloitte	Product Challenger	Not In	Not In	Not In	Not In	Not In	Not In
DXC Technology	Product Challenger	Not In	Leader	Not In	Leader	Not In	Not In
Ensono	Contender	Leader	Leader	Leader	Not In	Not In	Not In
Eviden	Contender	Not In	Product Challenger	Not In	Contender	Not In	Not In
Fujitsu	Leader	Not In	Leader	Not In	Not In	Not In	Not In

Provider Positioning   **Page 3 of 6**

	Consulting and Transformation Services for Large Accounts	Consulting and Transformation Services for Midmarket	Managed Services for Large Accounts	Managed Services for Midmarket	FinOps Services and Cloud Optimization	Hyperscale Infrastructure and Platform Services	SAP HANA Infrastructure Services
Google	Not In	Not In	Not In	Not In	Not In	Leader	Leader
HCLTech	Leader	Not In	Leader	Not In	Leader	Not In	Not In
Hexaware	Product Challenger	Leader	Product Challenger	Leader	Product Challenger	Not In	Not In
IBM/IBM (Nordcloud)	Leader	Not In	Not In	Not In	Leader	Product Challenger	Product Challenger
Infosys	Leader	Not In	Leader	Not In	Product Challenger	Not In	Not In
Jisc	Not In	Not In	Not In	Contender	Not In	Not In	Not In
Kyndryl	Product Challenger	Not In	Leader	Not In	Leader	Not In	Not In
Lemongrass Consulting	Not In	Market Challenger	Not In	Market Challenger	Not In	Not In	Not In
Logicalis	Product Challenger	Contender	Not In	Market Challenger	Not In	Not In	Not In

Provider Positioning

	Consulting and Transformation Services for Large Accounts	Consulting and Transformation Services for Midmarket	Managed Services for Large Accounts	Managed Services for Midmarket	FinOps Services and Cloud Optimization	Hyperscale Infrastructure and Platform Services	SAP HANA Infrastructure Services
Logicata	Not In	Market Challenger	Not In	Not In	Not In	Not In	Not In
LTIMindtree	Rising Star ★	Leader	Rising Star ★	Leader	Product Challenger	Not In	Not In
Microland	Contender	Product Challenger	Contender	Product Challenger	Not In	Not In	Not In
Microsoft	Not In	Not In	Not In	Not In	Not In	Leader	Leader
Mphasis	Contender	Product Challenger	Contender	Product Challenger	Product Challenger	Not In	Not In
N-iX	Not In	Product Challenger	Not In	Not In	Not In	Not In	Not In
Oracle	Not In	Not In	Not In	Not In	Not In	Product Challenger	Not In
OVHcloud	Not In	Not In	Not In	Not In	Not In	Contender	Contender
Persistent Systems	Not In	Contender	Not In	Contender	Not In	Not In	Not In

Provider Positioning

	Consulting and Transformation Services for Large Accounts	Consulting and Transformation Services for Midmarket	Managed Services for Large Accounts	Managed Services for Midmarket	FinOps Services and Cloud Optimization	Hyperscale Infrastructure and Platform Services	SAP HANA Infrastructure Services
Protera	Not In	Market Challenger	Not In	Not In	Not In	Not In	Not In
Pythian	Not In	Contender	Not In	Contender	Not In	Not In	Not In
Rackspace Technology	Product Challenger	Leader	Leader	Leader	Leader	Not In	Not In
SAP	Not In	Not In	Not In	Not In	Not In	Not In	Product Challenger
Slalom	Not In	Product Challenger	Not In	Product Challenger	Not In	Not In	Not In
Sopra Steria	Product Challenger	Product Challenger	Product Challenger	Product Challenger	Not In	Not In	Not In
SysGroup	Not In	Not In	Contender	Not In	Not In	Not In	Not In
TCS	Leader	Not In	Leader	Not In	Product Challenger	Not In	Not In
Tech Mahindra	Contender	Leader	Product Challenger	Leader	Product Challenger	Not In	Not In

Provider Positioning

	Consulting and Transformation Services for Large Accounts	Consulting and Transformation Services for Midmarket	Managed Services for Large Accounts	Managed Services for Midmarket	FinOps Services and Cloud Optimization	Hyperscale Infrastructure and Platform Services	SAP HANA Infrastructure Services
Telefonica Tech	Not In	Leader	Product Challenger	Product Challenger	Not In	Not In	Not In
T-Systems	Contender	Not In	Contender	Contender	Contender	Contender	Contender
Unisys	Product Challenger	Leader	Product Challenger	Leader	Contender	Not In	Not In
Version 1	Not In	Not In	Contender	Not In	Not In	Not In	Not In
Virtusa	Not In	Contender	Not In	Contender	Not In	Not In	Not In
Virtustream	Not In	Not In	Not In	Not In	Not In	Not In	Contender
Wipro	Leader	Not In	Leader	Not In	Leader	Not In	Not In
Zensar Technologies	Not In	Product Challenger	Contender	Product Challenger	Product Challenger	Not In	Not In

This study focuses on what ISG perceives as most critical in 2023 for **Multi Public Cloud Services**.

Simplified Illustration; Source: ISG 2023
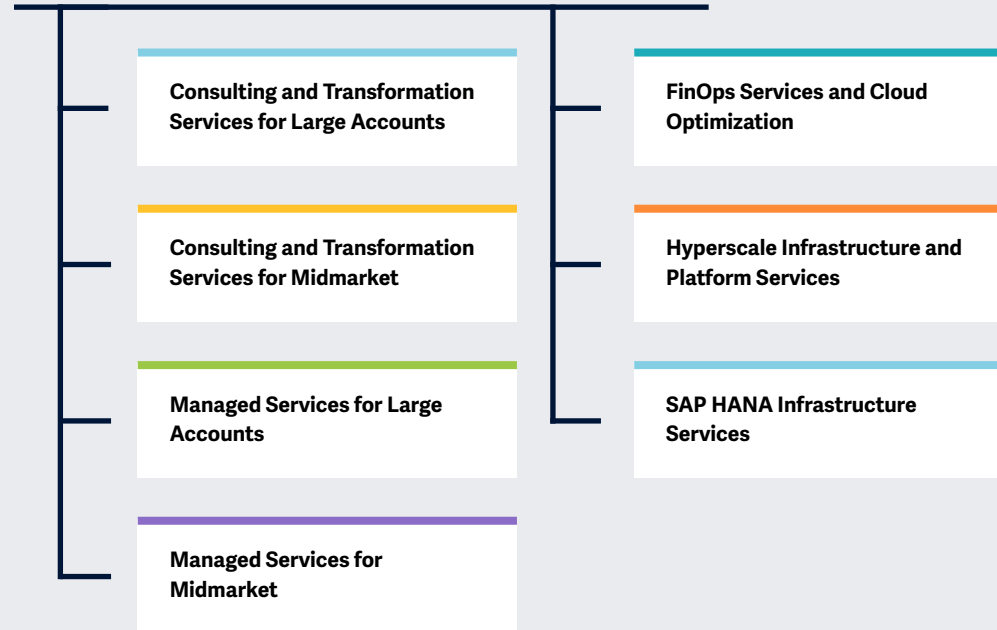
- Consulting and Transformation Services for Large Accounts
- Consulting and Transformation Services for Midmarket
- Managed Services for Large Accounts
- Managed Services for Midmarket
- FinOps Services and Cloud Optimization
- Hyperscale Infrastructure and Platform Services
- SAP HANA Infrastructure Services

Definition

This study assesses providers offering public cloud services, including consulting and transformation, managed services, public cloud infrastructure, FinOps and other services. Providers in scope leverage automation tools to effectively manage, secure and optimize public cloud infrastructure.

In recent years, there has been rapid growth in public cloud adoption as part of digital transformation engagements. The many benefits of the public cloud surpass on-premises infrastructure in several ways, making it the preferred choice for greenfield infrastructure operations and application development in most cases. Other key reasons for this preference stem from a heightened focus on cybersecurity, a greater push toward IT cost optimization and operational efficiency, and the increased deployment of automation tools for efficient data management, along with driving sustainability initiatives by leveraging cloud infrastructure.

Enterprises continue to seek strategic providers that facilitate cloud transformation engagements on major hyperscalers such as AWS, Microsoft Azure and Google Cloud.

The service providers will not only continue to manage the workloads on an ongoing basis but also assist enterprises in controlling, optimizing and managing cloud expenses through FinOps strategies.

With enterprises realizing that the lift and shift migration strategy does not provide the benefits expected from public cloud, they are on the lookout for providers that can help accrue the complete potential of cloud technology. With this, we will be seeing an increased demand for re-architecting workloads and leverage cloud-native technologies for their migration engagements. Also, in the coming years, enterprises are likely to take a conservative approach to spending on public cloud infrastructure. The increasing adoption of FinOps strategy will support this approach and enable the optimization of cloud resources and, consequently, reduce cloud consumption and cloud bills.

Scope of the Report

This ISG Provider Lens™ quadrant report covers the following seven quadrants for services/solutions:

- Consulting and Transformation Services for Large Accounts
- Consulting and Transformation Services for Midmarket
- Managed Services for Large Accounts
- Managed Services for Midmarket
- FinOps Services and Cloud Optimisation
- Hyperscale Infrastructure and Platform Services
- SAP HANA Infrastructure Services

This ISG Provider Lens™ study offers IT decision-makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments (quadrants)
- Focus on the regional market

Our study serves as the basis for important decision-making by covering providers' positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their existing vendor relationships and potential engagements.

Provider Classifications

The provider position reflects the suitability of IT providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the IT service requirements from enterprise customers differ and the spectrum of IT providers operating in the local market is sufficiently wide, a further differentiation of the IT providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions IT providers according to their focus

area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between $20 million and $999 million with central headquarters in the respective country, usually privately owned.
- **Large Accounts:** Multinational companies with more than 5,000 employees or revenue above $1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens™ quadrants are created using an evaluation matrix containing four segments (Leader, Product Challenger, Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens™ quadrant may include service providers that ISG believes have strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star.

- **Number of providers in each quadrant:** ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).

Provider Classifications: Quadrant Key

Product Challengers offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

Leaders have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

Not in means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.

Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/ services and a follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

Market Challengers have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

Consulting and Transformation Services for Large Accounts

Consulting and Transformation Services for Large Accounts

Who Should Read This Section

This report is relevant to large enterprises in the UK for evaluating consulting and transformation service providers in the multi public cloud environment. In this quadrant, ISG defines the current market positioning of service providers in the UK and demonstrates how they address key challenges faced by large enterprises with their public cloud models.

Enterprises are increasingly adopting the public cloud and collaborating with consulting and transformation service providers to tackle various associated challenges. These challenges include workload assessment, change management, skill shortage and uncertainties related to integrating existing infrastructure. Enterprises accelerate their digital transformation initiatives and prioritise migrating workloads to the public cloud. They focus on optimising cloud governance, mainly cost and resource management, and developing cloud-native services.

ISG has observed a growing focus on application modernisation and rearchitecture, as opposed to the simple *lift and shift* (rehosting) approach in the UK Enterprises in the UK are actively seeking multicloud solutions to achieve their business objectives.

Both enterprises and government organisations in the UK are reiterating their commitment to adopting cloud technologies in an environmentally sustainable manner. Consulting and transformation service providers can assist by establishing a framework for workload migration with an in-depth understanding of the UK's operational environment and existing data protection regulations.

IT leaders should read this report to understand relative strengths and weaknesses of consulting and transformation service providers, leading the drive towards digital transformation in enterprises.

Software development and technology leaders should read this report to understand consulting service providers' positioning and the impact of their offerings on ongoing enterprise transformations.

Sourcing, procurement and vendor management professionals should read this report to better understand the current landscape of consulting and transformation service providers in the UK.

ISG Provider Lens™

Multi Public Cloud Services
Consulting and Transformation Services for Large Accounts

U.K. 2023

PORTFOLIO ATTRACTIVENESS

H

Product Challenger

Leader

Contender

Market Challenger

L

L   **COMPETITIVE STRENGTH**   H   ★ Rising Star

DXC Technology

Accenture

TCS

LTIMindtree ★

Wipro   HCLTech

Deloitte   IBM   Capgemini

Rackspace Technology

Sopra Steria   Kyndryl

Unisys   Claranet   Infosys

Logicalis   Cognizant

Hexaware   CGI   Fujitsu

Tech Mahindra   Eviden   Computacenter

Ensono   Mphasis

T-Systems

Microland

This quadrant assesses consulting **service providers** specialising in **migrating** applications **to multicloud** environments and **transforming the legacy infrastructure of large accounts to modern digital platforms**.

Rohan Thomas

Consulting and Transformation Services for Large Accounts

Definition

This quadrant assesses service providers that offer public cloud consulting and transformation services. These service providers partner with multiple public cloud infrastructure providers to offer multicloud strategy and industry cloud solutions and manage customer-specific complexities in adopting and deploying public cloud solutions. These providers have highly skilled developers and software architects that use design thinking and short work cycles to meet customer demands. This quadrant evaluates providers that help enterprises modernize, optimize and transform their IT operations to enhance efficiency, agility and security. Provider services typically comprise:

- **Consulting services** include business case design for multicloud environments and workload migration assessments. Service providers offer transformation roadmaps addressing security tools, networking and connectivity, data services, analytics, computing performance and guidance on application modernization for migration to public clouds.

- **Transformation services** include cloud architects and engineers designing, building and configuring multicloud environments. They also support migrating and integrating applications to harness cloud computing security. They introduce AIOps and FinOps to enable an advanced infrastructure that facilitates cloud-native application development and operations.

- **Compliance services** include environmental, sustainability and governance (ESG) and security requirements. Providers use best practices and frameworks to design cloud policies, processes and functions, ensuring healthy, sustainable, secure and compliant environments regardless of location. From a CXO perspective, ESG has become a mainstream requirement, making it an integral part of every transformation engagement.

Eligibility Criteria

1. Capable of **assessing and designing application modernization** strategies to adopt cloud-native services and API libraries for service integration, including **DevOps automation**, **AIOps** and infrastructure as code (**IaC**) deployments, and cross-cloud integration

2. **Methods and frameworks** to analyse clients' IT landscape, optimize IT spending and prevent additional technical debts

3. Experience in **planning** and **implementing multicloud** services for major industry verticals

4. Experience in **application migration** (templates, automation engines and other techniques) and cloud-native application development

5. **Certified competence** in at least two hyperscalers (preferably AWS, Azure and Google Cloud)

6. **Ability to address ESG** in large transformation programs, helping clients in drafting carbon-neutral strategies and understanding the benefits of adopting a green strategy

Observations

Accenture continues to lead the market in terms of portfolio attractiveness. The company grew its technological capabilities inorganically to sustain its market position. Accenture is known to charge a premium for its services, a factor that has left some end users dissatisfied owing to the company's limited customisation options. Although the organisation maintains a robust competitive strength, it has experienced a slight reduction in this regard.

Capgemini distinguishes itself for its competitive strength, enhanced by its acquisitions in 2022. HCLTech's competitive strength is on par with that of Accenture's. Wipro and IBM have considerable strengths in automation and significant investments in GenAI. Such investments have helped both companies sustain their presence among large enterprises. TCS continues to perform well against the portfolio attractiveness scale; however, its competitive strength lags behind that of Wipro and IBM.

In November 2022, the merger of LTI and Mindtree came into effect. The newly formed LTIMindtree entity has substantially better portfolio attractiveness and competitive strengths. Therefore, LTIMindtree has been positioned as a Rising Star.

In April 2023, Eviden spun off from Atos. The new company is listed under Contenders, whereas Atos has not been considered.

From the 53 companies assessed for this study, 27 qualified for this quadrant, with 10 being Leaders and one a Rising Star.

accenture >

Accenture leads the market in terms of the certifications and competencies it has obtained from key hyperscalers. The company has extensive IPs, such as SynOps, myConcerto and myWizard, which help end users improve cloud orchestration and application transformation.

Capgemini

Capgemini collaborates with major banks and top insurance providers, displaying extensive expertise across the consumer packaged goods, manufacturing, utilities and technology sectors. Its in-depth expertise in Agile and DevOps ensures an efficient cloud migration strategy.

claranet

Claranet has acquired several specialisations from leading hyperscalers. Its GreenOps solutions aggregate data from all applications across departments to deliver insights on sustainability. Claranet's acquisitions have enhanced its cybersecurity capabilities.

cognizant

Cognizant leverages AI-driven tools to streamline operations and provide comprehensive visibility into IT operations. Cognizant Skygrade helps clients quickly adopt cloud-native architectures, resulting in cost reduction.

Fujitsu

Fujitsu's local hybrid centres in the UK augment its global expertise with regional requirements. It leverages IaC and plug-and-play automation capabilities to improve cloud orchestration while substantially reducing application deployment time.

HCLTech

HCLTech's CloudSMART strategy provides customers with a wide array of IT services to expedite cloud migration and transformation. Its competencies portfolio includes migration, DevOps, SAP, storage and mainframe modernisation.

IBM

IBM's core offering is the IBM Cloud. The company partners with key hyperscalers. IBM is a platinum member of CNCF, and its product, Red Hat, is widely recognized for its robust containerisation and cloud orchestration capabilities.

Infosys

Infosys has substantially invested in training and certifying its employees across various cloud environments. Solutions such as Catalyst and Innov8 have helped enterprise customers effortlessly transition to the SAP S/4HANA environment.

TATA CONSULTANCY SERVICES

TCS has made significant investments in providing its workforce with training and certifications in multiple cloud environments. Approximately 16 percent of the company's workforce is based within the UK The region is also well connected with TCS's 46 delivery centres.

wipro

Wipro uses its digital repository to expedite cloud adoption and significantly reduce time to market. Its GDRP-compliant portfolio includes cloud-native DevOps, AIOps, IaC and blockchain capabilities.

LTIMindtree

LTIMindtree (Rising Star) has expanded its ability to compete for larger deals and invest in new capabilities. The company has an extensive workforce of over 80,000 professionals spanning 29 countries, enabling it to seamlessly serve clients across the UK and worldwide.

Product Challenger

"Unisys' CloudForte solution, coupled with landing zones and accelerators, has helped enterprises efficiently containerize applications and seamlessly migrate them to scalable, microservices-based, multicloud environments."

Rohan Thomas

Unisys

Overview

Unisys is headquartered in Pennsylvania, U.S. and operates in 28 countries. It has more than 16,200 employees across 71 global offices. In FY22 the company generated $2.0 billion in revenue, with Enterprise Computing Solutions as its largest segment. With a team of over 230 certified full-time equivalents (FTEs) worldwide, Unisys assists more than 190 clients in their consulting and transformation projects. The company's cloud services division accounts for nearly 35 percent of its annual revenue. Unisys has a significant presence in the U.K., with 52 cloud technology-certified FTEs.

Strengths

Multicloud management: With landing zones and accelerators, Unisys' customers can rapidly deploy their reference architectures in a multicloud environment. They can also leverage API gateways such as Amazon API Gateway and Azure API Management to seamlessly integrate their applications into the cloud environment.

Governance, risk and compliance (GRC): Unisys provides its customers with end-to-end GRC capabilities, achieved through attack surface discovery, zero trust policies and a continuous innovation lifecycle management tool. Unisys is further investing in a new service offering to help companies manage their supply chains while focusing on ESG compliance.

Microservices architecture: Unisys' CloudForte enables end users with well-architected solutions for containerized applications and microservices. Customers can also leverage cloud-native Amazon Elastic Kubernetes Service (EKS) and Azure Kubernetes Service (AKS) to build a scalable, containerized microservices-based architecture. Tools such as OpenShift enable customers to opt for a vendor-agnostic approach while deploying and managing microservices-based applications across a multicloud environment.

Caution

Unisys should ensure the alignment of its assessment, migration and modernization solution frameworks and hyperscaler migration acceleration programs. This alignment is crucial to expedite the effectiveness of its service delivery.

Consulting and Transformation Services for Midmarket

Consulting and Transformation Services for Midmarket

Who Should Read This Section

This report is relevant to midsize enterprises in the UK for evaluating consulting and transformation service providers in the multi public cloud environment. In this quadrant, ISG defines the current market positioning of service providers in the UK and demonstrates how they address key challenges faced by midsize enterprises with their public cloud models.

Enterprises are transitioning towards the utilisation of public cloud services. They partner with consulting and transformation service providers to address various challenges. These challenges involve workload assessment, change management, skill shortages and navigation through the complexities associated with integrating existing infrastructure. The momentum behind migrating workloads to the public cloud remains strong, with several enterprises accelerating their digital transformation efforts and focusing on enhancing CX.

Collaborating with consulting and transformation service providers offers several benefits to enterprises, including assessing workloads, creating transformation roadmaps, providing guidance on workload migration, reimagining legacy applications, integrating automation capabilities and refining cloud governance.

Enterprises are primarily concentrating on adopting multicloud solutions. Midsize enterprises often favour providers with local delivery expertise, established frameworks and an in-depth understanding of local culture and operational nuances. ISG noted an increasing emphasis on middleware modernisation, with many midmarket enterprises considering it the initial phase of cloud modernisation across different locations.

IT leaders should read this report to understand relative strengths and weaknesses of consulting and transformation service providers, leading the drive towards digital transformation in enterprises.

Software development and technology leaders should read this report to understand consulting service providers' positioning and the impact of their offerings on ongoing enterprise transformations.
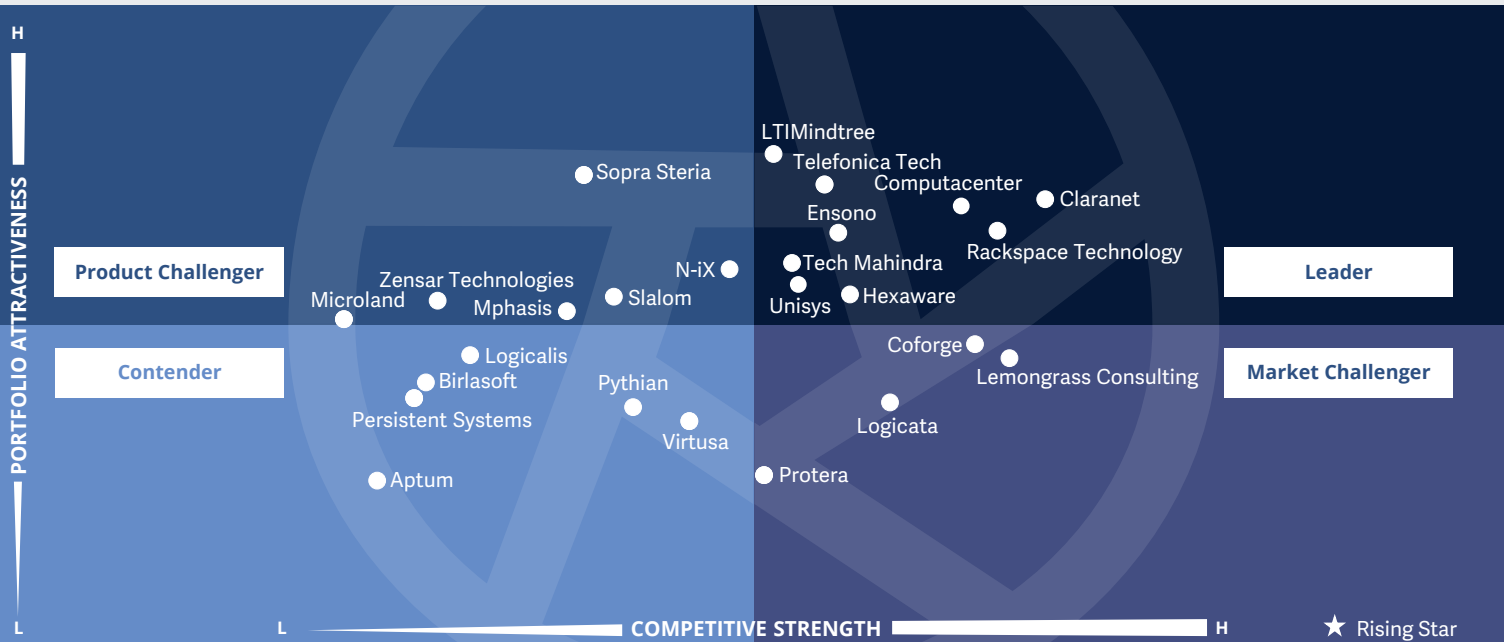
Sourcing, procurement and vendor management professionals should read this report to better understand the current landscape of consulting and transformation service providers in the UK.

ISG Provider Lens™

Source: ISG RESEARCH

Multi Public Cloud Services
Consulting and Transformation Services for Midmarket

U.K. 2023

PORTFOLIO ATTRACTIVENESS

H

Product Challenger

Sopra Steria

LTIMindtree
Telefonica Tech
Computacenter
Claranet
Ensono
Rackspace Technology

Leader

Zensar Technologies
Microland
Mphasis
Slalom
N-iX

Tech Mahindra
Unisys
Hexaware

Contender

Logicalis
Birlasoft
Persistent Systems
Pythian
Virtusa

Coforge
Lemongrass Consulting

Market Challenger

Logicata

Aptum

Protera

L

L   **COMPETITIVE STRENGTH**   H

★ Rising Star

This quadrant assesses consulting **service providers** specializing in **migrating** applications **to multicloud** environments and **transforming the legacy infrastructure** of **SMEs** to **modern digital platforms**.

Rohan Thomas

Consulting and Transformation Services for Midmarket

Definition

This quadrant assesses service providers that offer public cloud consulting and transformation services. These service providers partner with multiple public cloud infrastructure providers to offer multicloud strategy and industry cloud solutions and manage customer-specific complexities in adopting and deploying public cloud solutions. These providers have highly skilled developers and software architects that use design thinking and short work cycles to meet customer demands. This quadrant evaluates providers that help enterprises modernize, optimize and transform their IT operations to enhance efficiency, agility and security. Provider services typically comprise:

- **Consulting services** include business case design for multicloud environments and workload migration assessments. Service providers offer transformation roadmaps addressing security tools, networking and connectivity, data services, analytics, computing performance and guidance on application modernization for migration to public clouds.

- **Transformation services** include cloud architects and engineers designing, building and configuring multicloud environments. They also support migrating and integrating applications to harness cloud computing security. They introduce AIOps and FinOps to enable an advanced infrastructure that facilitates cloud-native application development and operations.

- **Compliance services** include environmental, sustainability and governance (ESG) and security requirements. Providers use best practices and frameworks to design cloud policies, processes and functions, ensuring healthy, sustainable, secure and compliant environments regardless of location. From a CXO perspective, ESG has become a mainstream requirement, making it an integral part of every transformation engagement.

Eligibility Criteria

1. Capable of **assessing and designing application modernization** strategies to adopt cloud-native services and API libraries for service integration, including **DevOps automation**, **AIOps** and infrastructure as code (**IaC**) deployments, and cross-cloud integration

2. **Methods and frameworks** to analyse clients' IT landscape, optimize IT spending and prevent additional technical debts

3. Experience in **planning** and **implementing multicloud** services for major industry verticals

4. Experience in **application migration** (templates, automation engines and other techniques) and cloud-native application development

5. **Certified competence** in at least two hyperscalers (preferably AWS, Azure and Google Cloud)

6. **Ability to address ESG** in large transformation programs, helping clients in drafting carbon-neutral strategies and understanding the benefits of adopting a green strategy

Observations

In November 2022, the merger of LTI and Mindtree was successfully completed, resulting in the newly formed entity LTIMindtree. This combined entity boasts a significantly high portfolio attractiveness compared to other service providers catering to the UK midmarket. Telefonica Tech and Sopra Steria followed LTIMindtree in terms of portfolio attractiveness. Sopra Steria's broad technical capabilities for a select set of midmarket accounts have positioned it as a Product Challenger.

Although Telefonica Tech's product portfolio is not as strong as LTIMindtree's, it continues to make targeted acquisitions. Such acquisitions enhance the company's portfolio attractiveness and have significantly gained traction among its customers. Claranet's portfolio attractiveness is not as high as its competitive strength, mainly due to the company's strong localisation and expertise in the UK.

Positioned as a Market Challenger, Lemongrass Consulting's competitive strength closely follows Claranet's. The company has established a long-standing partnership with Microsoft and is known for assisting midmarket companies optimise their SAP on Azure environments.

Tech Mahindra provides transformation services to large and midmarket clients. The company is placed as a Leader in this quadrant, while it is a Product Challenger in the Large Accounts quadrant.

From the 53 companies assessed for this study, 25 qualified for this quadrant, with nine being Leaders and no Rising Star.

claranet

Claranet, as a CNCF member, has partnered with several ISVs such as Splunk, Digital Ocean and New Relic. It leverages these relationships to enhance its managed container services portfolio. It has a Cloud Centre of Excellence (CCoE) in the UK.

Computacenter

Computacenter's partnerships with ISVs such as IBM, Dell, Cisco, HPE and Nutanix have helped the company create turnkey solutions for its customers. Its cybersecurity solutions cover several touchpoints of the cybersecurity lifecycle.

Ensono

Ensono has an extensive range of intellectual properties for migration to the multicloud. Recent acquisitions include ExperSolve and AndPlus. Such acquisitions have enhanced Ensono's capabilities in multicloud migration, application modernisation, DevSecOps and site reliability engineering (SRE).

HEXAWARE

Hexaware manages and optimises hybrid multicloud environments using its vendor-agnostic platform, Tensai®. Its Amaze® solution and service range has reduced the total cost of ownership (TCO) by approximately 40 percent.

LTIMindtree

LTIMindtree provides end-to-end cloud transformation solutions for the midmarket. Its Infinity Cloud Platform is equipped with over 100 tools for assessment, mass migration, modernisation, DevSecOps, FinOps, observability and sustainability.

rackspace technology

Rackspace Technology's transformation services delve deeper into legacy applications and create landing zones for application development. Its robust cybersecurity capabilities protect applications from advanced persistent threats.

Tech Mahindra

Tech Mahindra's customers in the UK have significant onshore and nearshore operations. The company provides containerisation, orchestration, microservices and SRE advisory services that help its customers modernise their legacy infrastructures.

unisys

Unisys has a team of over 230 cloud-certified FTEs, 30 of whom are in the UK The company's highly automated and secure solutions continuously optimise end users' cloud infrastructures.

Telefonica Tech

Telefonica Tech has experienced significant inorganic growth from 2020 to 2022. More than 80 percent of its workforce is based within the EU, providing nearshore support to its customers in the UK. The UK also serves as one of Telefonica Tech's strategic hubs.

Unisys

Leader

"Unisys is highly preferred among midmarket companies. Its hyperautomation strategy incorporates automation into various critical aspects, including assessment, applications, data, security, integrations, migrations, management, compliance and FinOps."

Rohan Thomas

Overview

Unisys is headquartered in Pennsylvania, US and operates in 28 countries. It has more than 16,200 employees across 71 global offices. In FY22 the company generated $2.0 billion in revenue, with Enterprise Computing Solutions as its largest segment. With a team of over 230 certified full-time equivalents (FTEs) worldwide, it assists more than 190 clients in consulting and transformation projects. The company's cloud services division contributes nearly 35 percent to its annual revenue. Unisys maintains a significant presence in the UK, with a total capacity of 52 FTEs certified in cloud technologies.

Strengths

Client-centric cloud solutions: Unisys adopts a unique cloud transition and transformation approach to prioritise resolving client challenges. This approach involves rigorous impact assessments, app-centric architecture frameworks and disciplined migrations. The company transcends the basics and proactively drives transformation through strategy, security and lifecycle planning. Its flexible services include advisory, automation and application modernisation and migration, with a key focus on meeting client requirements and achieving objectives.

Regional advisory strategies: Unisys emphasises region-based models encompassing advisory, application modernisation, migration, automation and ongoing operations, all with an overlay of globally leveraged and domestic capabilities. The company also focuses on expanding its client base to encompass diverse manufacturing, financial and public sector installations, ensuring regional delivery independence.

Hyperautomation and compliance: Unisys' ZeroOps approach excels in hyperautomation, embedding security and compliance using the CloudForte® Cloud Management Asset Suite. This approach involves continuous transformation, governance, secure and compliant operations, runtime FinOps and advanced analytics, ensuring robust cloud infrastructure.

Caution

Unisys should ensure alignment among its assessment, migration and modernisation solution frameworks, along with its hyperscaler migration acceleration programs. This alignment is crucial to expedite service delivery effectively and efficiently.

Managed Services for Large Accounts

Managed Services for Large Accounts

Who Should Read This Section

This report is relevant to large enterprises in the UK that are evaluating public cloud managed service providers (MSPs). In this quadrant, ISG defines the current market positioning of service providers in the UK and demonstrates how they address key challenges faced by large enterprises with their public cloud models.

Service providers are managing client workloads on third-party, public cloud and hyperscale environments, enabling enterprises to focus on other tasks. Whereas enterprises are increasingly embracing cloud-native, DevOps and IoT technologies, seeking service providers experienced in rearchitecting and replatforming existing applications within a cloud-native environment. Leveraging public cloud managed services can assist enterprises in implementing cloud-native solutions, harnessing the power of containers and serverless functions to enhance cost efficiency. UK-based enterprises are actively seeking cloud-agnostic solutions to support their multicloud environments.

The public cloud managed services landscape is witnessing multiple transformations and improvements in workload management. The significance of FinOps capabilities and frameworks is on the rise.

ISG has observed that enterprises are transitioning towards an automation-centric operational model to manage their multicloud environments while prioritising sustainability and carbon-neutral or carbon-intelligent cloud solutions. Enterprises are reaping the benefits of automation and AI capabilities of MSPs through real-time monitoring, which, in turn, helps reduce maintenance costs and lower overall operational expenses.

IT leaders should read this report to understand MSPs' relative strengths and weaknesses and impact of their market approach on public cloud strategies, enhanced business agility and reduced TCO.

Software development and technology leaders should read this report to understand MSPs' positioning and learn how their offerings can impact the ongoing development of enterprise software products.
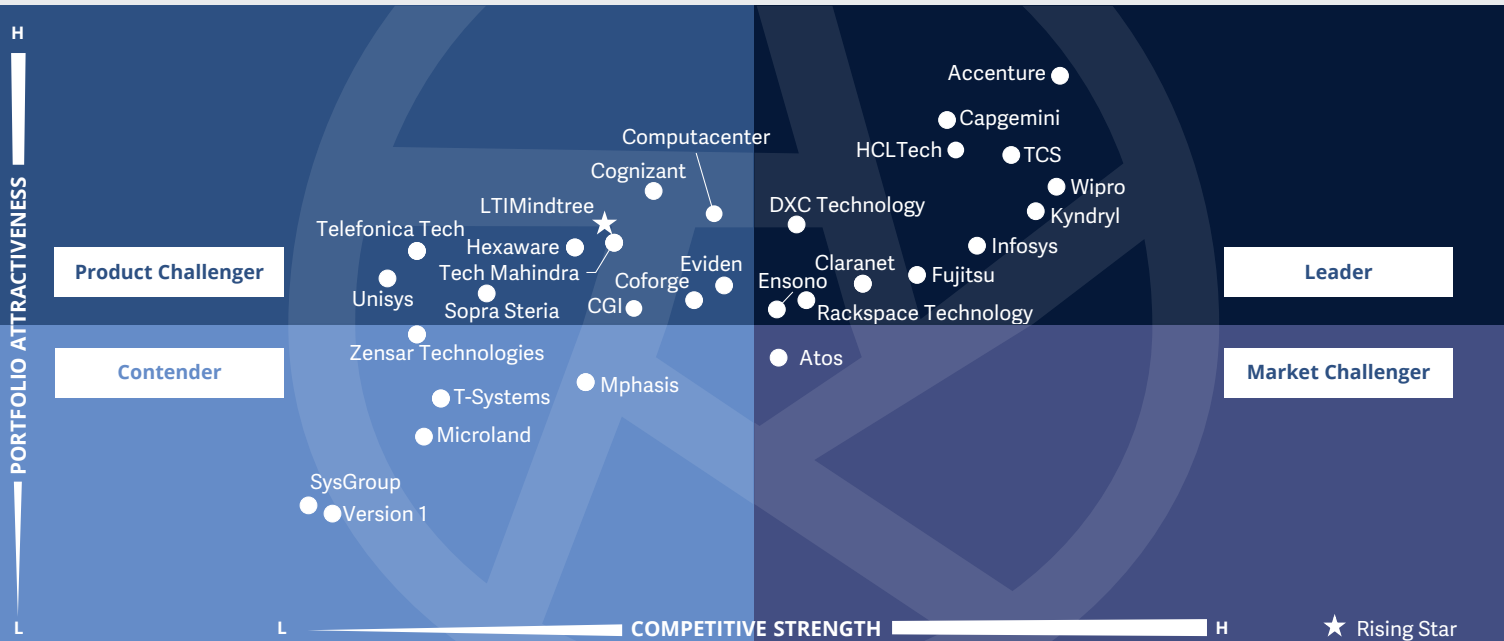
Sourcing, procurement and vendor management professionals should read this report to better understand the current landscape of MSPs in the UK.

ISG Provider Lens™

Multi Public Cloud Services
Managed Services for Large Accounts

U.K. 2023

Product Challenger

Contender

Leader

Market Challenger

PORTFOLIO ATTRACTIVENESS

H

L

COMPETITIVE STRENGTH

L — H

★ Rising Star

Accenture

Capgemini

HCLTech   TCS

Computacenter

Cognizant   DXC Technology   Wipro

LTIMindtree ★   Kyndryl

Telefonica Tech   Infosys

Hexaware   Eviden   Claranet

Tech Mahindra   Coforge   Ensono   Fujitsu

Unisys   Sopra Steria   CGI   Rackspace Technology

Zensar Technologies   Atos

T-Systems   Mphasis

Microland

SysGroup
Version 1

This quadrant assesses **managed service providers (MSPs)** that are capable of supporting **large enterprises** with the **operations, security** and **sustainability** of their **multicloud environments**.

Rohan Thomas

Managed Services for Large Accounts

Definition

This quadrant assesses managed service providers specializing in multicloud environments, comprising AWS, Microsoft Azure, Google Cloud and other hyperscalers. These providers adopt a DevOps-centric approach to support robust CI/CD pipelines with strong container management capabilities. They also offer expertise in site reliability engineering (SRE) and business resiliency.

Typical managed services offered by these providers include cloud infrastructure lifecycle management and real-time multicloud monitoring with predictive analytics to maximize performance, reduce costs and ensure compliance and security. Service providers use AIOps and FinOps tools to automate processes and provide transparency on cloud resources, capacity utilization and costs. Typical service platforms include service catalogues, approval workflows, self-service and self-heal capabilities. Provider services comprise:

- Management and monitoring of virtual machine CPU utilization, memory, database performance, storage, microservices, containers, logs and service agents

- Upgrade services for the operating system, middleware and applications on public cloud infrastructure

- Multicloud management, including patching and upgrading for the operating system, middleware and applications, plus security patching, access control and identity management

- ITSM, including incident management, problem management and release management and configuration management database (CMDB) management

- FinOps monitoring and reporting, covering resource utilization, multicloud billing aggregation, invoice management, chargeback and showback

- ML and predictive analytics to improve performance and security.

- Self-service catalogues that automate provisioning, container management, service on/off scheduling, IaC and DevOps automation

- Governance and compliance management, along with a robust cybersecurity framework to safeguard client data in multiple geographic locations

Eligibility Criteria

1. **Operational excellence** and well-defined professional services

2. Experience in building and **managing public and multicloud** environments

3. Expertise in managing **platform configuration, integration, systems and containers**

4. Financial dashboards and cost analysis tools for enhanced **visibility of variable costs** associated with cloud providers through the FinOps ecosystem

5. Support for software code development and **cloud-native and legacy system integration** by leveraging DevOps, API-enabled automation and cloud analytics services

6. Robust **security posture and cloud governance** services

7. Partnerships with leading public cloud providers and relevant managed service provider certificates for AWS, Microsoft Azure, Google Cloud, and others

8. Industry-specific solutions and **practice knowledge** for managing workloads on public cloud infrastructure

Observations

Accenture continues to lead the Managed Services for Large Accounts quadrant in terms of its portfolio attractiveness and competitive strength. The company has recently expanded its technological capabilities inorganically, enabling it to sustain its market position. However, the high premium charged for its services could become an impediment.

Wipro's competitive strength is at par with that of Accenture's. It has considerable strengths in automation and has made significant investments in GenAI. Although HCLTech lags behind Wipro in terms of competitive strength, it has a high portfolio attractiveness, bolstered by its strengths in container technology and AI. HCLTech is also known for its cost-effectiveness and is expected to further gain traction among customers. Infosys, Kyndryl and TCS are three other Leaders in this quadrant; they are not as strong as Capgemini with regard to the portfolio but possess robust competitive strength.

In November 2022, the merger of LTI and Mindtree came into effect. LTIMindtree, the newly formed entity, has a substantially better

portfolio attractiveness and competitive strengths that are expected to improve further. Thus, LTIMindtree is positioned as a Rising Star. In April 2023, Eviden spun off from Atos. Atos is positioned as a Market Contender, while Eviden is positioned as a Product Challenger.

Ensono provides transformation and managed services for the public cloud. Owing to its robust managed services, the company is recognised as a Leader in this quadrant.

From the 53 companies assessed for this study, 30 qualified for this quadrant, with 12 being Leaders and one a Rising Star.

accenture

Accenture's proprietary tools alleviate the time to provision applications on the cloud and establish connections with vendor ecosystems. Its Client Data Protection (CDP) tool periodically monitors application and governance compliance.

Capgemini

Capgemini continues to enhance its partnerships with AWS, Microsoft Azure and Google Cloud. The company has robust technology partnerships with SAP, VMware, IBM and Oracle. Such partnerships enable the company to build an agile managed services solution for multicloud.

claranet

Claranet's customers leverage its Ansible and Terraform partnerships to deploy applications in the cloud environment. Its managed container services help customers build and manage Kubernetes across different cloud environments.

DXC Technology

DXC Technology has more than 5,900 FTEs in the UK Its Cloud Right™ approach is proficient in executing large-scale transformations, including the mainframe. The company provides solutions that span several horizontal and vertical industries.

Ensono

Ensono offers comprehensive cloud services encompassing serverless computing environments such as AWS Lambda and Azure Functions. The company provides a comprehensive APM offering and leverages third-party performance monitoring tools.

Managed Services for Large Accounts

Fujitsu

Fujitsu's Cloud Managed Services (FCMS) incorporate more than 150 automation artefacts, providing customers with a wide array of tools for streamlining workflow automation and optimising operations in the cloud environment.

HCLTech

HCLTech has five innovation labs across the UK. The company also has over 1,000 FTEs across four nearshore delivery centres. It has strong strategic partnerships with Azure and employs over 8,500 Azure-certified experts globally.

Infosys

Infosys has a robust local talent presence. Its flagship platform, Cobalt, comprises over 35,000 assets and more than 300 industry blueprints and solutions. Infosys also provides comprehensive security tools developed in-house or procured through partnerships.

Kyndryl

Kyndryl's key practice areas include Cloud; Core Enterprise and zCloud; Digital Workplace; Application, Data and AI; Network and Edge; and Security and Resiliency. It extensively uses microservices, Kubernetes, DevOps and IaC in its managed public cloud services.

rackspace technology.

Rackspace Technology's Elastic Engineering platform provides a range of IaC tools. Its observability solution empowers end users to extract meaningful insights from their architecture and establish digital frameworks to optimise cloud applications.

TATA CONSULTANCY SERVICES

TCS has substantially invested in cloud-certifying its employees. Approximately 16 percent of the company's workforce is in the UK. Its customers can utilise emerging technologies for their cloud ecosystem through the COIN ecosystem comprising startups and specialists.

wipro

Wipro's IaC drives standardisation, scalability and auto-remediation. Its cloud-agnostic FinOps strategy enhances cost transparency and optimises cloud resources management. The company has established a robust presence in the UK.

LTIMindtree

LTIMindtree's (Rising Star) DevOps solutions enable enterprises to shorten delivery cycles and maintain high-quality results. Products such as Canvas AIOps capture asset telemetry data, filter out noise and present actionable alerts in a unified dashboard.

Unisys

"Unisys' managed services include robust AIOps and FinOps capabilities that significantly reduce the need for manual intervention while optimizing cloud operating costs."

Rohan Thomas

Overview

Unisys is headquartered in Pennsylvania, U.S. and operates in 28 countries. It has more than 16,200 employees across 71 global offices. In FY22 the company generated $2.0 billion in revenue, with Enterprise Computing Solutions as its largest segment. With a team of around 1,990 certified full-time equivalents (FTEs) worldwide, Unisys offers managed public cloud services to around 115 clients. The company's cloud services division accounts for nearly 35 percent of its annual revenue. Unisys has a significant presence in the U.K., with 52 cloud technology-certified FTEs.

Strengths

Intelligent automation: Unisys' CloudForte solution is embedded with security and compliance capabilities, along with enhanced automation. Its AIOps expertise substantially reduces the need for human intervention in IT operations. This solution also has differentiated IaC capabilities. Built on Terraform, Ansible, Azure Resource Manager and AWS CloudFormation, CloudForte helps develop well-architected cloud environments, including GenAI.

FinOps capabilities: Unisys' FinOps practitioners enable companies to optimize their cloud operating costs. Unisys has partnered with tool vendors such as AppDynamics, Grafana, Dynatrace, Splunk and SolarWinds to provide its customers with enhanced observability and application performance monitoring. Its customers can also leverage FinOps tools such as Cloudability and CloudHealth for robust cost economics and tagging capabilities.

Governance, risk and compliance (GRC): Unisys provides its customers with end-to-end GRC capabilities achieved through attack surface discovery, zero trust policies and a continuous innovation lifecycle management tool. Unisys is further investing in a new service offering to help companies manage their supply chains while focusing on ESG compliance.

Caution

Unisys should prioritize enhancing its capabilities and investing toward self-sufficiency in the U.K. The company's investments should be concentrated in the public sector and financial services, areas where Unisys has established its strength.

Managed Services for Midmarket

Managed Services for Midmarket

Who Should Read This Section

This report is relevant to midsize enterprises in the UK that are evaluating public cloud managed service providers (MSPs). In this quadrant, ISG defines the current market positioning of service providers in the UK and demonstrates how they address key challenges faced by midsize enterprises with their public cloud models.

Service providers are managing client workloads on third-party, public cloud and hyperscale environments, enabling enterprises to focus on other tasks. Enterprises are increasingly adopting cloud-native, DevOps and IoT technologies and actively seeking service providers with expertise in rearchitecting and replatforming existing applications within a cloud-native framework. These enterprises are utilising public cloud managed services to facilitate the implementation of cloud-native solutions and capitalise on containers and serverless functions to enhance cost efficiency.

In the UK, enterprises are particularly interested in cloud-agnostic solutions to support their multicloud environments. These midsize enterprises often deal with less complex and small-scale projects compared to large organisations, prioritising providers with specialised offerings and cost-effective pricing.

Enterprises leverage MSPs' automation and AI capabilities for monitoring cloud-native applications and predictive maintenance, resulting in cost savings. Many UK enterprises are now investing in self-service or auto-heal capabilities to address their ticket-generated requests.

IT leaders should read this report to understand MSPs' relative strengths and weaknesses and how their market approaches impact enterprise public cloud strategies, improve business agility and reduce TCO.

Software development and technology leaders should read this report to understand MSPs' positioning and learn how their offerings can impact the ongoing development of enterprise software products.
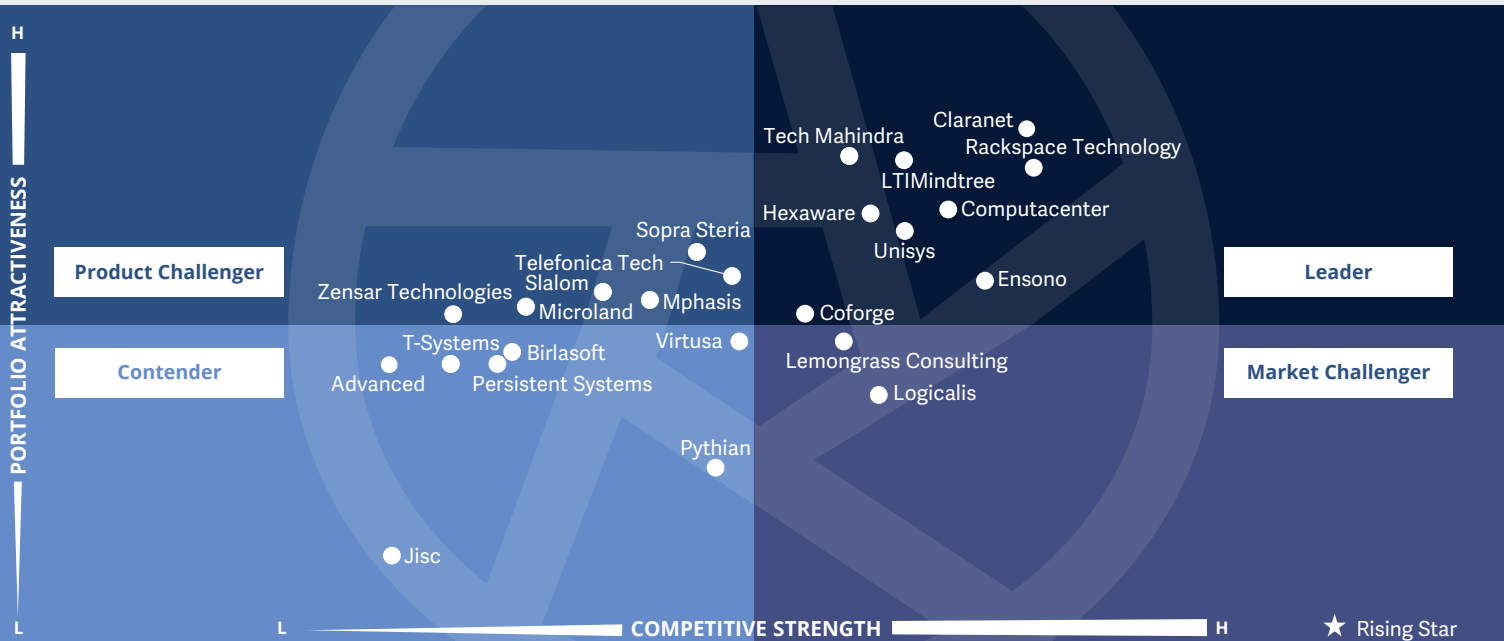
Sourcing, procurement and vendor management professionals should read this report to better understand the current landscape of MSPs in the UK.

ISG Provider Lens™

Source: ISG RESEARCH

Multi Public Cloud Services
Managed Services for Midmarket

U.K. 2023

PORTFOLIO ATTRACTIVENESS

H

Product Challenger

Contender

Tech Mahindra

Claranet
Rackspace Technology

LTIMindtree

Hexaware

Computacenter

Sopra Steria

Unisys

Ensono

Telefonica Tech
Slalom

Zensar Technologies

Mphasis

Coforge

Microland

Virtusa

Lemongrass Consulting

Leader

T-Systems

Birlasoft

Market Challenger

Advanced

Persistent Systems

Logicalis

Pythian

Jisc

L

L

COMPETITIVE STRENGTH

H

★ Rising Star

This quadrant assesses **managed service providers (MSPs)** that support two or more public clouds, **providing automation and value-added services for** enterprise **clients in the midmarket**.

Rohan Thomas

Managed Services for Midmarket

Definition

This quadrant assesses managed service providers specializing in multicloud environments, comprising AWS, Microsoft Azure, Google Cloud and other hyperscalers. These providers adopt a DevOps-centric approach to support robust CI/CD pipelines with strong container management capabilities. They also offer expertise in site reliability engineering (SRE) and business resiliency.

Typical managed services offered by these providers include cloud infrastructure lifecycle management and real-time multicloud monitoring with predictive analytics to maximize performance, reduce costs and ensure compliance and security. Service providers use AIOps and FinOps tools to automate processes and provide transparency on cloud resources, capacity utilization and costs. Typical service platforms include service catalogues, approval workflows, self-service and self-heal capabilities. Provider services comprise:

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- Upgrade services for the operating system, middleware and applications on public cloud infrastructure

- Multicloud management, including patching and upgrading for the operating system, middleware and applications, plus security patching, access control and identity management

- ITSM, including incident management, problem management and release management and configuration management database (CMDB) management

- FinOps monitoring and reporting, covering resource utilization, multicloud billing aggregation, invoice management, chargeback and showback

- ML and predictive analytics to improve performance and security.

- Self-service catalogues that automate provisioning, container management, service on/off scheduling, IaC and DevOps automation

- Governance and compliance management, along with a robust cybersecurity framework to safeguard client data in multiple geographic locations

Eligibility Criteria

1. **Operational excellence** and well-defined professional services

2. Experience in building and **managing public and multicloud** environments

3. Expertise in managing **platform configuration, integration,** systems and **containers**

4. Financial dashboards and cost analysis tools for enhanced **visibility of variable costs** associated with cloud providers through the FinOps ecosystem

5. Support for software code development and **cloud-native and legacy system integration**

by leveraging DevOps, API-enabled automation and cloud analytics services

6. Robust **security posture and cloud governance** services

7. **Partnerships with leading public cloud providers** and relevant managed service provider certificates for AWS, Microsoft Azure, Google Cloud, and others

8. Industry-specific solutions and **practice knowledge** for managing workloads on public cloud infrastructure

Managed Services for Midmarket

Observations

In November 2022, the merger of LTI and Mindtree was successfully completed. The resulting entity, LTIMindtree, is now a Leader in the midmarket with a substantially high portfolio attractiveness quotient. Claranet leads in terms of portfolio attractiveness and competitive strength. The company has local expertise across the UK. Rackspace Technology's competitive strength is at par with that of Claranet's, further bolstered by the company's local presence of experts.

Tech Mahindra's strength lies significantly in its managed services capabilities compared to its consulting and transformation offerings, even though its competitive strength in the two quadrants is similar. Hexaware, Unisys and Computacenter are favourably placed among Leaders. Sopra Steria and Telefonica Tech performed better in the Consulting and Transformation quadrant as compared to the Managed Services quadrant. In this quadrant, Sopra Steria's portfolio attractiveness is slightly lower, while Telefonica Tech is positioned as a Product Challenger.

Ranked as a Leader, Coforge focuses on enhancing the attractiveness of its managed services portfolio.

Lemongrass Consulting and Logicalis are two companies qualified as Market Challengers.

From the 53 companies assessed for this study, 24 qualified for this quadrant, with nine being Leaders and no Rising Star.

Coforge

Coforge's proprietary platform, Quasar, is prebuilt with over 100 APIs, enhancing application deployment in multicloud environments. The company utilises edge solutions such as AWS Outposts, Azure Stack, AWS Local Zones and Nutanix ROBO to deliver timely services.

Computacenter

Computacenter has approximately 6,600 cloud experts, a significant portion of whom are deployed in or work for clients in the UK. Its agile and modular Cloud Engineering Service provides customers with end-to-end software development.

claranet

Claranet's robust presence in the UK is fortified by a team of over 1,500 experts. It has established a Cloud Centre of Excellence (CCoE) to strategise an efficient migration to the cloud. Claranet's managed services platform has robust DevSecOps and AIOps capabilities.

Ensono

Ensono's Envision Advisor platform provides customers with enhanced visibility on resource utilisation across multicloud environments. Its acquisitions of ExperSolve and AndPlus have improved its mainframe and cloud-native capabilities.

HEXAWARE

Hexaware's Tensai for Cloud solution offers unified, single-pane observability across AppOps, DataOps and InfraOps within multicloud environments. Its Outcome Linked Flexible Engagement Model is closely tailored to match customers' cloud consumption patterns.

LTIMindtree

LTIMindtree possesses more than 1,500 FTEs certified in cloud technologies in the UK. Integrating its Infinity Ensure tool with AWS Cloud enhances cost monitoring, analytics and capacity planning for more effective FinOps.

rackspace technology

Rackspace Technology can interconnect and manage its customers' workloads across the three leading public cloud providers — AWS, Microsoft Azure and Google Cloud. The company has over 10,000 technical certifications, with over 2,200 technically-certified experts.

Managed Services for Midmarket

Tech Mahindra has developed a set of proprietary tools and solutions that automate workloads on the cloud. Its iCOPS platform automates operations across multicloud environments. Cloud BlazeTech and FinOptimo help customers reduce operating expenses.

Unisys' CloudForte® Cloud Management Platform (CMP) provides governance roadmaps for applications, cloud adoption and FinOps optimisation. It also provides industry-specific managed services for the public cloud.

Unisys

Leader

> "Unisys provides an agile, standards-based solution that is designed to cater to core cross-industry needs and is tailored to individual client and/or regional requirements."
>
> *Rohan Thomas*

Overview

Unisys is headquartered in Pennsylvania, US and operates in 28 countries. It has more than 16,200 employees across 71 global offices. In FY22 the company generated $2.0 billion in revenue, with Enterprise Computing Solutions as its largest segment. With a team of around 1,990 certified full-time equivalents (FTEs) worldwide, it offers managed public cloud services to approximately 115 clients. The company's cloud services division contributes nearly 35 percent to its annual revenue. Unisys maintains a significant presence in the UK, with a total capacity of 52 FTEs certified in cloud technologies.

Strengths

Adaptable industry solutions: Unisys can align modular solutions such as licensing and permitting, travel and transportation logistics, and public sector benefits programs to specific industry verticals, ensuring compliant implementation. Its commitment to offering tailored, app-centric solutions for each industry, characterised by quick implementation and efficient delivery cycles, distinguishes itself as a leader in this field.

Comprehensive cybersecurity suite: Unisys offers a robust cybersecurity suite encompassing advisory, compliance and monitoring and end-to-end service delivery. It cultivates these capabilities through its focused ecosystem and strategic partnerships, exemplified by its collaboration with Dell in creating the Unisys Cyber Recovery Solution.

The company views zero trust architecture (ZTA) as a widely adopted and continuously evolving cybersecurity approach.

Simplify complex solutions: The company excels in simplifying the most intricate business and technology challenges within highly complex and regulated environments. Its CloudForte® Cloud Asset Suite and Management Platform (CMP) provides clear, achievable automated execution and well-governed roadmaps for applications, cloud adoption, operations and FinOps optimisation while rationalising the existing client investments.

Caution

Unisys should prioritise regional capability enhancements and self-sufficiency investments in the UK. It should also focus on fulfilling domestic sovereignty requirements for more secure operations.

FinOps Services and Cloud Optimization

FinOps Services and Cloud Optimization

Who Should Read This Section

This report is relevant to enterprises of all sizes that are evaluating multi public cloud FinOps service providers. In this quadrant, ISG highlights the current market positioning of FinOps service providers in the UK and demonstrates how they address key challenges faced by enterprises.

Enterprises in the UK are seeking service providers to help them optimise cloud costs, improve cloud efficiency and gain more value from their cloud investments. They are focusing on planning and executing cloud migrations securely and cost-effectively and ensuring robust cloud environments.

Enterprises are partnering with service providers that can not only support them in implementing cloud budgeting and forecasting processes but also reduce the risk of security breaches and other compliance issues. They need to evaluate providers' experience and expertise, understanding of specific cloud environments, range of services and tools offered, and pricing and fee structure.

Service providers in the UK are recognising the growing demand for FinOps and cloud optimisation services. They are actively investing in skilled personnel and tools to meet enterprises' requirements. Many service providers offer a range of managed services, including FinOps and cloud optimisation, as part of their portfolio to provide comprehensive cloud management solutions to their clients. They focus on customising the solutions per specific requirements of different businesses and industries.

IT leaders should read this report to understand FinOps service providers' relative strengths and weaknesses and impact of their market approaches on enterprises' cloud-native technologies adoption.

Software development and technology leaders should read this report to understand cloud FinOps service providers' positioning and impact of providers' offerings on cloud usage dashboard creation.
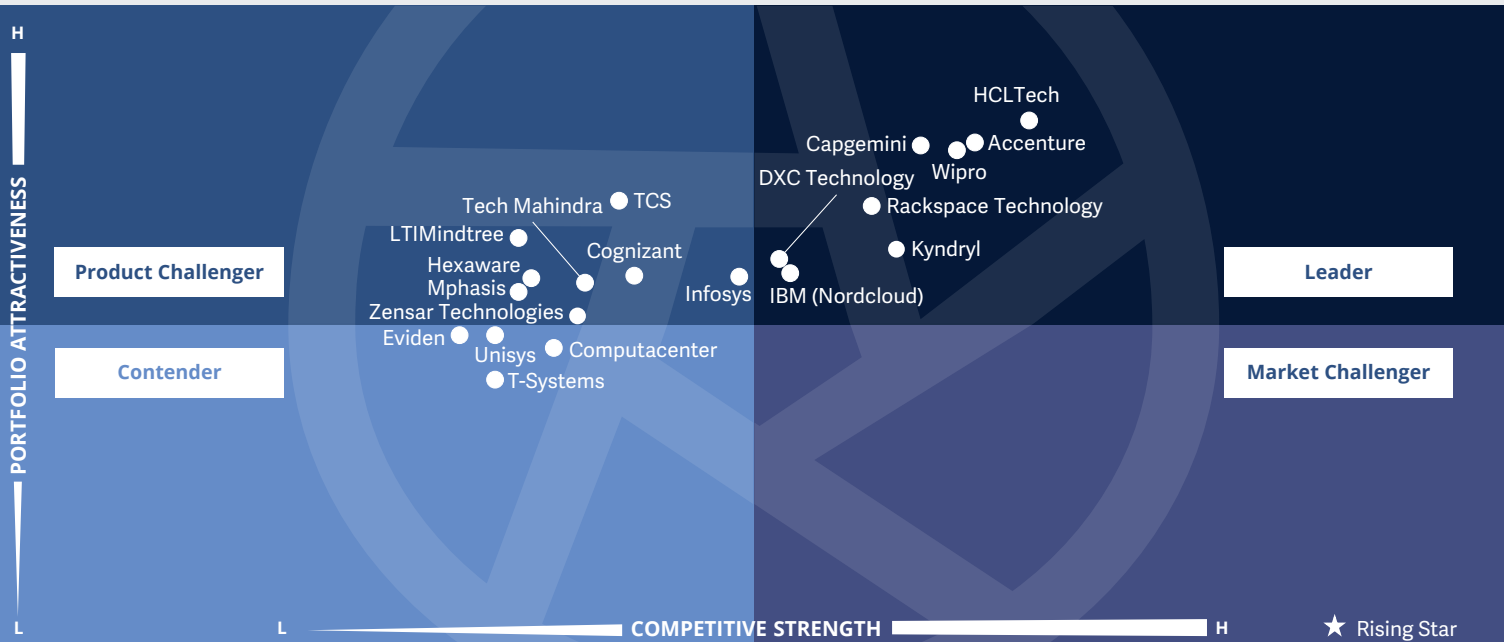
Sourcing, procurement and vendor management professionals should read this report to develop a better understanding of the current landscape of FinOps service providers in the UK.

ISG Provider Lens™

Multi Public Cloud Services
FinOps Services and Cloud Optimization

U.K. 2023

PORTFOLIO ATTRACTIVENESS

H

Product Challenger

Leader

HCLTech

Capgemini   Accenture

DXC Technology   Wipro

Tech Mahindra ● TCS

LTIMindtree   Rackspace Technology

Hexaware   Cognizant

Mphasis   Kyndryl

Zensar Technologies

Infosys

IBM (Nordcloud)

Contender   **Market Challenger**

Eviden

Unisys   Computacenter

● T-Systems

L   **COMPETITIVE STRENGTH**   H   ★ Rising Star

L   H

This quadrant assesses service providers that offer **FinOps services**, guiding enterprises to **demonstrate their cloud spending**, comply with corporate governance and produce **insights for cloud optimisation**.

Rohan Thomas

FinOps Services and Cloud Optimization

Definition

This quadrant assesses service providers that offer consulting and managed services around multicloud architecture with a best-of-breed approach for cloud infrastructure cost optimization for AWS, Microsoft Azure, Google Cloud and other cloud platforms. These providers undertake projects that include workload assessments to analyse and reduce cloud expenses and maximize cost efficiency.

These providers offer cloud governance advisory services for various activities such as user rights, service approval workflows, audit tracking (setting of logs/agents/reports) and defining compliance check methods, configuration policies, data access policies and service reporting configurations that include tagging, chargeback, and show back functionalities.

Leaders in this quadrant demonstrate the ability to predict clients' consumption patterns and cloud price changes using AI- and ML-based analytics. They use FinOps frameworks, comprising proprietary and third-party tools,

to analyse and forecast usage, pricing and financial impacts. Providers also use data analytics to identify underutilized resources and optimization opportunities.

Clients expect providers to actively manage FinOps tools to maximize cloud resource utilization and improve automation and autoscaling capabilities. Contractual terms enable providers to operate on behalf of clients to facilitate activities such as buying and selling reserved instances, upscaling and downscaling resources and enabling dynamic cost allocation changes. Alternatively, streamlined approval workflows enable fast decision-making to optimize infrastructure costs and maintain budget adherence.

Eligibility Criteria

1. FinOps-**certified FTEs** in **at least three hyperscalers** among the popular ones like AWS, Microsoft Azure, Google Cloud or Oracle Cloud (FinOps-certified staff improves ratings, but it is not a prerequisite)

2. To offer **FinOps framework strategy and implementation** roadmap within the client's organization, including the three major FinOps framework elements – inform, optimize and operate

3. FinOps services must be regulated by **cost-saving targets** centred on **budget control** SLAs

4. **Enable clients** to develop their internal FinOps teams from various organizations within the enterprise

5. Empower clients with organizational change management (OCM) for **sustainable FinOps** practices

6. **Demonstrate optimization expertise**. FinOps reporting is not enough for qualification

Observations

Many of the leading service providers in this quadrant are members of the FinOps Foundation, a nonprofit organisation that is part of the Linux Foundation, focusing on building best practices that optimise cloud operations expenditure. These organisations distinguish themselves owing to their holistic services suite comprising advisory services and a range of proprietary and white-labelled tools.

HCLTech stands out from other players in this market. The company actively participates as a member and contributor to the FinOps Foundation and collaborates with organizations such as the CNCF. HCLTech has substantially invested in acquiring accreditations from key hyperscalers and cloud-certifying its workforce. The company's involvement with CNCF has enabled it build innovative container technologies that empower end users to optimise cloud spending. This process was illustrated in many of the company's use cases.

Accenture followed HCLTech in terms of portfolio attractiveness and strength. Although the company's technological capabilities have grown inorganically, Accenture's sheer size and high price could pose a few challenges. Capgemini and Wipro are positioned closely behind Accenture. Accenture's investments and AI applications enable it to provide differentiated FinOps services to its clients.

Further, IBM announced that it will acquire Apptio. This move should further enhance the position of Nordcloud, a subsidiary of IBM, in the future.

From the 53 companies assessed for this study, 20 qualified for this quadrant, with eight being Leaders and no Rising Star.

accenture

Accenture's FinOps services cover the entire cloud optimisation lifecycle. Its myNav Cloud Platform helps customers build a cost-efficient cloud migration strategy. The company is a Premier member of the FinOps Foundation.

Capgemini

Capgemini is recognized for its differentiated next-generation automation and AI capabilities. These capabilities empower its customers to identify areas within the cloud environment that should be optimised, establish governance and implement necessary guardrails.

DXC Technology

DXC Technology utilises a large repository of AI-based accelerators, blueprints and deployment scripts to discover optimisation opportunities across the workflow.
The company also uses third-party observability tools to identify anomalies.

HCLTech

HCLTech boasts a comprehensive toolset comprising AIOps and observability features. It has acquired several accreditations from major hyperscalers, namely AWS, Microsoft Azure and Google Cloud. The company is a Premier Partner of the FinOps Foundation.

IBM

IBM's (Nordcloud) acquisition of Apptio is expected to enhance Nordcloud's value proposition for FinOps. Nordcloud's Klarity portfolio is embedded with landing zones and IaC. The company is FinOps Foundation-certified and has 67 FinOps Foundation-certified practitioners.

Kyndryl

Kyndryl's services and tools, such as Cost and Asset Management (CAM), help customers identify the exact phase of the FinOps lifecycle they are in and help implement technologies and processes to transition to the next phase of maturity.

rackspace technology.

Rackspace Technology leverages CloudHealth for cost management and governance and Alteryx for enhanced data analysis. Its FinOps services typically adopt a gainshare model. The company is a member of the FinOps Foundation.

wipro

Wipro has acquired several accreditations from leading hyperscalers, enabling its FinOps platform to offer comprehensive visibility into cloud spending. This vertical-specific platform ensures that companies can derive maximum value from their FinOps solution.

Contender

"Unisys' FinOps solution is backed by powerful analytics capabilities. It is used by end users for tagging resources and providing persona-based reporting while ensuring secure access."

Rohan Thomas

Unisys

Overview

Unisys is headquartered in Pennsylvania, US and operates in 28 countries. It has more than 16,200 employees across 71 global offices. In FY22 the company generated $2.0 billion in revenue, with Enterprise Computing Solutions as its largest segment. Unisys has a team of over 2,300 full-time equivalents (FTE) globally available to manage its major cloud service lines. Approximately 35 percent of the company's annual revenue is generated from Unisys' cloud services division. The company maintains a significant presence in the UK.

Strengths

Cloud unit economics: Unisys' powerful analytics engine enables end users to monitor the energy used by each resource, providing in-depth insights into resource utilisation and the corresponding energy consumption. Its dashboard meticulously categorises costs by cloud type and region, offering comprehensive, persona-based reporting.

Industry focus: Unisys' FinOps solution is engineered to be industry-specific. It primarily caters to the finance and insurance, aerospace and defence, healthcare and pharmaceuticals, and travel and transportation industries. The solution is preparing to address cloud expenditure challenges within the highly regulated public sector and education domain.

Secure data access: Unisys' robust framework and observability tools help end users entrust a zero-trust access policy across their network. The company leverages its partnership with technology vendors such as Okta, CyberArk, Azure Active Directory and AWS Security Hub to enforce robust identity access management capabilities. The company continuously monitors its end-users' network to log/report new assets, configuration changes and application upgrades.

Caution

Although Unisys employs professionals accredited by the FinOps Foundation, the company does not hold any FinOps certification and lacks an independently certified FinOps platform. Unisys should work toward further integrating FinOps tooling into its portfolio.

Hyperscale Infrastructure and Platform Services

Hyperscale Infrastructure and Platform Services

Who Should Read This Section

This report is relevant to enterprises across industries in the UK for evaluating hyperscale infrastructure and platform service providers in the multi public cloud environment. In this quadrant, ISG defines the current market positioning of these service providers in the UK and demonstrates how they address key challenges faced by enterprise clients.

Enterprises deal with the challenges of maintaining their IT infrastructure, which often translates to higher costs. Consequently, a growing shift towards adopting public cloud services is evident across various industries. Enterprises are increasingly favouring a multicloud approach while migrating their workloads to the cloud. The momentum to move workloads to the public cloud persists, as many enterprises are expediting their migration efforts.

Enterprises prioritise digital transformation with a particular focus on CX improvement initiatives. They harness investments in infrastructure and platform services, ensuring regular end-to-end updates managed by service providers.

These providers also play a crucial role in streamlining processes and ensuring operational efficiency. Enterprises are primarily concentrating on various objectives, including cloud migrations, modernising IT systems and processes, handling large-scale data and achieving a return on investment. They aim to harness the resources hyperscale public cloud providers offer within virtual or containerised software-defined environments and serverless architectures.

IT leaders should read this report to understand the strengths and weaknesses of hyperscale infrastructure and platform providers and their impact on public cloud strategies to improve agility.

Software development and technology leaders should read this report to understand hyperscale infrastructure and platform service providers' capabilities for migrating workloads to the public cloud.
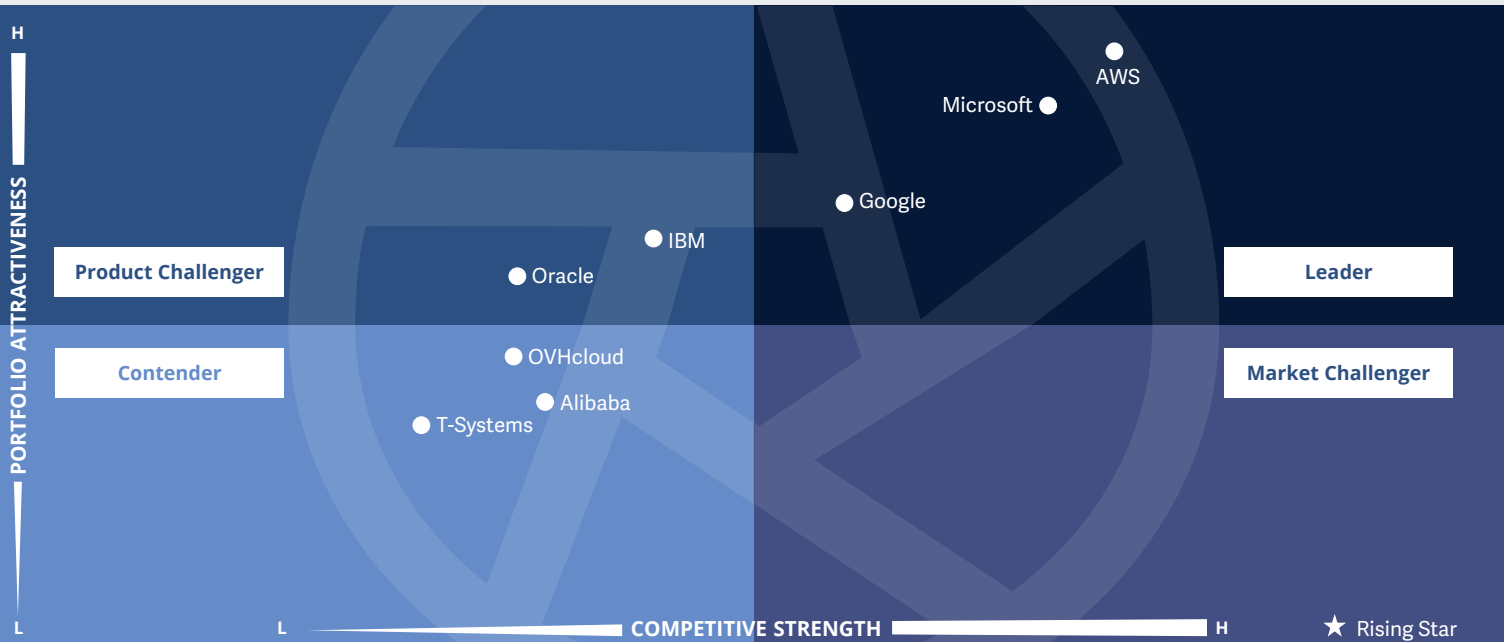
Sourcing, procurement and vendor management professionals should read this report to better understand the current landscape of hyperscale infrastructure and platform service providers in the UK.

ISG Provider Lens™

Source: ISG RESEARCH

Multi Public Cloud Services
Hyperscale Infrastructure and Platform Services

U.K. 2023

PORTFOLIO ATTRACTIVENESS

H

● AWS

● Microsoft

● Google

● IBM

● Oracle

Product Challenger

Leader

Contender

● OVHcloud

Market Challenger

● Alibaba

● T-Systems

L

L   **COMPETITIVE STRENGTH**   H

★ Rising Star

This quadrant assess **public cloud infrastructure** and **platform** providers that are capable of supporting a **large number of clients** by offering **shared infrastructure** on a **pay-as-you-go model**.

Rohan Thomas

Definition

This quadrant assesses suppliers that provide virtual compute resources, middleware and software in a highly scalable public cloud environment. Clients consume infrastructure and platform functionality as on-demand and web-centric services. Typical services in the IaaS segment are compute services, storage and network resources, where all are provided as virtual or containerized software-defined offerings and complemented by serverless architectures. The hyperscaler PaaS segment offers multiple microservices and runtime engines for predefined cloud-based application development that typically addresses the complete lifecycle needs of developers building or modernizing applications. Offerings include middleware, business process management, collaboration networks, databases, analytics and ML capabilities. Internal and external (third-party) services are accessible through

marketplaces. In addition, IaaS or PaaS vendors support and manage ISVs in their go-to-market activities.

Eligibility Criteria

1. Infrastructure portfolio with **computing power**, memory, storage, network, backup and container management functions. The self-service catalogue includes high-performance computing **(HPC)** and **ML instances**

2. **Price transparency** with consumption-based and reserved billing models

3. Recognized **quality standards** and **service certifications**, including data centre and facilities certification

4. Support for **data location** according to local regulations for sovereignty, data access control, encryption and privacy. Strong focus on **data protection** and sophisticated **cybersecurity solutions**

5. Support for IaC and **serverless computing** in combination with **automated provisioning**, event triggering and failover

6. APIs to **connect multiple clouds**, SaaS and web services

7. **Partner program** with a vast partner ecosystem

Observations

AWS continues to be a leader in the Hyperscale Infrastructure and Platform Services quadrant. The company has invested in its extensive computing, storage and database portfolio, which is further integrated with enhanced AI and security. Microsoft also features an extensive portfolio integrated with DevOps and cost management capabilities. AWS and Microsoft hold a substantial market share in the UK's infrastructure-as-a-service (IaaS) market.

Although a Leader in this quadrant, Google is not as visible as AWS and Microsoft. Its IaaS and platform as a service (PaaS) are integrated with enhanced encryption and AI. Oracle and IBM have been categorised as Product Challengers. As Oracle continues to significantly grow in the IaaS and PaaS ecosystems, its position in the grid is expected to improve further. OVHcloud, Alibaba and T-Systems are positioned as Contenders.

While OVHcloud and T-Systems have a significant presence across Europe, their technical capabilities and ecosystem scale do not match those of AWS, Microsoft and Google. Alibaba has a global heritage but is experiencing limited traction in the UK, mainly due to its Chinese origin.

From the 53 companies assessed for this study, eight qualified for this quadrant, with three being Leaders and no Rising Star.

AWS

AWS offers more than 200 fully-featured services, including computing, storage, databases, analytics, AI, IoT and security. Its partner network comprises a diverse pool of consulting firms, tech providers, managed service providers and integrators.

Google

Google Cloud's IaaS and PaaS offer AI and ML integration. It provides a transparent pricing model, allowing users to pay only for the resources they consume. Google's security suite features encryption, identity and access management (IAM) and threat detection.

Microsoft

Microsoft Azure has availability zones across 60 regions, with two of them in the UK (London and Cardiff). Azure IoT technologies and services offer a range of options for organisations to create various IoT solutions that support digital transformation.

SAP HANA Infrastructure Services

SAP HANA Infrastructure Services

Who Should Read This Section

This report is relevant to enterprises across industries in the UK for evaluating SAP HANA infrastructure service providers for SAP S/4HANA workloads and large-scale HANA databases. In this quadrant, ISG defines the current market positioning of these service providers in the UK and demonstrates how they address key challenges based on the depth of service offerings and market presence.

Enterprises in the UK are currently dealing with various challenges when maintaining critical SAP workloads. These challenges include financial burden, data management and change control complexities, and skilled personnel shortage. In response, many of these enterprises are incorporating SAP HANA into their digital transformation initiatives and are actively seeking hyperscale providers to help them overcome these obstacles.

Enterprises are increasingly focusing on achieving cost reductions, enhancing agility, bolstering security and resilience, harnessing data analytics and implementing industry-specific solutions for migrating SAP workloads. An increase in the integration of third-party applications with SAP S/4 HANA is also evident.

Enterprises are further capitalising on compute resources, storage options and connectivity offered by hyperscale public cloud platforms to host SAP workloads and address the abovementioned challenges. They are increasingly incorporating SAP HANA into their business processes, specifically addressing IT infrastructure needs, ensuring scalability and adaptability of HANA-based workloads and seamless integration with third-party tools.

IT leaders should read this report to better understand SAP HANA infrastructure service providers' relative strengths and weaknesses and impact of providers' market approaches on public cloud strategies.

Software development and technology leaders should read this report to understand SAP HANA infrastructure providers' capabilities for migrating workloads to the public cloud.
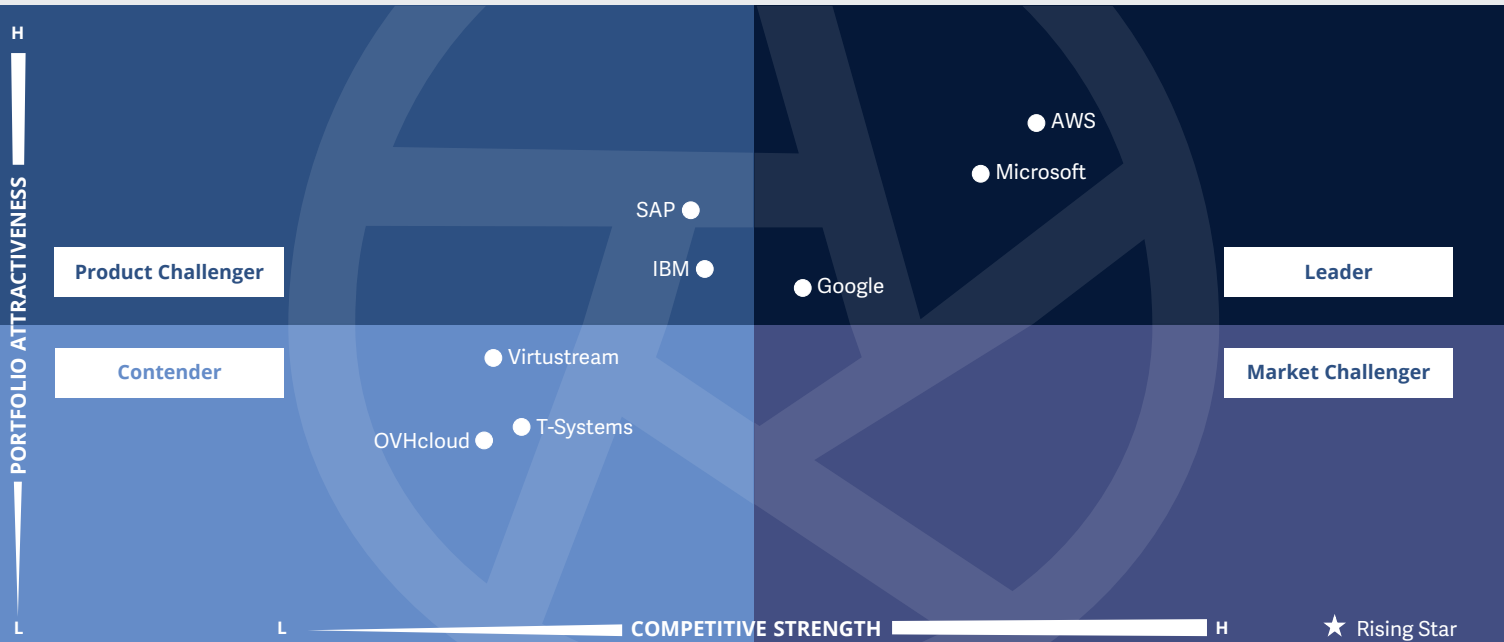
Sourcing, procurement and vendor management professionals should read this report to better understand the current landscape of SAP HANA infrastructure service providers in the UK.

ISG Provider Lens™

Multi Public Cloud Services
SAP HANA Infrastructure Services

U.K. 2023

PORTFOLIO ATTRACTIVENESS (H / L)

COMPETITIVE STRENGTH (L / H)

Product Challenger

Contender

Leader

Market Challenger

- ● AWS
- ● Microsoft
- SAP ●
- IBM ●
- ● Google
- ● Virtustream
- ● T-Systems
- OVHcloud ●

★ Rising Star

This quadrant assesses service providers that **offer SAP products hosting**, especially SAP HANA, in public cloud shared environments with standard services and **SAP-certified infrastructure**.

Rohan Thomas

SAP HANA Infrastructure Services

Definition

This quadrant assesses cloud infrastructures best suited to host SAP's software portfolio, emphasizing SAP S/4HANA workloads and large-scale HANA databases. Participating providers offer IaaS, including infrastructure operations, facilities, provisioning and scaling capacity for SAP workloads.

Key criteria for assessment include the IaaS providers' offering of data migration tools, technical support, system imaging, backup and restore capabilities, disaster recovery solutions, resource usage monitoring and dashboard management solutions. These tools required can be a part of the standard IaaS offerings or provided by partners in a marketplace.

Infrastructure providers that participate in the RISE with SAP program receive a higher rating. However, RISE participation is not a mandatory requirement for inclusion in this quadrant. Ideally, the infrastructure provider should have a broad ecosystem, including SAP partners, enabling them to support clients in automating and operating their SAP instances in the cloud.

The cloud infrastructure provider should also offer pre-sales support to help clients with migration planning, cloud architecture design, sizing and performance optimization, licensing considerations, system and database configuration, virtual private network configuration and third-party vendor solutions (toolsets). The support analysis focuses on the vendor's service partner ecosystem and their expertise in conducting related migrations and operations.

Eligibility Criteria

1. IaaS to include **SAP-certified servers** with storage and connectivity for SAP products. Availability of SAP HANA instances in multiple memory sizes, enabling **on-demand upscaling** to accommodate instance growth and upgrades with minimum service interruptions.

2. Memory capacity exceeding **6 TBs per virtual machine**

3. Easy access, **transparent prices**, consumption-based, reserved instance and dedicated instance billing models

4. Recognized **quality standards** and **service certifications**, with a strong focus on **data protection** and cybersecurity

5. **Low-cost storage** for backups and archiving

6. **Multi-region** disaster recovery capabilities

7. Automated **backup and restore functionality** (platform-based, proprietary or partner solutions)

8. Frameworks and **tools for application** and **data migration**

9. An ecosystem of **certified partners** with SAP specialization

SAP HANA Infrastructure Services

Observations

AWS continues to be a Leader in the SAP HANA Infrastructure Services quadrant owing to its product portfolio and competitive strength. The company maintains an extensive partner ecosystem and ensures that its partners are certified with SAP transformation capabilities.

Microsoft follows AWS in terms of portfolio attractiveness and competitive strength. The company has established a strategic partnership with SAP, enabling accelerated adoption of SAP S/4HANA services. AWS and Microsoft collaboratively hold a substantial share in the UK's infrastructure as a service (IaaS) market. This shared influence greatly contributes to the competitive strengths of both companies in this market.

While positioned as a Leader in this quadrant, Google may not have the same level of visibility as AWS and Microsoft. Nevertheless, the company is recognised for its stringent encryption and AI capabilities, which enhance the security of the SAP HANA environment and facilitate seamless integration with other datasets.

Virtustream, positioned as a Contender in this quadrant, used to be an independent cloud company providing SAP HANA infrastructure services. However, following its merger with Dell EMC in 2015, the company's presence in this market has sunsetted.

From the 15 companies assessed for this study, eight qualified for this quadrant, with three being Leaders and no Rising Star.

AWS

AWS provides a secure and reliable cloud infrastructure, maximising its customers' SAP investments. Its extensive partner network ensures that partners possess the expertise needed for SAP workload migration, operation and transformation.

Google

Google Cloud Platform (GCP) SAP HANA services encompass containerisation capabilities, APIs and scalable data processing for SAP workloads. It provides enhanced security measures that protect the SAP workload from unauthorized access.

Microsoft

Microsoft customers operating SAP workloads on Azure can integrate with its extensive range of software tools, including Microsoft 365, Teams, Power Apps and Power BI. It provides SAP-certified virtual machines with memory capabilities ranging from 192 GB to 12 TB.

Appendix

Methodology & Team

The ISG Provider Lens™ 2023 – Multi Public Cloud Services study report analyzes the relevant software vendors/service providers in the UK market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research™ methodology.

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The research and analysis presented in this report includes research from the ISG Provider Lens™ program, ongoing ISG Research™ programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of November 2023, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

All revenue references are in U.S. dollars ($US) unless noted.

The study was divided into the following steps:

1. Definition of Multi Public Cloud Services market

2. Use of questionnaire-based surveys of service providers/ vendor across all trend topics

3. Interactive discussions with service providers/vendors on capabilities & use cases

4. Leverage ISG's internal databases & advisor knowledge & experience (wherever applicable)

5. Use of Star of Excellence CX-Data

6. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & other sources.

7. Use of the following key evaluation criteria:

   * Strategy & vision

   * Tech Innovation

   * Brand awareness and presence in the market

   * Sales and partner landscape

   * Breadth and depth of portfolio of services offered

   * CX and Recommendation

Author & Editor Biographies

Author

Rohan Thomas
Senior Lead Analyst

Rohan Thomas has nearly a decade's worth of knowledge expertise in the realms of ICT, which include telecommunications, data centers, and networks and application performance management. At ISG, Rohan is the lead analyst for ISG Provider Lens™, leading research activities and benchmarking exercises pertaining to the regional adoption of digital infrastructure such as private/hybrid cloud. He has a Bachelor's degree in Mechanical Engineering from Visveswaraya Technological University and a Master's degree in Computer Aided Design and Manufacturing from Vellore Institute of Technology.

Enterprise Context and Overview Analyst

Meenakshi Srivastava
Senior Research Analyst

Meenakshi Srivastava is a Senior Research Analyst at ISG and is responsible for supporting and co-authoring Provider Lens™ studies on the Private Hybrid Cloud Data Center. She creates content for Provider Lens™ studies and supports lead analysts in the research process for multiple regions. She has an experience of 3 years in IT industry and 2.5 years in market research industry. She is also responsible for authoring the enterprise context and global summary reports for her respective study.

Prior to her role in ISG, she has worked on various signature research projects which involved both qualitative and quantitative analysis as well as content creation and contextualization for other market research firm. She has an expertise of working on both primary and secondary research projects and is also associated with other custom and ad-hoc research projects.

Author & Editor Biographies

IPL Product Owner

Jan Erik Aase
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Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry. Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor.

Now as a research director, principal analyst and global head of ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.

ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens™ research, please visit this webpage.

ISG Research™

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ISG

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Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,600 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.

For more information, visit isg-one.com.

ISG Provider Lens™

DECEMBER, 2023

REPORT: MULTI PUBLIC CLOUD SERVICES