

# Everest Group PEAK Matrix™ for IT Security Service Providers

Focus on Wipro  
December 2018



# Introduction and scope

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Everest Group recently released its report titled “[IT Security Services PEAK Matrix™ Assessment and Market Trends: Enterprise Security Journeys and Snowflakes – Both Unique and Like No Other!](#)” This report analyzes the changing dynamics of the IT security services landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 21 service providers on the Everest Group PEAK Matrix™ for IT security services into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of IT security service providers based on their absolute market success and delivery capability. Everest Group also identified 4 service providers as the “2018 IT Security Services Market Star Performers” based on the strongest forward movement demonstrated on the PEAK Matrix year-on-year.

Based on the analysis, **Wipro emerged as a Leader and Star Performer**. This document focuses on Wipro’s IT security services experience and capabilities and includes:

- Wipro’s position on the IT security services PEAK Matrix
- Detailed IT security services profile of Wipro

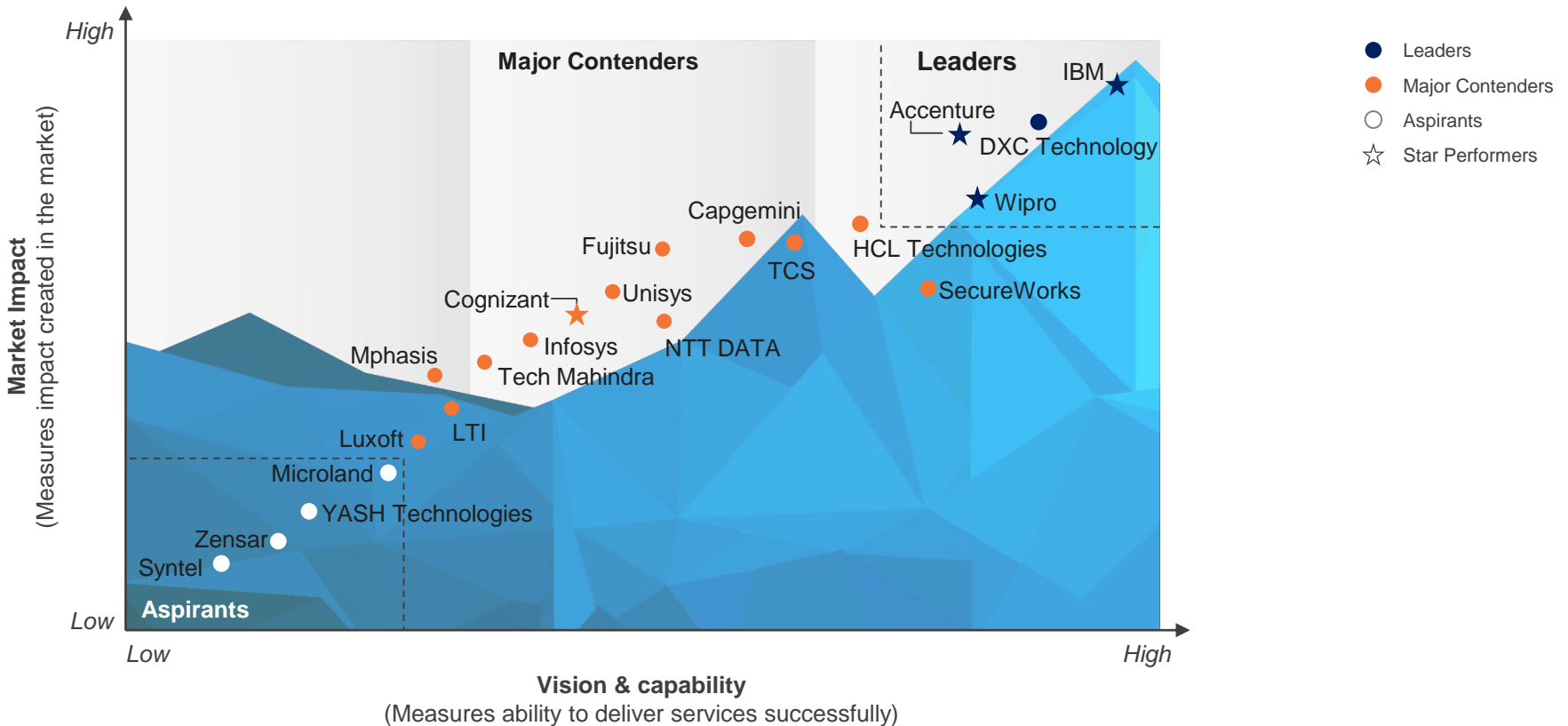
Buyers can use the PEAK Matrix to identify and evaluate different service providers. It helps them understand the service providers’ relative strengths and gaps. However, it is also important to note that while the PEAK Matrix is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation and requirements, and match them against service provider capability for an ideal fit.

# Everest Group PEAK Matrix™

## IT Security Services – Market Trends and PEAK Matrix™ Assessment 2019

### Wipro positioned as Leader and Star Performer

Everest Group IT Security Services – Market Trends and PEAK Matrix™ Assessment 2019<sup>1,2</sup>



1 Assessment for Fujitsu, IBM, SecureWorks, and Tech Mahindra excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers

2 PEAK positioning for Syntel is based on the assessment of its capabilities prior to the announcement of Syntel's acquisition by Atos

### Strengths

- Technical consulting capabilities have been well received
- Focus on “as-a-service” deal constructs to extend pricing flexibility to clients
- Showcasing bench strength and earmarking analysts during deal bids have been key differentiators

### Areas of improvement

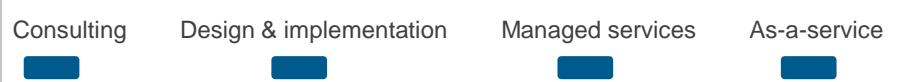
- Needs to be more proactive in pushing its solutions/recommendations to clients; proactively report strategic changes in the organization to client
- Needs to increasingly align their existing IP solution suite with client requirements
- Perceived sense of lock-in is a key enterprise challenge with Wipro’s IP

**Scope of coverage:** Wipro is estimated to have over 7,700 FTEs dedicated to IT security services. The company manages ~1.2 million IP addresses and over 93,000 firewalls/ intrusion prevention devices. It manages over 10 million end-user devices including physical desktops/laptops, mobile devices, etc.

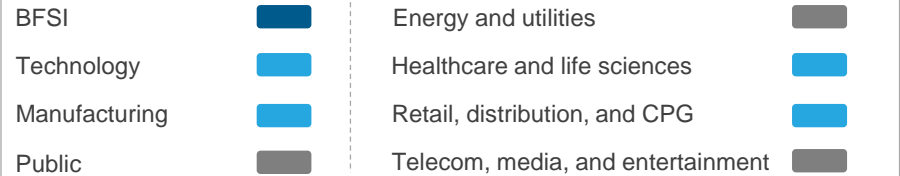
### IT security services revenue



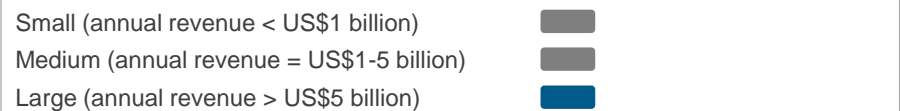
### Adoption by service type



### Adoption by industry



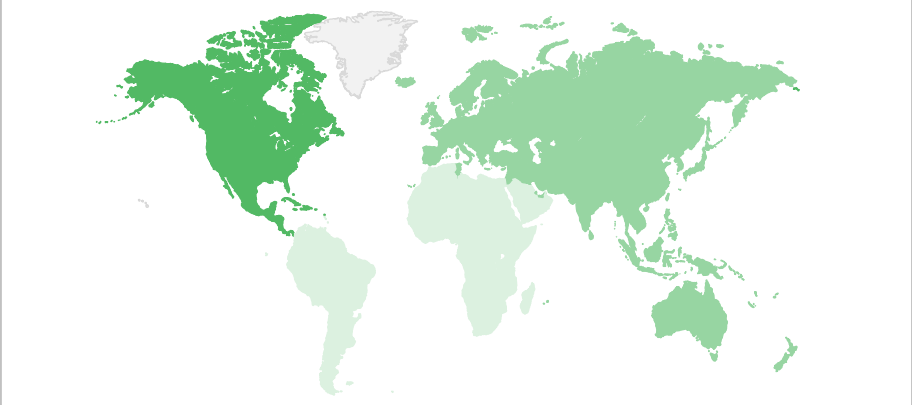
### Adoption by buyer group



### Adoption by service segments



### Adoption by geography



Source: Everest Group (2018)

Wipro's vision for IT security is to be the partner of choice for enterprise cybersecurity & risk services practice by allowing clients to simplify digital risk management, secure information, and sustain business resilience. Wipro aims to achieve this vision by enabling digital trust, extending cyber intelligence, modernizing the core, elevating security, collaborating with partners, and leveraging Wipro ventures with focus on M&A.

### Proprietary solutions (representative list)

Solution	Details
ASTRID Framework	The framework evaluates the client's maturity in terms of dealing with cybersecurity threats. It considers maturity around assets, threats, and defenses
Wipro Access Governance Onboarding Framework (WAGON)	It is a tool that uses a factory model to eliminate traditional application onboarding challenges for faster application onboarding capabilities. It removes development complexity by providing a simple and flexible parameter-based process
Enterprise Data Obfuscation	It provides the necessary data masking techniques to satisfy the simplest and most complex privacy requirements
Risk Intelligence Center	Offers integrated risk, compliance, and security posture through effective use of automation and consolidation of data to provide effective risk analytics for proactive risk management
Cyber Defense Portal (CDP)	It supports single point visibility to a cross-section of services including security monitoring, security operations, threat intelligence, vulnerability management, security testing services, social media monitoring, and incident management

### IT security services partnerships (representative list)

Partner name	Type of partnership	Details
IBM	Technology partnership	Provides SIEM and security intelligence-as-a-service
CA Technologies	Technology partnership	Partnership to deliver Wipro Identity Cloud solution designed to help clients drive business outcomes

Additionally, Wipro has partnerships with Oracle, Cisco, Checkpoint, Intel Security, and Splunk, amongst many others, for delivering security services.

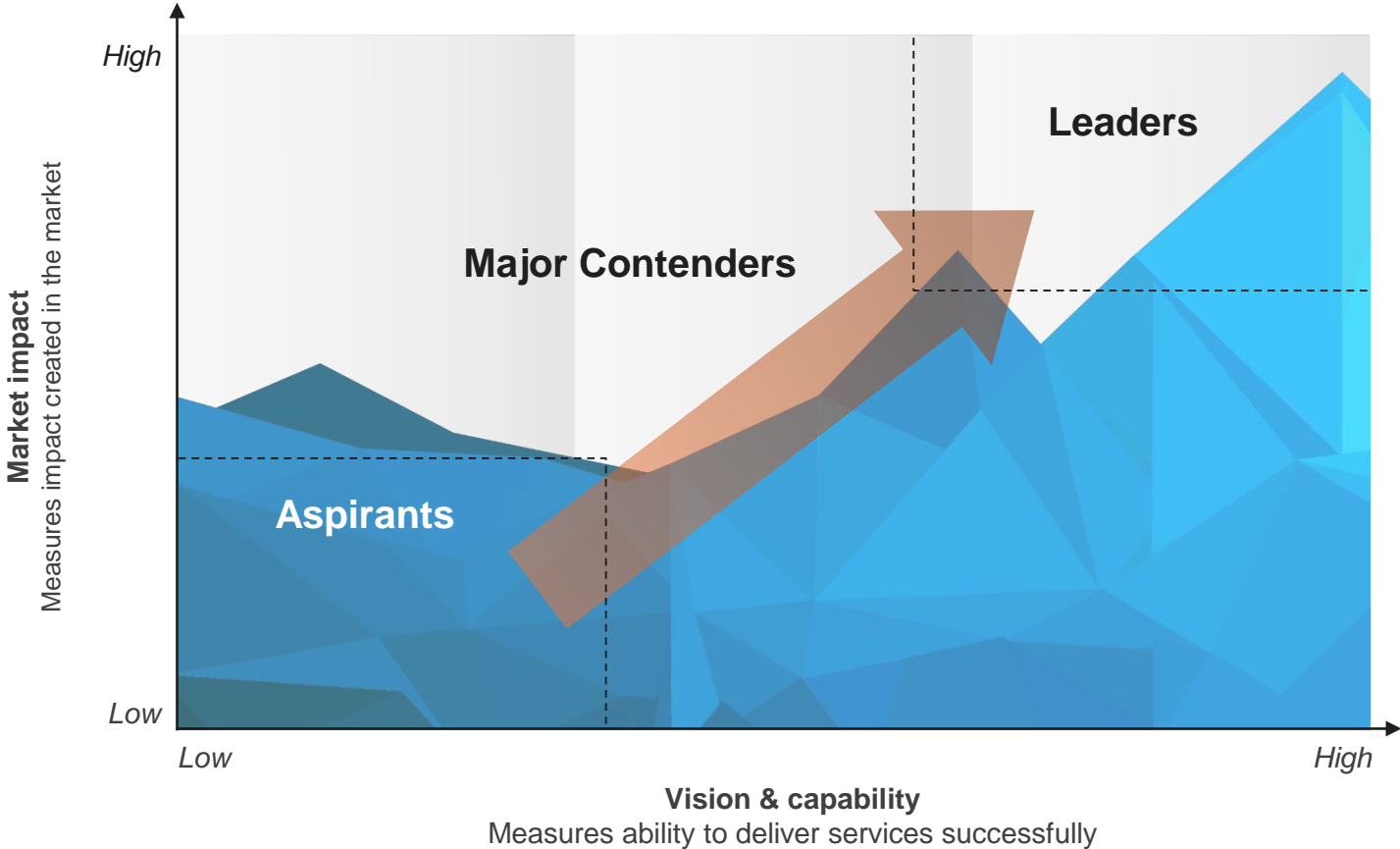
### Recent activities (representative list)

Development	Details
Investment in Demisto	In 2017, Wipro partnered with and invested in Demisto to deliver security orchestration and automated incident management as a managed service
Acquisition of stake in IntSights Cyber Intelligence Ltd	In August 2016, Wipro invested US\$1.5 million to acquire a stake of around 20% in Israel-based cybersecurity platform provider, IntSights Cyber Intelligence Ltd.

# Appendix

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

Everest Group PEAK Matrix



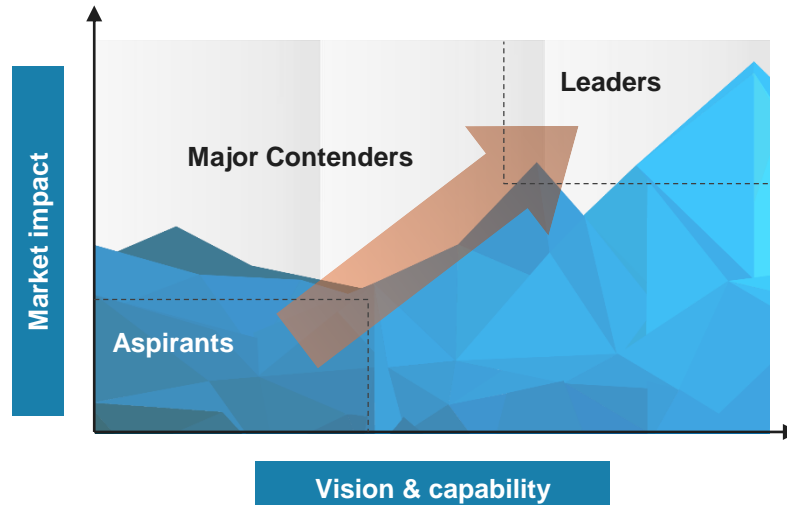
# Services PEAK Matrix™ evaluation dimensions

Measures impact created in the market – captured through three subdimensions

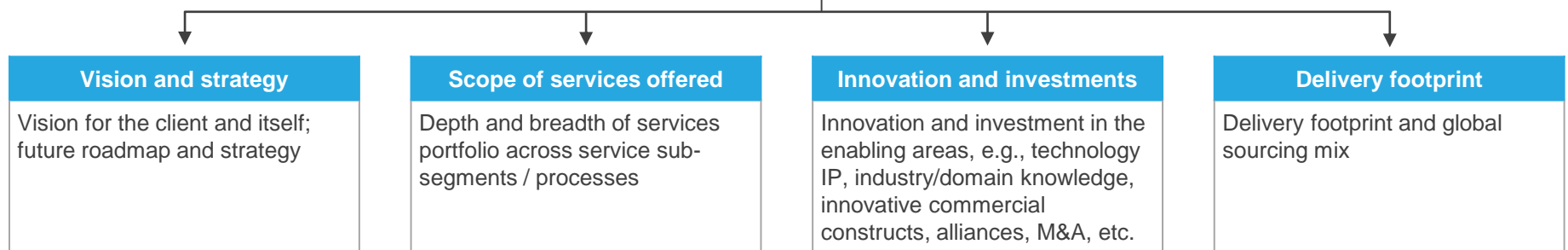
**Market adoption**  
No. of clients, revenue base, and YOY growth, deal value/volume

**Portfolio mix**  
Diversity of client/revenue base across geos and type of engagements

**Value delivered**  
Value delivered to the client based on customer feedback and transformational impact



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

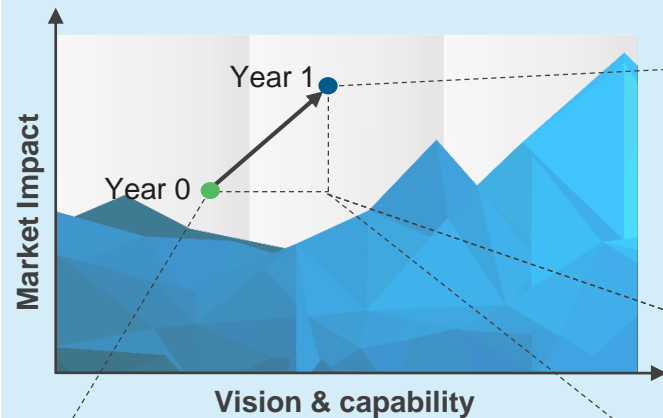




# Everest Group confers the Star Performer title on providers that demonstrate the most improvement over time on the PEAK Matrix™

## Methodology

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



In order to assess advances on **market impact**, we evaluate each service provider's performance across a number of parameters including:

- Yearly ACV/YOY revenue growth
- # of new contract signings and extensions
- Value of new contract signings
- Improvement in portfolio mix
- Improvement in value delivered

In order to assess advances on **vision and capability**, we evaluate each service provider's performance across a number of parameters including:

- Innovation
- Increase in scope of services offered
- Expansion of delivery footprint
- Technology/domain specific investments

We identify the service providers whose improvement ranks in the top quartile and award the Star Performer rating to those service providers with:

- The maximum number of top-quartile performance improvements across all of the above parameters AND
- At least one area of top-quartile improvement performance in both market success and capability advancement

**Star Performers are identified by top quartile performance improvement on the X and Y axes for each segment**

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

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

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

## **Is being a “Major Contender” or “Aspirant” on the PEAK Matrix, an unfavorable outcome?**

No. The PEAK Matrix highlights and positions only the best-in-class service providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition

## **What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?**

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

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

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

## **What is the process for a service provider / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?**

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
  - Issue a press release declaring their positioning. See [citation policies](#)
  - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
  - Quotes from Everest Group analysts could be disseminated to the media
  - Leverage PEAK Matrix branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated POC at Everest Group.

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

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality as well as serve the future expectations of enterprises



## About Everest Group

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

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