ISG Provider Lens™

Cloud Services

Public Cloud Infrastructure Consulting & Implementation

Quadrant Report

A research report comparing provider strengths, challenges and competitive differentiators

Customized report courtesy of:

Mindtree

December 2017

About this Report

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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 was current as of August 31, 2017. ISG recognizes that mergers and acquisitions have taken place since that time; those changes are not reflected in this report.

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For more information about our studies, please email **ISGLens@isg-one.com**, call +1.203.454.3900, or visit **ISG Provider Lens™**

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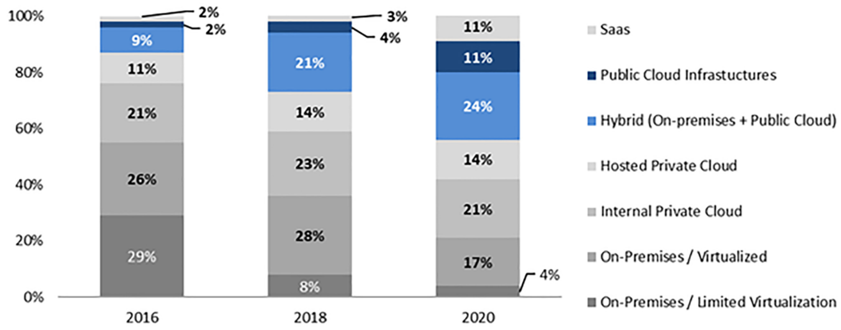
EXECUTIVE SUMMARY

Approximately 35 percent of enterprise workloads will either be on a hybrid cloud (public plus private/on-premises) or completely migrated to public cloud environments by 2020, according to the ISG Digital Platform Survey (June 2016). Additionally, ongoing interactions with ISG clients indicate this number could reach 50 percent in select organizations within the next few years.

Figure 1: 2016 IT Infrastructure Estimations and Projections



Source: ISG Insights; Digital Platform Survey, July 2016, n=352 (Global)

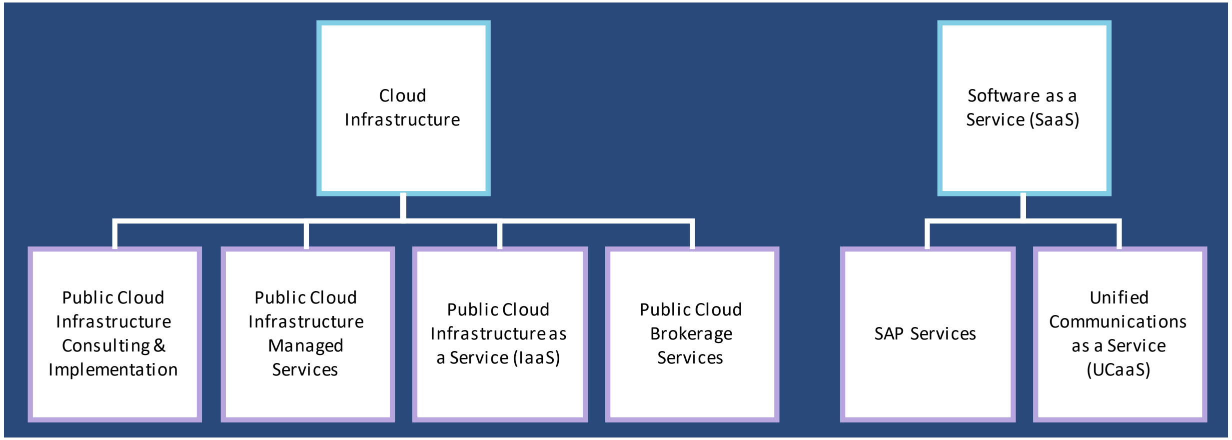
Key trends driving the rapid adoption of public cloud are:

- **Public cloud is no longer seen as a commodity:** Public cloud providers have quickly moved up from providing commodity compute and storage services to offer higher level services and plethora of features.
- **Public cloud partner ecosystem is growing:** Consequently, organizations that are using or planning to use a public cloud increasingly are seeking assistance to migrate their applications to the public cloud.
- **Organizations are prioritizing agility over cost:** An obvious premise of digital business is that companies will use software to build a competitive advantage. The drive to operate as nimbly as a startup means organizations need more than just lift-and-shift migrations from the public cloud partner ecosystem.
- **A scalable architecture is the gold standard:** Quite a few consulting and implementation service providers are now advising clients to focus less on forklift/lift-and-shift migrations and instead adopt a scalable architecture for their applications that will run on the public cloud.

- **Enterprises are embarking on the DevOps journey:** The public cloud partner ecosystem also is helping clients embark on their DevOps journeys. Increasingly, organizations are realizing that to be agile they need to deploy software frequently or at the least keep versions ready for deployment. This calls for a highly automated and orchestrated system, which is where some of the consulting and implementation service firms provide their greatest value. One of the key skills that services providers are building in this area is the use of "infrastructure as code" for infrastructure provisioning and configuration management.

- **Capabilities for enterprise workloads, including SAP services, are evolving rapidly:** ISG is seeing significant investments by services providers to improve their SAP services competencies on public cloud infrastructure. The market is moving away from commodity systems toward as-a-service models. This shift is fueling public cloud alliances, certifications, acquisitions and partnerships. **ISG's Cloud Comparison Index (October 2017, 2262)** provides an infrastructure cost analysis for a web content management workload on public cloud services. ISG projects a steady and significant increase in public cloud and hybrid infrastructure use through 2020. Of course, this projection assumes that public cloud offerings increasingly will become qualified for enterprise workloads, including SAP-related services.

Introduction



Definition

Cloud computing services include the internet-based provisioning of infrastructure (compute, storage and networking), platforms (environments to build and integrate applications) and software (hosted applications). A broadly accepted set of characteristics that define a cloud has been laid out by the U.S. National Institute of Standards and Technology. These characteristics are: on-demand self-service, broad network access, resource pooling, rapid elasticity or expansion and measured service.

A public cloud is a multi-tenant environment shared by different organizations. A private cloud is for the dedicated use of a single client. In this study, we focus primarily on the public cloud.

Definition (cont.)

Our studies are intended to anticipate the investigation efforts and buying decisions of typical enterprise clients. When contemplating a significant strategy transformation, making infrastructure purchase versus rent decisions, implementing agile practices or incorporating automation into their environments, enterprise clients will benefit from a study that examines an entire ecosystem for a certain service line. Our research looks into several of the service models (infrastructure, platforms and software) and the ecosystem of partners that provide consulting and managed services on top of the public cloud infrastructure.

Therefore, ISG studies are comprised of multiple quadrants covering a spectrum of services that an enterprise client would require.

This study includes six quadrants that cover various cloud service models. The quadrants are:

- **Public Cloud Infrastructure Consulting & Implementation Services:** An assessment of services providers that provide advisory and migration services for public cloud infrastructure, primarily Amazon Web Services, Google Cloud Platform, Microsoft Azure.
- **Public Cloud Infrastructure Managed Services:** An assessment of companies that provide ongoing management and support services on top of public cloud infrastructure, primarily Amazon Web Services, Google Cloud and Microsoft Azure.
- **Public Cloud Brokerage Services:** An assessment of providers that deliver tools and/or services for evaluating and selecting cloud-based offerings, or deliver combinations of multiple cloud-based offerings (for example, integration combined with data archiving).

Definition (cont.)

- **SAP Services:** An assessment of providers of managed SAP services on public cloud or hosted environments.

- **Infrastructure as a Service (IaaS):** An assessment of services providers that deliver compute infrastructure (e.g., servers, memory, storage, network bandwidth) on a self-service, on-demand basis.

- **Unified Communications as a Service (UCaaS):** An assessment of providers of communication and collaboration applications tools that are delivered as a service.

Provider Classifications

The ISG Provider Lens™ quadrants were created using an evaluation matrix containing four segments, and the service providers are positioned accordingly.

Leader

The "leaders" among the vendors/services providers have a highly attractive product and service offerings and a very strong market and competitive position; they fulfill all requirements for successful market cultivation. As opinion leaders, they provide strategic impulses to the market. They also ensure innovative strength and stability.

Product Challenger

The "product challengers" offer a product and service portfolio that provide above-average coverage of corporate requirements, but are not able to provide the same resources and strengths as the "leaders" regarding the individual market cultivation categories. Often, this is due to the respective vendor's size or weak footprint within the respective target segment.

Market Challenger

The "market challengers" are also very competitive, but still have significant portfolio potential and clearly lag behind the "leaders." Often, the market challengers are established vendors that are somewhat slow to address new trends, due to their size and company structure, and have therefore still some potential to optimize their portfolios and increase their attractiveness.

Contender

The "contenders" are still lacking mature products and services or sufficient depth and breadth in their offerings, while also showing some strengths and improvement potentials in their market cultivation efforts. These vendors are often generalists or niche players.

Provider Classifications (cont.)

Each ISG Provider Lens™ quadrant may include a service provider(s) who ISG believes has a strong potential to move into the leader's quadrant.

Rising Star

The "rising stars" are mostly product challengers with high future potential. When receiving the "rising star" award, such companies have a promising portfolio, including the required roadmap and an adequate focus on key market trends and customer requirements. Also, the "rising star" has an excellent management team and understanding of the local market. This award is only given to vendors or service providers that have made extreme progress toward their goals within the last 12 months and are well positioned to reach the leader quadrant within the next 12 to 24 months, due to their above-average impact and innovative strength.

Not In

This service provider or vendor was not included in this quadrant as ISG could not obtain enough information to position them. This omission does not imply that the service provider or vendor does not provide this service.

Public Cloud Cross-Quadrant Provider Listing 1 of 3

	Public Cloud Infrastructure Consulting & Implementation Services	Public Cloud Infrastructure Managed Services	Public Cloud Brokerage Services	SAP Services	Infrastructure as a Service (IaaS)	Unified Communications as a Service (UCaaS)
2nd Watch	Leader	Leader	Not In	Not In	Not In	Not In
8x8	Not In	Not In	Not In	Not In	Not In	Leader
Accenture	Leader	Leader	Leader	Leader	Not In	Not In
AT&T	Not In	Not In	Not In	Not In	Not In	Market Challenger
Atos	Product Challenger	Product Challenger	Leader	Product Challenger	Leader	Rising Star
AWS	Not In	Not In	Not In	Not In	Leader	Not In
CenturyLink	Not In	Not In	Not In	Not In	Contender	Not In
CloudGenera	Not In	Not In	Rising Star	Not In	Not In	Not In
Cognizant	Leader	Leader	Leader	Leader	Not In	Not In
CSS Corp	Product Challenger	Contender	Contender	Not In	Not In	Not In
Datapipe	Leader	Leader	Not In	Not In	Not In	Not In
Deloitte	Not In	Not In	Not In	Leader	Not In	Not In
Dimension Data	Contender	Contender	Not In	Leader	Leader	Contender
DXC	Leader	Leader	Not In	Product Challenger	Not In	Product Challenger
EPAM	Not In	Not In	Not In	Contender	Not In	Not In

Public Cloud Cross-Quadrant Provider Listing 2 of 3

	Public Cloud Infrastructure Consulting & Implementation Services	Public Cloud Infrastructure Managed Services	Public Cloud Brokerage Services	SAP Services	Infrastructure as a Service (IaaS)	Unified Communications as a Service (UCaaS)
Fuze	Not In	Not In	Not In	Not In	Not In	Rising Star
Google	Not In	Not In	Not In	Not In	Leader	Product Challenger
HCL	Rising Star	Leader	Leader	Leader	Not In	Not In
IBM	Not In	Not In	Leader	Leader	Leader	Not In
Infosys	Leader	Rising Star	Leader	Leader	Not In	Not In
ITC Infotech	Contender	Contender	Not In	Contender	Not In	Not In
Joyent	Not In	Not In	Not In	Not In	Contender	Not In
KPIT	Contender	Contender	Not In	Leader	Not In	Not In
LTI	Product Challenger	Product Challenger	Not In	Not In	Not In	Not In
Microland	Product Challenger	Contender	Not In	Not In	Not In	Not In
Microsoft	Not In	Not In	Not In	Not In	Leader	Product Challenger
Mindtree	Rising Star	Rising Star	Not In	Rising Star	Not In	Not In
Mitel	Not In	Not In	Not In	Not In	Not In	Product Challenger
Mphasis	Product Challenger	Product Challenger	Contender	Contender		Not In
NTT Communications	Contender	Contender	Not In	Rising Star	Leader	Leader

Public Cloud Cross-Quadrant Provider Listing 3 of 3

	Public Cloud Infrastructure Consulting & Implementation Services	Public Cloud Infrastructure Managed Services	Public Cloud Brokerage Services	SAP Services	Infrastructure as a Service (IaaS)	Unified Communications as a Service (UCaaS)
NTT Data	Not In	Product Challenger	Not In	Not In	Not In	Not In
Oracle	Not In	Not In	Not In	Not In	Contender	Not In
Rackspace	Not In	Leader	Not In	Not In	Not In	Not In
Ring Central	Not In	Not In	Not In	Not In	Not In	Leader
Sonata	Contender	Contender	Not In	Not In	Not In	Not In
Star2Star	Not In	Not In	Not In	Not In	Not In	Contender
Trianz	Contender	Contender	Not In	Not In	Not In	Not In
Unisys	Contender	Product Challenger	Not In	Not In	Leader	Contender
Verizon	Not In	Not In	Not In	Not In	Not In	Leader
Virtusa	Product Challenger	Product Challenger	Not In	Not In	Not In	Not In
VMWare	Not In	Not In	Not In	Not In	Market Challenger	Not In
Vonage	Not In	Not In	Not In	Not In	Not In	Leader
West	Not In	Not In	Not In	Not In	Not In	Leader
Wipro	Leader	Leader	Leader	Leader	Not In	Not In
Zensar	Product Challenger	Product Challenger	Contender	Not In	Not In	Not In

Public Cloud Infrastructure Consulting & Implementation

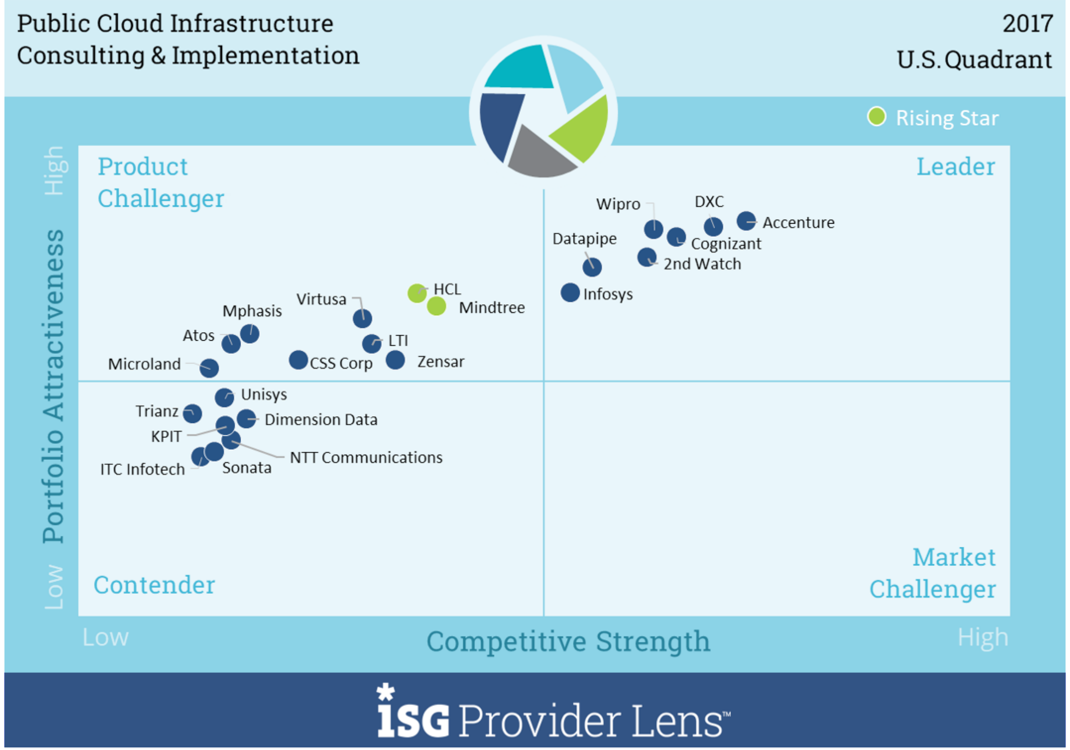
PUBLIC CLOUD INFRASTRUCTURE CONSULTING & IMPLEMENTATION

Definition

Public cloud infrastructure consulting and implementation services firms assist enterprises in navigating the complexities of adopting a public cloud computing environment. Their services typically include the following.

- Advisory services: creating a business case for cloud, identifying workloads for migration, assessing organizational impact, addressing risk/compliance issues and/or advising on migrating applications from the existing environment to a public cloud provider environment.

- Implementation services: configuring the cloud environment, migrating and integrating applications and/or optimizing the architecture to exploit the cloud computing features and benefits.



Source: ISG Research 2017

PUBLIC CLOUD INFRASTRUCTURE CONSULTING & IMPLEMENTATION

Observations

- Accenture and DXC lead the rest of the pack, helped by their early commitment and recognition of the growth of large hyperscale public cloud providers.

- Cognizant and Wipro are among the few large India heritage out-sourcers/system integrators to have transformed their businesses to cater to the shift in the market from owning infrastructure to renting it. Both are in the midst of massive reskilling programs to carve out a well-defined competitive advantage in a fast-growing market.

- 2nd Watch, a pure-play public cloud consulting and managed service provider, was one of the earliest members of the AWS partner network and has considerable experience in migrating and managing digital business applications.

- Datapipe, known for its managed hosting services, is now at the forefront of providing consulting and implementation services with a DevOps philosophy.

- Infosys is catching up with its ambitious plans as it experiences increasing demand and adoption from enterprise CIOs, who now have a mandate to improve agility and contain costs through the use of public cloud services.

- HCL and Mindtree are what ISG considers the “rising stars” in this category and are profiled in this report along with the five leaders. HCL is witnessing clear demand for public cloud services in most of its RFPs and is positioning itself as an enabler of intelligent infrastructure through automation and orchestration. Mindtree is focused on building deep expertise and has completed several projects that required public cloud consulting and migration service.

RISING STAR: MINDTREE

Overview

Mindtree is an advanced consulting partner for AWS and a Microsoft Azure CSP Direct - Tier 1 Partner. It has approximately 200 FTEs in its public cloud consulting and implementation practice serving the U.S. market.

Caution

Although Mindtree has completed a substantial number of projects covering workload migration and infrastructure automation for enabling continuous delivery, it is yet to earn either a migration or DevOps certification from AWS.

Strengths

Well-structured approach: Mindtree has a clearly defined multi-step approach towards cloud migration that is augmented by proprietary and third-party tools. It has a good number of case studies highlighting its strengths in setting up hybrid clouds across AWS, Azure and VMware environments. In addition, it has considerable experience in refactoring big data applications to run on AWS and Azure.

Human resources: Mindtree has one of the highest amounts of FTEs certified in public cloud platforms among midsized service providers. Revenue from its public cloud consulting and migration practice is also above par compared to most of its midsized peers.

DevOps experience: Mindtree has considerable DevOps enablement experience for automating cloud infrastructure to enable a continuous delivery pipeline up to the staging environment. For a couple of its largest customers, Mindtree manages the continuous delivery process all the way to production (continuous deployment) using open source and cloud provider-native tools.

2017 ISG Provider Lens™ Rising Star

Mindtree positions itself as a cloud-native company. It has a clear vision for the increasing enterprise adoption of public cloud and cloud-native features and has undertaken initiatives to train its employees in configuration management tools and other skills. It also has the experience of managing the underlying infrastructure for one of the largest public cloud providers.

Methodology

METHODOLOGY

The research study "ISG Provider Lens™ 2017 - Cloud Services" analyzes the relevant software vendors/service providers in the U.S. market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology. The study was divided into the following steps:

1. Definition of the Public Cloud Services target market
2. Use of questionnaire-based surveys of service providers/vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities and use cases
4. Leveraging of ISG's internal databases and advisor knowledge and experience (wherever applicable)
5. Detailed analysis and evaluation of services and service documentation based on the facts and figures received from providers and other sources.
6. Use of the following key evaluation criteria:
   - Strategy and Vision
   - Innovation
   - Brand Awareness and presence in the market
   - Sales and partner landscape
   - Breadth and Depth of portfolio of services offered
   - Technology Advancements

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Pankaj Kulkarni is an analyst specializing in research on IT in frastructure services. He is responsible for handling custom research assignments as well as analyst reports pertaining to his focus area. He has authored several thought leadership reports covering topics around datacenter services outsourcing, public cloud managed services and hybrid management platforms. He is also responsible for vendor capability assessments, providing ISG clients with an objective opinion of IT se rvice providers as well as technological and competitive trends in this space.

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