

Everest Group PEAK Matrix™ for Digital Workplace Service Providers

Focus on Wipro
June 2018



Introduction and scope

Everest Group recently released its report titled “[Digital Workplace Services – Market Trends and PEAK Matrix™ Assessment: Enterprise’s Wish is Not Service Provider’s Command!](#).” This report analyzes the changing dynamics of the digital workplace services landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 20 service providers on the Everest Group PEAK Matrix™ for digital workplace services into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of digital workplace service providers based on their absolute market success and delivery capability. Everest Group also identified 5 service providers as the “2018 Digital Workplace 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**. This document focuses on Wipro’s digital workplace services experience and capabilities and includes:

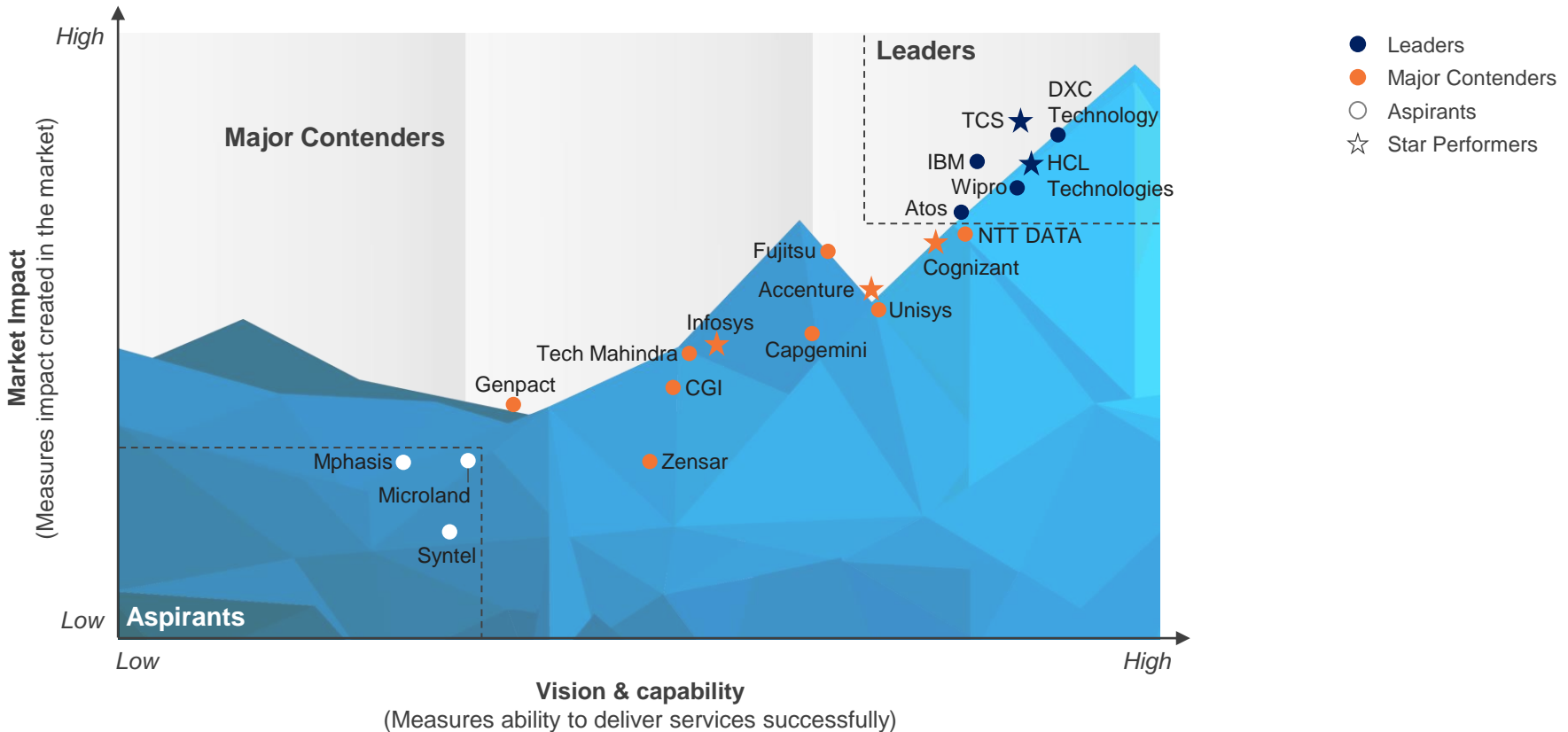
- Wipro’s position on the digital workplace services PEAK Matrix
- Detailed digital workplace services profile of Wipro

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™

Digital Workplace Services – Market Trends and PEAK Matrix™ Assessment 2018 | Wipro positioned as Leader

Everest Group Digital Workplace Services – Market Trends and PEAK Matrix™ Assessment 2018¹



¹ Assessment for Capgemini, CGI, Fujitsu, Genpact, IBM, and Syntel excludes service provider inputs for this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, service provider public disclosures, and interaction with buyers

Overview

Strengths

- Highly vendor-agnostic stance with tailored solutions based on client's preferences for technology and hardware
- Proven capabilities to manage complex workplace transformation; improved and sharper messaging around HOLMES automation platform, focusing on benefits
- Balanced offering set across the workplace services spectrum with high level of delivery flexibility – for instance, responsiveness in resource ramp-up

Areas of improvement

- Client feedback around standardization and industrialization of workplace services delivery capabilities remains mixed, especially in multi-region engagements
- Although digital workplace tenets are well-established within Wipro's transformation storyline, the articulation continues to be more engineering-led, rather than business context-focused

Workplace services revenue

<US\$200 million

US\$200-500 million

US\$0.5-1 billion

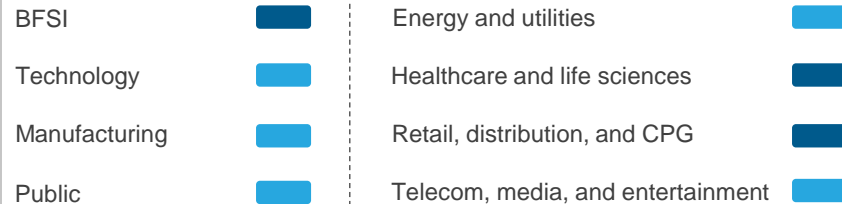
>US\$1 billion

Scope of coverage

Wipro has 20,267 FTEs dedicated to workplace services. Wipro currently serves 7.6 million users through service desk support and almost three million through desk-side support. The company manages 3.6 million end-user devices including two million desktops/laptops.

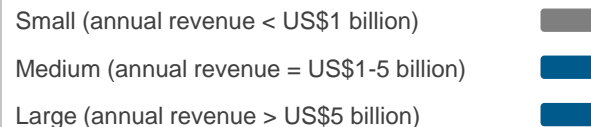
Adoption by industry

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



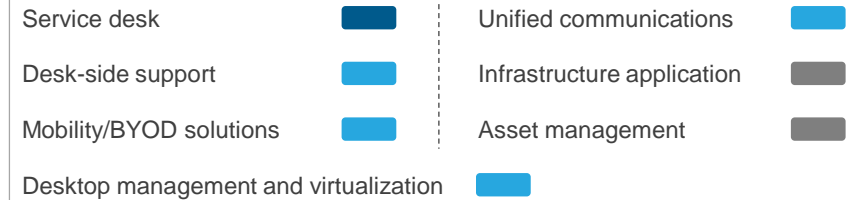
Adoption by buyer groups

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



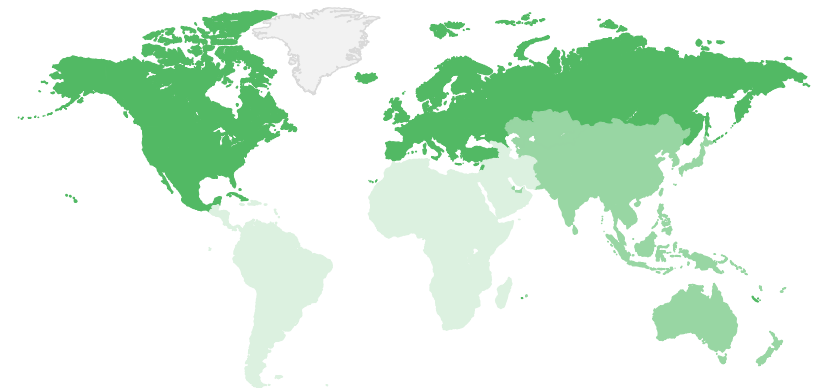
Adoption by service segments

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



Adoption by geography

High (>25%) Moderate (10-25%) Low (<10%)



Wipro | Digital workplace services profile (page 2 of 2)

Offerings

Wipro's workplace services vision is to be the partner of choice for digital workspace by providing a user-centric collaborative workplace to do business better. Its LiVE Workspace claims to bring along user experience management and advanced analytics to move from reactive to a predictive and preventive management model, and claims to be able to prevent incidents, carry out faster root cause analysis of problems to meet enterprise needs, and delight employees while empowering IT.

Proprietary solutions (representative list)

Solution	Details
wAssess™ Consulting	Automated workplace consulting to help customers understand user profile and technology & process roadmaps to achieve a digital workplace
Design thinking-led application SaaSification	Consolidation of application platforms into unified mobile-first, cloud-first platforms. Reduction in maintenance cost by 30%
IoT-enabled workplaces	Smart campus with integrated visitor experience, next-generation meeting rooms, and indoor mapping
Wipro HOLMES™ Omnichannel knowledge bot	Knowledge bot that allows inter-channel operability and reduces support costs by 20%
App streaming and virtualization monitoring	Up to 15% reduction in VDI issues through peak load bot-based monitoring and cloud burst for DR & contractors
Device-as-a-Service	Integrated Device-as-a-Service offering with OEMs; increased self-service for hardware break-fix issues by end-users
Verticalized workplace solutions for HLS	Ready-to-purchase workplace-as-a-service offerings for HLS; optimized for stakeholder experience

Workplace services partnerships (representative list)

Partner name	Type of partnership	Details
Microsoft	Strategic	All windows OS and MS productivity applications
Citrix	Strategic	Desktop virtualization and mobile device management
ServiceNow	Strategic	ITSM & workflow management
Nexthink	Strategic	End-user analytics
DronaHQ	Strategic	Mobile application containers

Service provider also has partnerships with VMware, 1E, Flexera, Vayusphere, Casper, Ivanti, ASG, and Parablu, amongst others.

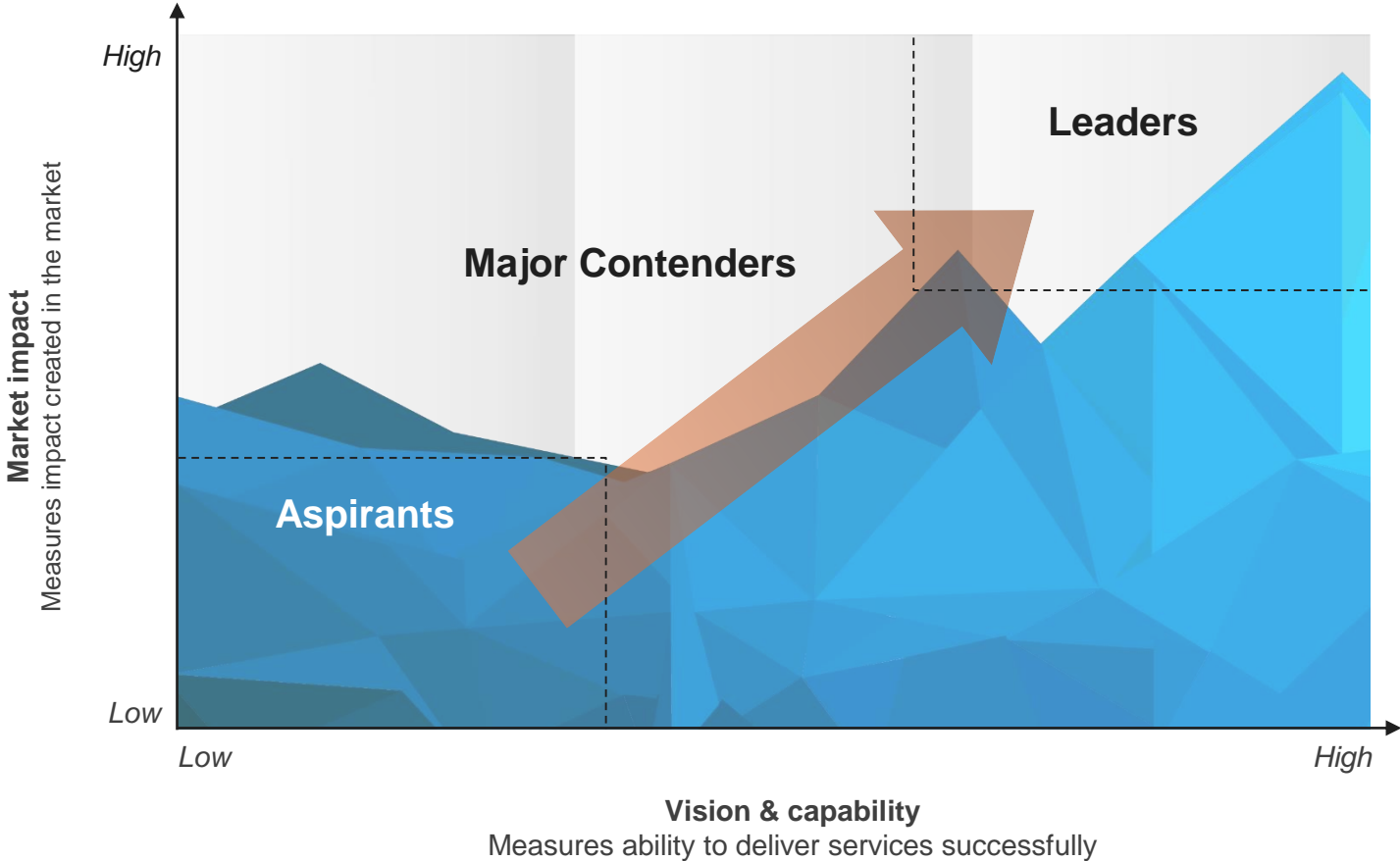
Recent activities (representative list)

Development	Details
Self-help for SaaS applications (2017)	Joint GTM with Whatfix for self-heal for SaaS applications

Appendix

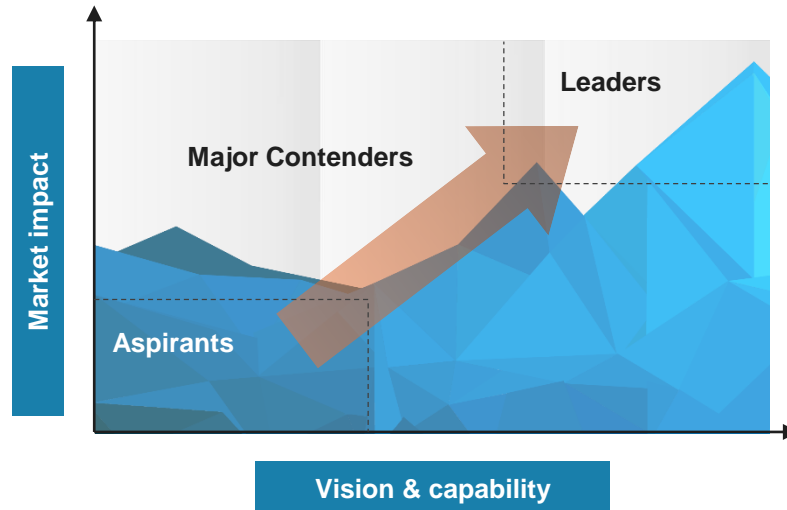
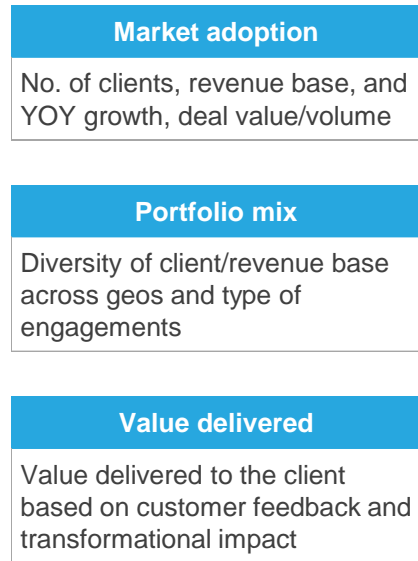
Everest Group PEAK Matrix™ is a proprietary framework for assessment of market impact and vision & capability

Everest Group PEAK Matrix

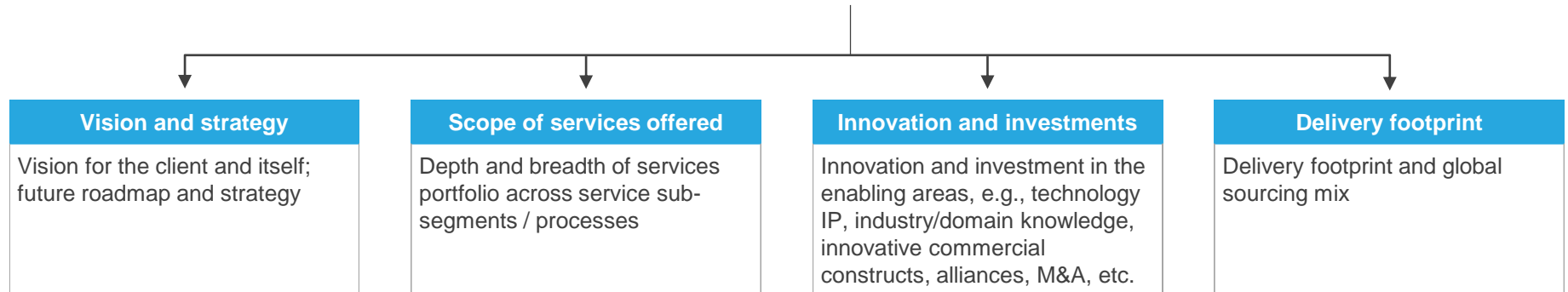


Services PEAK Matrix™ evaluation dimensions

Measures impact created in the market – captured through three subdimensions



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



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.

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