



Talent Readiness for Next-generation IT Services PEAK Matrix™ Assessment 2020: Closing the Demand-Supply Gap

IT Services Research

Market Report – December 2019: Complimentary Abstract / Table of Contents

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- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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Background, scope, and methodology for talent readiness for next-generation IT services PEAK Matrix™ assessment 2020

- With rapid adoption of digital technologies, war for talent is expected to accelerate for next-generation technology areas. As talent becomes a key determinant of success, the need for a hyper-productive, multi-skilled, and diverse talent pool has become critical. Shortage of internal talent is pushing enterprises to seek support of service providers who are investing in talent readiness for next-generation IT services and help clients move through their digital transformation journey.
- In this research, we assessed the talent readiness for next-generation IT services of 17 IT service providers. Talent readiness evaluates the vision and capability as well as market impact generated in terms of building and transforming a diverse talent pool to deliver next-generation IT services

Scope of this report



Services

- Next-generation IT application services
- Next-generation IT infrastructure services
- Next-generation data services
- Exponential technologies
- Design and interactive services



Geography

Global



Sources

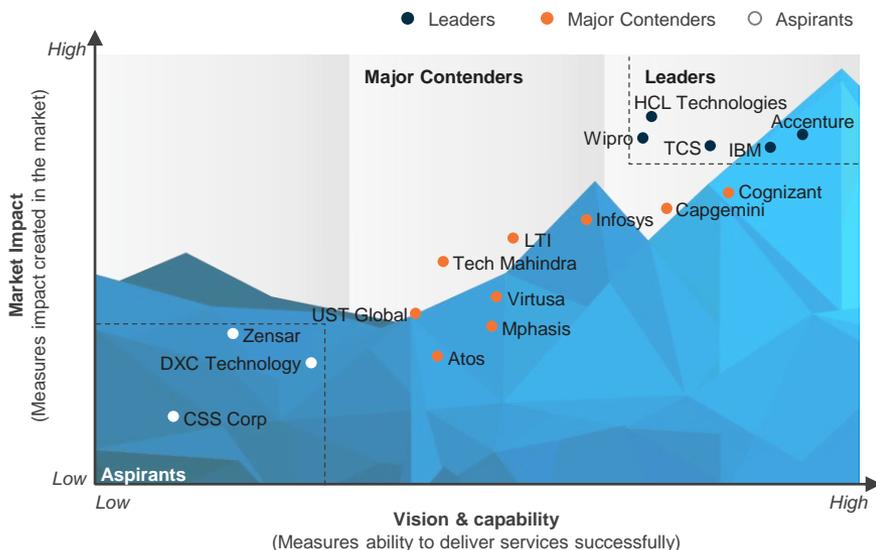
- Everest Group's proprietary talent and skills database
- Talent related capabilities of IT service providers updated through Request for Information (RFI)
- Service provider's demonstration of capabilities through briefings and discussions
- Interactions with enterprises and technology vendors

Service providers covered in the analysis



This study provides a deep dive into key aspects of next-generation talent readiness in IT services; below are 2 charts to illustrate the depth of the report

Assessment of Talent readiness for next-generation IT services



1 PEAK Matrix specific to talent readiness for next-generation IT services
 2 Assessment for Accenture, Atos, Capgemini, Cognizant, DXC Technology, IBM, Infosys, Tech Mahindra, and Virtusa excludes service provider inputs on this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary talent and skills database, ongoing coverage of these service providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may be less complete
 Everest Group takes its confidentiality pledge very seriously. Any information that is contract-specific will be presented back to the industry only in an aggregated fashion
 Source: Everest Group (2019)

Capability assessment

Illustrative example

Measure of capability: ● High ○ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
Service provider 1	●	○	●	●	●	○	●	●	○
Service provider 2	○	○	○	○	○	○	○	○	○
Service provider 3	○	●	○	○	●	○	○	○	○
Service provider 4	○	○	○	○	●	○	○	○	○
Service provider 5	●	●	○	○	○	○	○	○	○
Service provider 6	○	○	○	○	○	○	○	○	○
Service provider 7	○	○	○	○	○	○	○	○	○
Service provider 8	○	○	○	○	○	○	○	○	○
Service provider 9	○	○	○	○	○	○	○	○	○

Everest Group's remarks on service providers

Illustrative example

Measure of capability: ● High ○ Low

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

Strengths

- Service provider 1, has a robust delivery presence in Asia Pacific with multiple delivery centers in India, Australia, the Philippines, and China, enabling it to service client requirements efficiently
- It has a good number of multi-country as well as single-country clients across the world

Areas of improvement

- Service provider 1 should increase offerings of value-added services such as employer branding, talent communities and workforce planning
- It should try to expand into larger multi-country deals and also scout for engagements in other Asia Pacific markets to strengthen its presence in the region

In addition to the PEAK Matrix™ assessment, the report provides standout themes by service providers across five competencies

Talent readiness for next-generation IT application services leaderboard

Service provider	Leaderboard ranking
Service provider 1	1
Service provider 2	2
Service provider 3	3
Service provider 4	4
Service provider 5	5
Service provider 6	6
Service provider 7	7
Service provider 8	8
Service provider 9	9
Service provider 10	10

Talent readiness for design and interactive services leaderboard

Service provider	Leaderboard ranking
Service provider 1	1
Service provider 2	2
Service provider 3	3
Service provider 4	4
Service provider 5	5
Service provider 6	6
Service provider 7	7
Service provider 8	8
Service provider 9	9
Service provider 10	10

Talent readiness for next-generation IT infrastructure services leaderboard

Service provider	Leaderboard ranking
Service provider 1	1
Service provider 2	2
Service provider 3	3
Service provider 4	4
Service provider 5	5
Service provider 6	6
Service provider 7	7
Service provider 8	8
Service provider 9	9
Service provider 10	10

Talent readiness for next-generation data services leaderboard

Service provider	Leaderboard ranking
Service provider 1	1
Service provider 2	2
Service provider 3	3
Service provider 4	4
Service provider 5	5
Service provider 6	6
Service provider 7	7
Service provider 8	8
Service provider 9	9
Service provider 10	10

Talent readiness for exponential technologies leaderboard

Service provider	Leaderboard ranking
Service provider 1	1
Service provider 2	2
Service provider 3	3
Service provider 4	4
Service provider 5	5
Service provider 6	6
Service provider 7	7
Service provider 8	8
Service provider 9	9
Service provider 10	10

Standout themes

Empowering CTO organizations to invest in exponential technologies

- Service providers in the exponential technologies leaderboards have armed their CTO organization to build capabilities around exponential technologies ahead of demand
- Few service providers have been able to scale the exponential technology skills development efforts at business unit or industry vertical levels to help faster client adoption
- The CTO organizations keep exploring the exponential technologies landscape from an early incubation or academic research level stage to the demonstration of value realization / POC phase

Investing in fundamental R&D and filing of patents

- Some of the service providers in the exponential technologies leaderboard are investing in fundamental R&D, resulting in filing of patents and shaping up enterprise client strategy. These opportunities create a strong employee value proposition and help attract the right talent
- The research teams are guiding the organization on not just solution development, but also providing technology maturity indicators to help plan services skills development efforts

Tapping into the broader ecosystem

- Service providers are tapping into the extended ecosystem of academia, startups, and technology vendors to build the talent to work on exponential technologies
- Service providers on the leaderboard solve issues around availability of training content or market acceptable certifications on the exponential technologies by investing in building their own training courses in partnership with the ecosystem, and in some ways helping the industry benefit from such initiatives

Additional IT services research references

The following documents are recommended for additional insight into the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest

1. **Closing the Gap – The Future of IT Skills in the United States** ([EGR-2018-34-V-2611](#)); 2018. This research aims to answer questions related to demand, supply, and evolution of IT skills in the United States in light of emerging technology themes and their impact on talent requirements
2. **Preparing for the Future of Talent** ([EGR-2019-0-O-3398](#)); 2019. This research explores the new demand model for IT in a digital-first world, the attributes of a new skill and supply model to meet new demand, and some practical insights for designing a future-ready talent model in a digital-first world
3. **Reimagining Enterprise IT Services Sourcing** ([EGR-2018-29-V-2620](#)); 2018. In this research, themes such as imperatives for enterprise IT in today's digital world, the limitations of the current IT services sourcing model, and broad recommendations around dealing with the evolving IT services sourcing landscape are explored

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