Mainframe Services PEAK Matrix® Assessment 2024

April 2024

PEAK MATRIX®

Cloud and Infrastructure Services

Everest Group®

Our research offerings

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- Banking and Financial Services Business Process
- Banking and Financial Services Information Technology
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- Cybersecurity
- Cyber Threat Detection and Response
- Data and Analytics
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- Market Vista™
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- Oracle Services
- Outsourcing Excellence
- Payer and Provider Business Process
- Payer and Provider Information Technology
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- Pricing Analytics as a Service
- Process Intelligence
- Process Orchestration
- Procurement and Supply Chain
- Recruitment
- Retail and CPG IT Services
- Retirement Technologies
- Revenue Cycle Management
- Rewards and Recognition
- SAP Services
- Service Optimization Technologies
- Software Product Engineering Services
- Supply Chain Management (SCM) Services
- Sustainability Technology and Services
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- Locations: costs, skills, sustainability, portfolios

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Introduction and overview

Research methodology

Key information on the report

Introduction

Focus of the research

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Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01 Robust definitions and frameworks

Function-specific pyramid, Total Value Equation (TVE), PEAK Matrix®, and market maturity

02 Primary sources of information

Annual contractual and operational RFIs, provider briefings and buyer interviews, web-based surveys

03 Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests

04 Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and providers

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Proprietary contractual database of 5,000+ IT infrastructure services contracts, which include mainframe services (updated annually)

Year-round tracking of 17+ mainframe service providers

Large repository of existing research in cloud and infrastructure services, which includes mainframe services

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, providers, technology providers, and industry associations

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This report is based on two key sources of proprietary information

- Proprietary contract-based database, which tracks the following elements of each contract:
  - Buyer details including size and signing region
  - Contract details including provider, contract type, TCV and ACV, provider FTEs, start and end dates, duration, and delivery locations
  - Scope details including share of individual buyer locations being served in each contract, Line of Business (LOB) served, and pricing model employed
- Proprietary provider database, which tracks the following elements of each provider:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by line of business
  - Revenue split by region
  - Location and size of delivery centers
  - Technology solutions developed
- Provider briefings
  - Vision and strategy
  - Annual performance and future outlook
  - Key strengths and improvement areas
  - Emerging areas of investment
- Buyer reference interviews, ongoing buyer surveys, and interactions
  - Drivers of and challenges to adopting services
  - Assessment of provider performance
  - Emerging priorities
  - Lessons learned and best practices

Providers assessed[1]

accenture, Capgemini, cognizant, DXC TECHNOLOGY, ensono, FUJITSU, HCLTech, Infosys, kyndryl, LTIMindtree, Mphasis The Next Applied, T-Systems, TCS TATA CONSULTANCY SERVICES, TECH mahindra, UNISYS, UST, wipro

1 Assessments for Accenture, Capgemini, Cognizant, Infosys, Unisys exclude system integrator inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these system integrators, system integrator public disclosures, and Everest Group's interaction with buyers
The source of all content is Everest Group unless otherwise specified
Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract-specific will be presented only in an aggregated fashion

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Introduction

Mainframe systems continue to be critical components of enterprise IT. They are still considered a strong choice for enterprises needing large processing capacities for high-volume transactions and will continue to form the back-bone of many medium-to-large enterprises in 2024 as well. However, as the pace of digital transformation mandates picks up, most enterprises are evaluating their mainframe systems for better optimization and compatibility with modern platforms and applications. Limitations around availability of skilled resources and rising costs are also influencing enterprise decisions in this regard. Enterprises are at crossroads with regards to their mainframes and are increasingly looking at ways to optimize, enhance, and modernize their mainframe workloads. Moreover, rise of Mainframe-as-a-service (MFaaS), AI and generative AI, rehosting offerings by technology providers and hyperscalers, and cloud-native technologies have given a boost to enterprise mainframe optimization and modernization initiatives.

In this research, we present an assessment and detailed profiles of 17 mainframe service providers featured on the Mainframe Services PEAK Matrix®. Each provider profile offers a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for calendar year 2024, interactions with leading mainframe services providers, client reference checks, and an ongoing analysis of the mainframe services market.

This report includes the profiles of the following 17 leading mainframe services providers featured on the Mainframe Services PEAK Matrix:

- **Leaders:** DXC Technology, Ensono, Kyndryl, HCLTech, TCS, and Wipro
- **Major Contenders:** Accenture, Capgemini, Cognizant, Fujitsu, Infosys, LTIMindtree, Tech Mahindra, and UST
- **Aspirants:** Mphasis, T-Systems, and Unisys

Scope of this report

Geography: Global

Providers: 17

Services: Mainframe services

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This report focuses on mainframe services and offers insights into the key mainframe services market trends

Mainframe services – market definition

Consulting/assessment services

Services such as application assessment, architectural review and redesign, business rules extraction, capacity & performance planning, code & data discovery, modernization assessment, migration compatibility assessment, business case development, process evaluation, mainframe audits, and TCO evaluation

Enhance/optimize/transform/modernize services

Services that focuses on enhancing and modernizing mainframe such as planning and design, quality assurance, platform design and implementation, system integration, change management, security and compliance enhancement, and backup

Management/run services

Services that focus on cost-efficient and optimized mainframe operations such as application enhancements, application management services, change management, database upgrades, managed mainframe-as-a-service (MFaaS), mainframe upgrades, security, system upgrades, and disaster recovery

Enhance/optimize

Services that can help enhance and optimize existing mainframe estate with minimum intervention in the application layer

List of services includes:

- Automation enablement: services focused on automating processes such as automated testing and batch processing
- Operational enhancement: services focused on enabling DevSecOps, AIOps, SRE in mainframe environments
- Environment rationalization: services focused on mainframe environment enhancement such as consolidation of data and MIPs optimization
- Functionality enhancement: services focused on enabling next-generation functionalities such as data analytics and API integration

Transform/modernize

Services that can help transform and modernize mainframe workloads through considerable intervention in the application layer

List of services includes:

- Application refactoring, replatforming, and reengineering: services focused on reverse engineering mainframe applications such as code/DB conversion, language transformation, transformation of COBOL to modern programming languages, containerization, and alteration to microservices
- Application rehosting: services focused on rehosting mainframe applications on on-premises, cloud, or MFaaS model such as migration to public cloud and environment offloading to X86
- Application replacement/retirement: services focused on helping enterprises sunset or replace mainframe applications such as decommissioning, archiving, and closure

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Market update

Summary of key messages

Enterprise feedback summary

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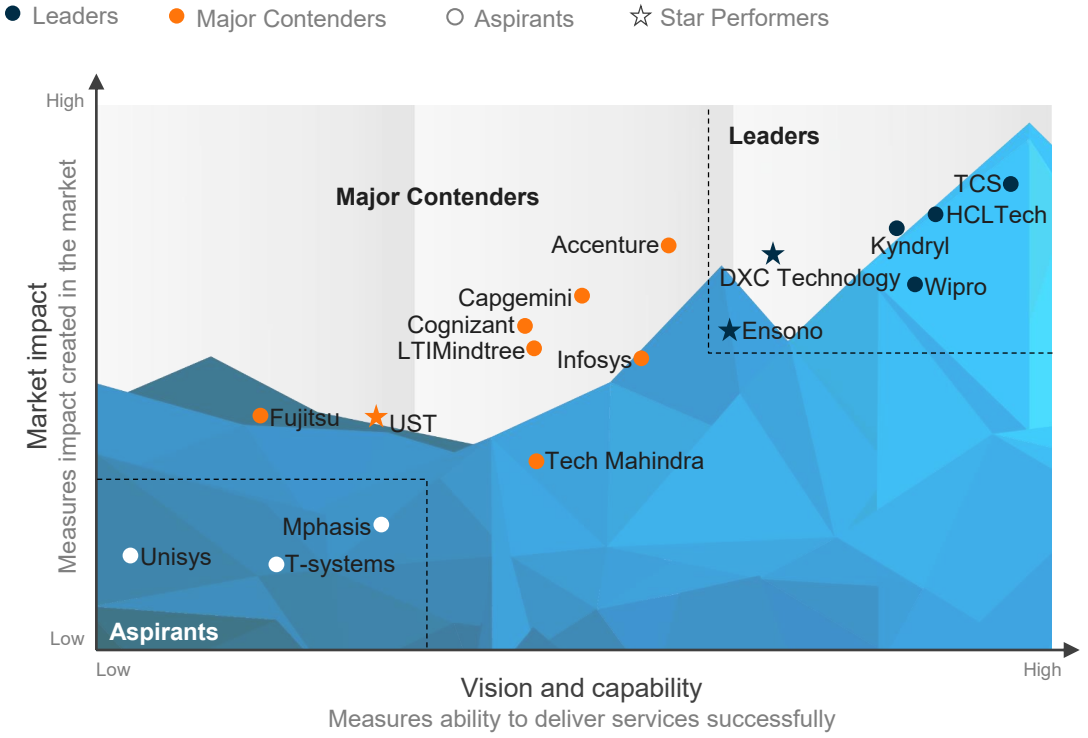
Summary of key messages

Mainframe Services PEAK Matrix® Assessment 2024

- Everest Group classified 17 Mainframe Services Providers (SPs) on Everest Group PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants
- The PEAK Matrix® is a framework to assess the market impact as well as vision and capability of service providers
- Based on Everest Group's comprehensive evaluation framework, the PEAK Matrix®, the 17 SPs evaluated are segmented into three categories (in alphabetical order within each category):
  - Leaders: DXC Technology, Ensono, Kyndryl, HCLTech, TCS, and Wipro
  - Major Contenders: Accenture, Capgemini, Cognizant, Fujitsu, Infosys, LTIMindtree, Tech Mahindra, and UST
  - Aspirants: Mphasis, T-Systems, and Unisys

Everest Group Mainframe Services PEAK Matrix® Assessment 2024



1 Assessments for Accenture, Capgemini, Cognizant, Infosys, and Unisys excludes system integrator inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these system integrators, system integrator public disclosures, and Everest Group's interactions with buyers
Source: Everest Group (2024)

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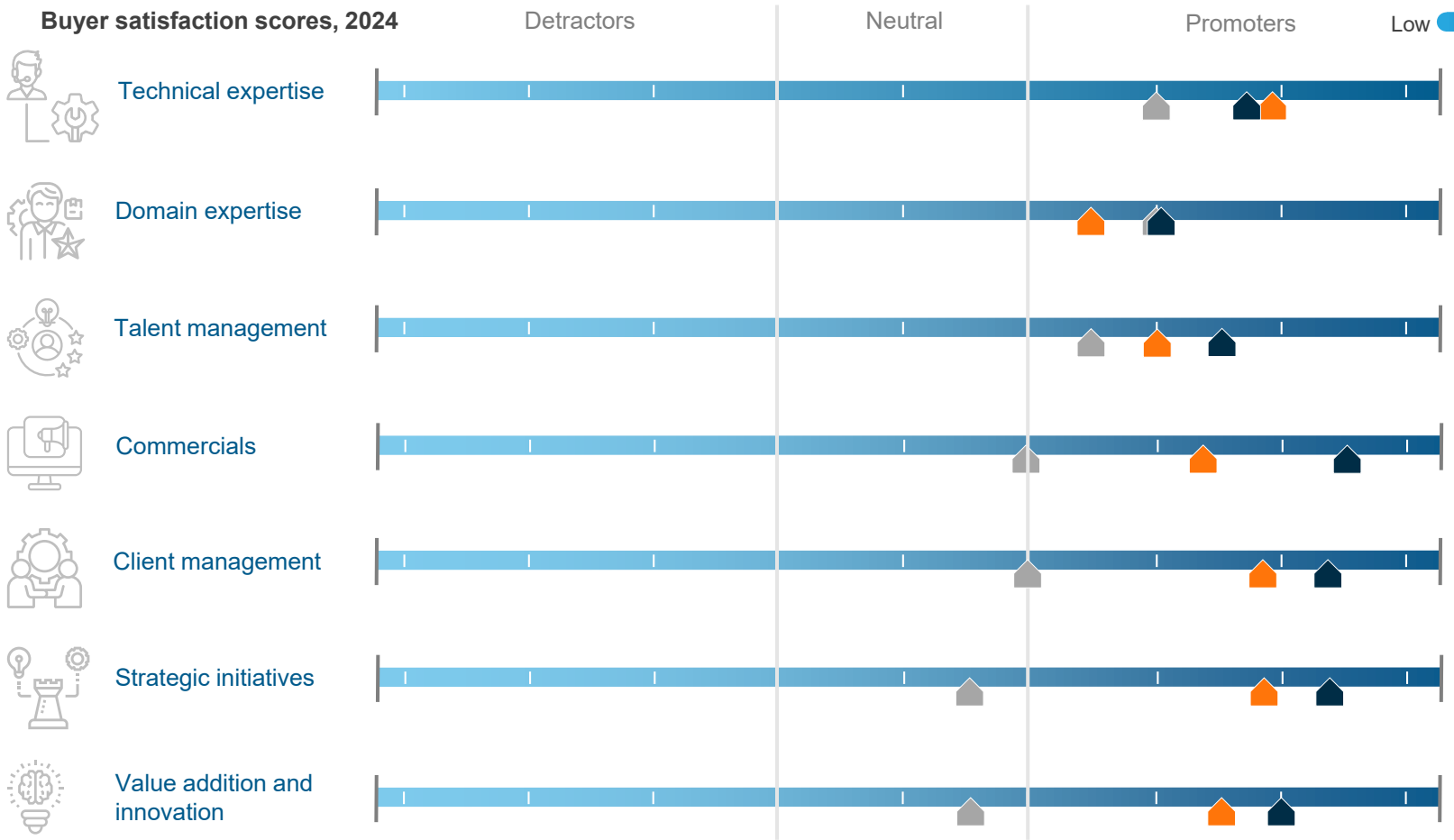
IT providers have demonstrated high levels of technical expertise; however, there is room for improvement in their ability to manage talent and innovation



- Clients have been quite satisfied with the technical expertise, domain expertise, and talent management capabilities of Leaders, Major Contenders, and Aspirants
- Leaders have been able to offer innovative and flexible pricing constructs. Aspirants need to offer greater flexibility and be open to negotiations regarding pricing constructs
- Clients have emphasized the importance of providers taking a more proactive part in strategic initiatives and adding value. Leaders have demonstrated exemplary strategic initiatives and partnerships
- Client management continues to be a major concern for Aspirants
- Clients believe that Leaders are more proactive in bringing value addition and innovation ideas in engagements, while Aspirants lag in this aspect

Source: Everest Group (2024)

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Mainframe Services PEAK Matrix® characteristics

PEAK Matrix framework

Everest Group PEAK Matrix for mainframe services

Characteristics of Leaders, Major Contenders, and Aspirants

Mainframe Services PEAK Matrix® Star Performers

Provider capability summary dashboard

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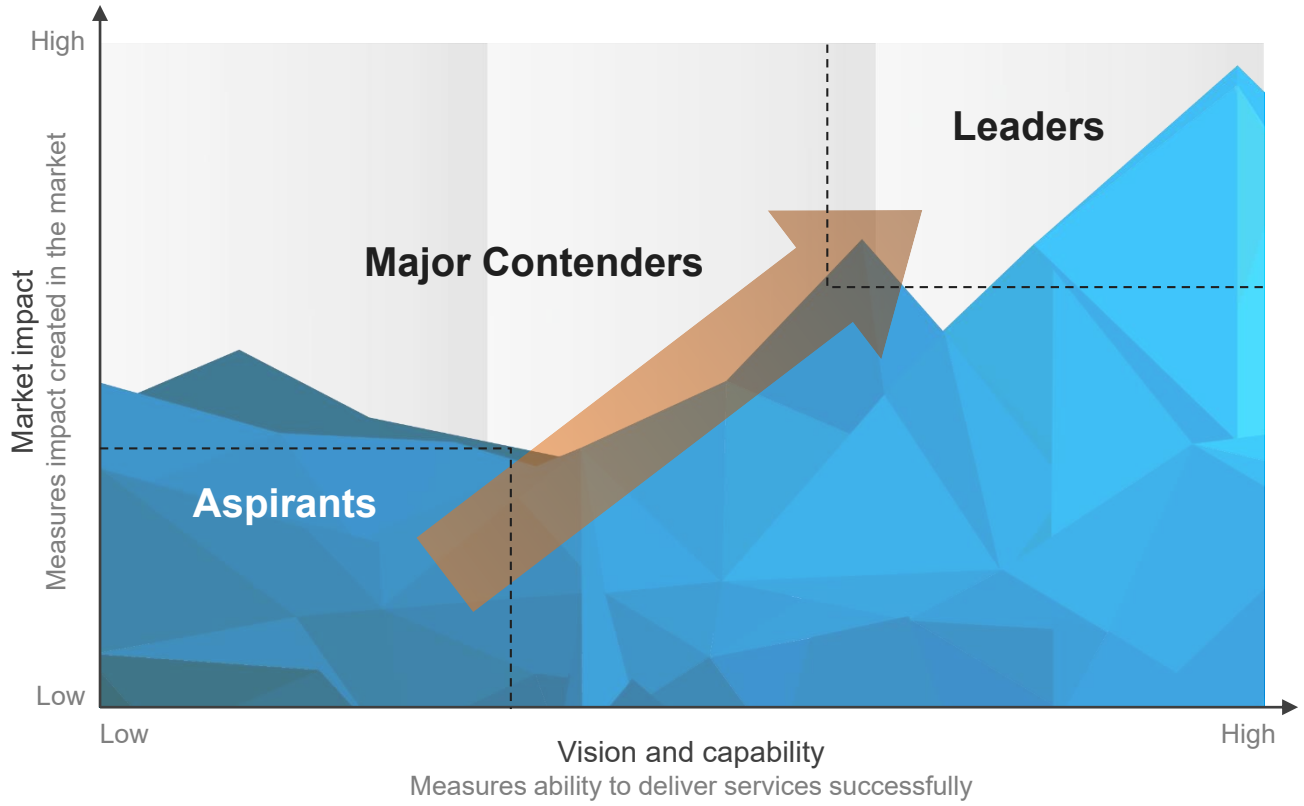
Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision and capability

Everest Group PEAK Matrix



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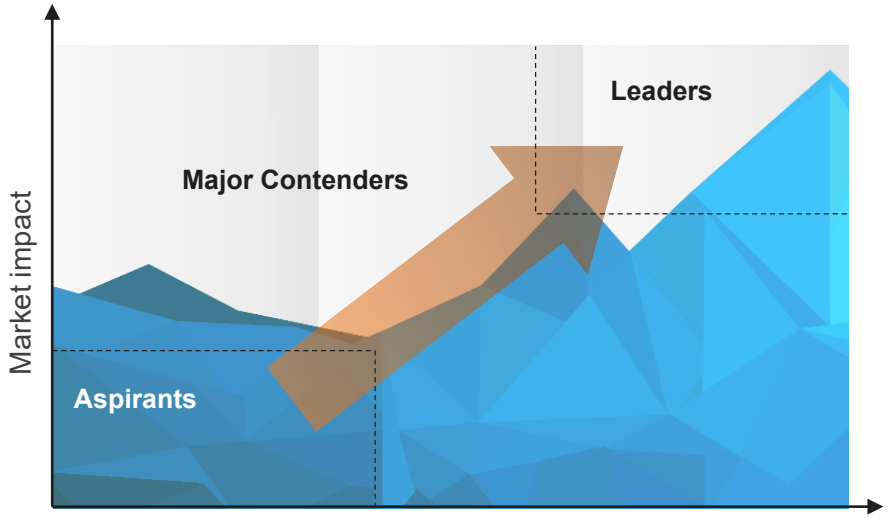
Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

Market adoption
Number of clients, revenue base, YoY growth, and deal value/volume

Portfolio mix
Diversity of client/revenue base across geographies 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

Vision and strategy
Vision for the client and itself; future roadmap and strategy

Scope of services offered
Depth and breadth of services portfolio across service subsegments/processes

Innovation and investments
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.

Delivery footprint
Delivery footprint and global sourcing mix

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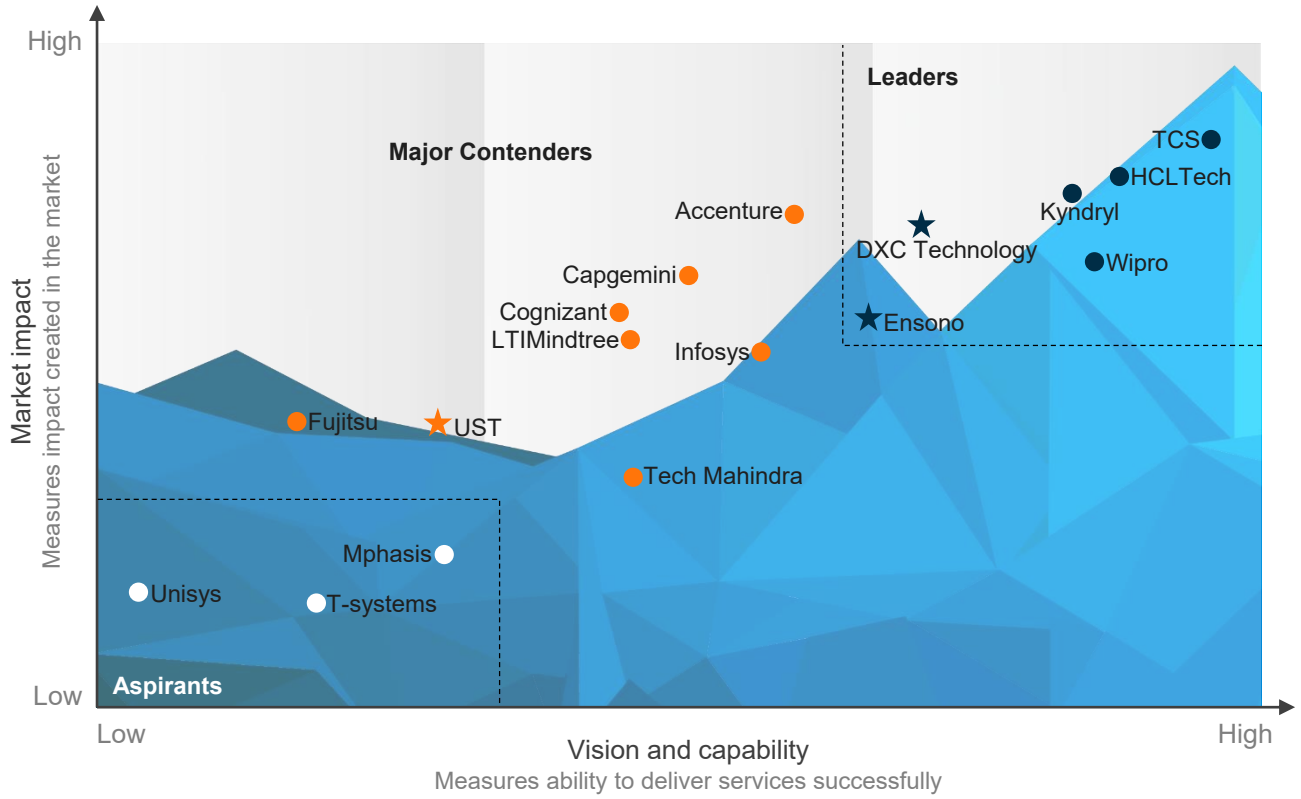
Everest Group PEAK Matrix®

Mainframe Services PEAK Matrix® Assessment 2024

Everest Group Mainframe Services PEAK Matrix® Assessment 2024[1]

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



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Source: Everest Group (2024)

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Mainframe services PEAK Matrix® characteristics

Leaders

DXC Technology, Ensono, HCLTech, Kyndryl, TCS, and Wipro

- Leaders continues to showcase high expertise for end-to-end mainframe service engagements with credible suite of IPs and solutions backed by robust delivery capabilities and skilled talent pool
- These providers have a balanced vision for mainframe services and focus on building innovative and tailored solutions for clients that deliver quick business outcomes and support them in their mainframe optimization and modernization journey
- They are also making strategic investments in expanding their partner ecosystem with prominent technology vendors, niche providers, and start-ups to co-create solutions and engage in joint GTM activities to further augment their service delivery

Major Contenders

Accenture, Capgemini, Cognizant, Fujitsu, Infosys, LTIMindtree, Tech Mahindra, and UST

- While these providers are augmenting their broader mainframe capabilities with targeted investments in talent development, delivery capabilities, and partnership ecosystem, their end-to-end mainframe services capabilities continue to have some visible gaps
- These providers have built meaningful capabilities to deliver mainframe services, however, their service portfolios and delivery capabilities are not as balanced as those of Leaders which reflects in the scale of market success achieved by these providers (vis-a-vis Leaders)
- These providers are making targeted investments in mainframe talent, delivery frameworks, internal IP, and partnerships to fix capability gaps – making them strong contenders to Leaders in mainframe services

Aspirants

Mphasis, T-Systems, and Unisys

- Mainframe services capabilities of Aspirants show more gaps in the scope of mainframe services, maturity of internal IP, and coverage across industry verticals or geographies
- These providers are however expanding broader mainframe capabilities through investments in IP portfolios, niche platforms, and service and technology partnerships – keeping them poised to be significant challengers in the space

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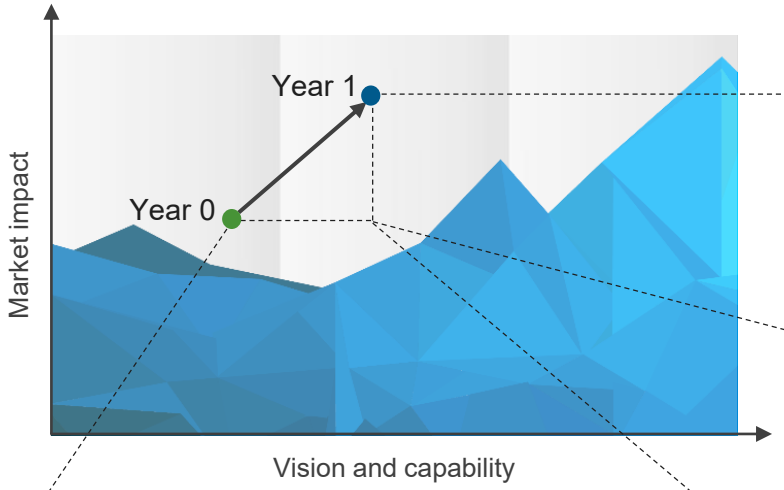
Everest Group confers the Star Performer title on providers that demonstrate the most improvement over time on the PEAK Matrix®

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 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 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 providers whose improvement ranks in the top quartile and award the Star Performer rating to those 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

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

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Everest Group has identified 3 providers as Star Performers in 2024

Mainframe services Star Performers	Distinguishing features of market impact in 2024	Distinguishing features of capability advancements in 2024	Change in PEAK Matrix® positioning for Mainframe services
DXC Technology	• Co-innovated with partners to provide mainframe services to clients and enhanced market mindshare through joint GTM activities • Strong YoY growth in mainframe services revenue	• Strong focus on strengthening mainframe services delivery and forging strong client relations • Strong focus on robust mainframe IPs and solutions augmented with next-generation capabilities and automation	Moved from **Major Contenders** to **Leaders**
Ensono	• Strengthened partnerships and conducted joint GTM activities with key technology providers • Invested to provide end-to-end mainframe services, thereby ensuring superior value realization for clients	• Enhanced its mainframe consulting-driven service delivery by offering a comprehensive platform-based approach • Invested to strengthen MFaaS capabilities	Moved from **Major Contenders** to **Leaders**
UST	• Enhanced its mainframe consulting-driven service delivery by offering a comprehensive platform-based approach • Invested to strengthen MFaaS capabilities	• Invested in augmenting its tools ecosystem with next-generation capabilities for mainframe modernization • Effectively leveraged mainframe Center of Excellence (CoE) that ensures talent availability and innovation	Moved from **Aspirants** to **Major Contenders**

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Summary dashboard | market impact and vision and capability assessment of providers for mainframe services 2024

Leaders

Measure of capability: Low High

	Market impact				Vision and capability				
Providers	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
DXC Technology									
Ensono									
HCLTech									
Kyndryl									
TCS									
Wipro									

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Summary dashboard | market impact and vision and capability assessment of providers for mainframe services 2024

Major Contenders

Measure of capability: Low High

	Market impact				Vision and capability				
Providers	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Accenture									
Capgemini									
Cognizant									
Fujitsu									
Infosys									
LTIMindtree									
Tech Mahindra									
UST									

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Summary dashboard | market impact and vision and capability assessment of providers for mainframe services 2024

Aspirants

Measure of capability: Low High

	Market impact				Vision and capability				
Providers	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Mphasis									
T-Systems									
Unisys									

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Enterprise sourcing considerations

Leaders

- DXC Technology
- Ensono
- HCLTech
- Kyndryl
- TCS
- Wipro

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DXC Technology

Everest Group assessment – Leader and a Star Performer

Measure of capability: Low High

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

Strengths

- DXC Technology offers partial application migration to cloud through phased migration where it brings value benefits for enterprises moving partial application to cloud and moving residual application to other MFaaS to avoid vendor dependencies
- It holds expertise in managing mainframe workloads by emphasizing continuous improvement and optimization through DevOps frameworks, data-driven insights, and integrated operations powered by Platform X and its mainframe-certified talent pool
- DXC Technology offers Quick Transformation Engine (QTE), an automatic code conversion tool, to helps enterprises with application portfolio transformation to the AWS cloud ensuring functional equivalency
- Some clients have expressed appreciation for DXC Technology’s client centric approach and account management capabilities
- Clients have expressed appreciation for DXC Technology's technical prowess and domain expertise in managing mainframe operations

Limitations

- Enterprises looking for providers with platform-driven mainframe application modernization capabilities might not find DXC Technology suitable due to limited maturity of its application modernization solution portfolio
- MEA enterprises looking for service capability proof points may not find DXC Technology suitable due to limited market mindshare in the region
- Enterprises seeking extensive flexibility and customization may encounter limitations in DXC Technology offerings, as they rely primarily on standardized solutions
- Some clients have emphasized DXC Technology's need to prioritize training of new offshore resources amid an impending wave of retirements over the next few months

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Ensono

Everest Group assessment – Leader and a Star Performer

Measure of capability: Low High

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

Strengths

- Enterprises seeking to transition to an OpEx model can leverage Ensono’s robust MFaaS offerings and capabilities and expertise in enabling enterprise adoption of a hybrid ecosystem
- Enterprises seeking to retain and optimize mainframe systems can benefit from Ensono’s innovations through investments in AI and automation-based solutions
- Ensono has a robust partnership network across hyperscalers and technology vendors such as Azure, AWS, IBM, and Dell and leverages them for co-innovation and joint GTM activities to enhance mainframe service delivery
- Enterprises seeking to migrate business-critical applications can benefit from Ensono’s automation toolset and platform-based advisory solutions

Limitations

- Ensono's mainframe service market visibility and thought leadership lags peers due to limited refinement of its mainframe market messaging compared to industry peers
- Enterprises looking for mainframe modernization capabilities need to do careful due diligence before engaging with Ensono as it has limited capability maturity when compared to peers
- Ensono needs to have more demonstrable proof points around its mainframe exit capabilities to instill confidence in enterprises seeking to transition away from their mainframe systems
- Enterprises seeking a flexible and outcome-based pricing model may need to evaluate Ensono’s offered commercial model carefully

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HCLTech

Everest Group assessment – Leader

Measure of capability: Low High

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

Strengths

- HCLTech has a robust suite of proprietary tools and accelerators for mainframe application modernization, which are further enhanced by their integrating with generative AI capabilities
- Enterprises seeking large-scale mainframe optimization and modernization capabilities can benefit from HCLTech's framework-led execution, incremental modernization approach, and automation-based solutions
- HCLTech has a robust partnership network and joint GTM initiatives with hyperscalers, technology vendors, and ISVs to augment its MFaaS and mainframe transformation capabilities
- The provider leverages a combination of internal learning models, tailored learning paths, dedicated mainframe academy, and partner-sourced training programs to augment its robust talent development programs to upskill, cross-skill, and reskill professionals

Limitations

- Enterprises from APAC and MEA may not find HCLTech suitable due to limited market mindshare and capability proof points for mainframe services for these regions
- HCLTech lags robust proof points and case studies for its mainframes consulting and advisory capabilities when compared to peers
- It lags collaboration with niche solution providers to deliver innovative solutions across mainframe-managed services and optimization
- Some clients have highlighted delays in proactive communication of challenges as a key concern during their mainframe engagements

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Kyndryl

Everest Group assessment – Leader

Measure of capability: Low High

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

Strengths

- Kyndryl has strong mainframe-managed services capabilities further augmented by its strong optimization expertise, robust MFaaS capabilities, and dedicated solutions such as Kyndryl Bridge
- It has a consulting-led approach for its mainframe services delivery driven by its Kyndryl Consult offering and its enterprise maturity-based consulting framework
- Kyndryl has a strong partnership ecosystem for enabling end-to-end mainframe service delivery across hyperscalers, ISVs, mainframe solution providers, and OEMs
- Enterprises looking for improving their value realization from their mainframe engagements will find Kyndryl suitable due to its outcome-oriented engagement approach
- Some clients have appreciated Kyndryl for strong technical expertise of its mainframe talent pool and its overall talent management capabilities

Limitations

- Enterprises looking to enable mainframe exit to GCP might not find Kyndryl suitable due to limited solutions, partnerships, and delivery maturity compared to peers
- Kyndryl's mainframe modernization capabilities for migrating applications by rewriting or rearchitecting to cloud-native environment lags its peers
- Small to midsized enterprises may not find Kyndryl suitable due its premium pricing and limited commercial flexibility
- Some clients have highlighted concerns around Kyndryl's lack of proactiveness in suggesting innovative solutions and technologies

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TCS

Everest Group assessment – Leader

Measure of capability: Low High

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

Strengths

- TCS offers a comprehensive AI and automation suite, TCS MasterCraft™, which supports enterprises in modernizing mainframe applications, facilitating monolith application re-architecting to microservices, and optimizing mainframe workloads
- TCS offers zExtend to help enterprises migrate and modernize mainframe systems by innovating manage and run services to accelerate transformation
- TCS have an extensive partnership network with IBM, hyperscalers, ISVs, and niche tech specialists, enabling it to offer hyper-personalized client experiences and industry-specific solutions
- Enterprises can leverage location agnostic operating model along with TCS's organizational change management approach to smoothen transitions during mainframe modernization with streamlined operations across locations
- Clients appreciate its deep understanding of business requirements around mainframes, coupled with its adeptness in both mainframe and cloud technologies

Limitations

- TCS needs to enhance its mainframe service offerings and delivery capabilities to meet the demands of large-scale engagements in the LATAM region
- TCS's presence in the federal government sector in the UK is limited due to its relatively low maturity of mainframe modernization services
- Some clients have mentioned that TCS needs be more proactive in handling the administrative aspect of its mainframe service delivery
- Eastern European and MEA enterprises looking for nearshore and onshore delivery capability may not find TCS suitable due do its limited delivery capabilities in these regions

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Wipro

Everest Group assessment – Leader

Measure of capability: Low High

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

Strengths

- Wipro has a robust end-to-end mainframe solution approach attributed to its consulting-led mainframe offering that integrates infrastructure, application, data, security, and AI capabilities
- Enterprises can benefit from Wipro's platform-led modernization solutions that incorporates automation, AI, and generative AI-augmented accelerators to facilitate complex workload migration and transformation
- It prioritizes mainframe simplification and in-place enhancements to optimize clients' existing mainframe ecosystem
- Enterprises seeking complex mainframe migration can benefit from Wipro's consultative framework, offering a business, process, and IT-focused roadmap for transformation
- Wipro leverages a comprehensive partnership ecosystem across hyperscalers, technology vendors, and ISVs to optimize mainframe systems and drive modernization initiatives

Limitations

- Non-BFSI enterprises seeking mainframe services should conduct thorough due diligence before engaging with Wipro, considering its limited clientele in these domains
- Enterprises seeking an innovative commercial model for mainframe services may need to align with Wipro given its predominant focus on fixed pricing and T&M pricing models for clients
- Wipro lags a robust mainframe-specific talent development and knowledge management strategy
- Wipro lacks robust proof points around a single pane of glass management for a mainframe-integrated hybrid ecosystem

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Enterprise sourcing considerations

Major Contenders

- Accenture
- Capgemini
- Cognizant
- Fujitsu
- Infosys
- LTIMindtree
- Tech Mahindra
- UST

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Accenture

Everest Group assessment – Major Contender

Measure of capability: Low High

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

Strengths

- Accenture has robust proof points around partnering with key cloud service providers, mainframe technology vendors, and ISVs to help its clients with large-scale modernization initiative and replatforming their mainframe ecosystem to a hybrid-cloud environment
- Enterprises seeking agile and fast-tracked mainframe integration and modernization services can benefit from Accenture's DevSecOps practice, API integration capabilities, and automated code conversion and testing
- Enterprises seeking consulting-driven mainframe services can benefit from Accenture's application assessment-led and business-value-driven mainframe modernization approach
- It has a robust mainframe application migration solution portfolio, such as myNav, migration factory, and Accelerate 4 Cloud, for evaluating optimal cloud solution and facilitating legacy system migration

Limitations

- Enterprises seeking MFaaS may not benefit from Accenture as it currently lags capabilities and solutions in this domain
- Accenture mainframe-specific IP portfolio lags automation and AI capabilities to help enterprises streamline mainframe modernization initiatives
- Accenture's approach to mainframe optimization and managed services lacks comprehensiveness, reflecting a gap in capabilities and internal solutions
- Non-BFSI enterprises looking for mainframe services need to do due diligence before engaging with Accenture as it lacks proof points and case studies around other industry segments
- Accenture lacks a structured mainframe talent development strategy that focuses on cross-skilling and upskilling existing employees and delivery personnel to achieve end-to-end mainframe capability

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Capgemini

Everest Group assessment – Major Contender

Measure of capability: Low High

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

Strengths

- Capgemini incorporates its mainframe-to-cloud modernization narrative into its overarching mainframe revitalization strategy and leverages its factory approach to automate migration of workloads
- Enterprises can leverage Capgemini's IPs such as CAP 360 and OmniCloud to create the right-fit mainframe workload modernization strategy and explore dependencies for business-critical workloads
- Capgemini has robust proof points around transforming monolith mainframe applications into microservices architecture on cloud providing enterprises with flexibility and agility
- Enterprises can benefit from Capgemini's mainframe experience zone that enables enterprises to co-develop modernization use cases with the guidance of Capgemini's mainframe experts

Limitations

- Capgemini lacks comprehensive frameworks and tools to augment its consulting-led approach for mainframe service delivery
- Enterprises looking for mainframe-managed services capabilities may find Capgemini less innovative as compared to its peers
- Enterprises seeking MFaaS offering need to carefully assess Capgemini's MFaaS offering and capabilities due to low market mindshare and lack of robust proof points
- Capgemini exhibits a gap in showcasing comprehensive proof points around IPs and assets leveraging next-generation capabilities for mainframe optimization and enhancement

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Cognizant

Everest Group assessment – Major Contender

Measure of capability: Low High

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

Strengths

- Cognizant has a robust approach to mainframe modernization that uses automated knowledge extraction and a "cloud-smart" strategy, which prioritizes business outcomes and cost optimization to support clients with their mainframe strategies
- Cognizant offers a range of commercial models for mainframe services, including pay-per-use/transactional pricing, utilization and outcome-based models, and fixed capacity models to align with customer expectations and scale
- Enterprises looking to integrate mainframe systems into their hybrid ecosystems can benefit from Cognizant's mainframe data integration capabilities that come with a single pane of glass view to manage the hybrid-cloud ecosystem
- Cognizant has implemented a strong strategy to modernize mainframe applications that includes rewriting automated code, replacing applications with equivalent commercial off-the-shelf software (COTS) products, and leveraging partnerships for rehosting and rewriting

Limitations

- Enterprises from public sector, telecom, and media and entertainment industry need to carefully assess Cognizant due to its limited proof points around mainframe service delivery for such industries
- Cognizant does not have enough proof points around IP and platform-led approaches for mainframe optimization and managed services
- Cognizant lags its peers in implementing a comprehensive talent development strategy and showcases limited investments with regards to setting up mainframe-specific CoE
- Enterprises seeking next-generation capabilities, such as AI for mainframe services, need to conduct thorough due diligence before engaging with Cognizant as it lags its peers in providing capabilities in this area

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Fujitsu

Everest Group assessment – Major Contender

Measure of capability: Low High

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

Strengths

- Enterprises can benefit from Fujitsu's consulting-led mainframe modernization approach, leveraging its robust application assessment frameworks to develop a tailored migration roadmap
- Fujitsu leverages its modernization framework for effectively integrating its iterative and agile service delivery methodologies to achieve a balanced focus on technology, operations, and strategy
- Enterprises can benefit from Fujitsu's PRORESSION offering, which provides automated solutions to modernize legacy code and accelerate migration of applications to cloud ecosystems
- Fujitsu streamlines mainframe application modernization and migration by leveraging automated DevOps solutions during migration ensuring accelerated development and deployment

Limitations

- Enterprises seeking end-to-end mainframe services for their IBM mainframe systems need to be cautious as it lags robust proof points around this capability
- Enterprises seeking mainframe-managed and in-place optimization services should conduct a detailed due diligence before engaging with Fujitsu
- Fujitsu has limited proof points around structured mainframe talent development strategy with formalized academy and customized training on both mainframe as well as next-generation technologies
- It lacks a mainframe-focused comprehensive partnership ecosystem and co-innovations with technology providers, ISVs, and hyperscalers compared to peers

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Infosys

Everest Group assessment – Major Contender

Measure of capability: Low High

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

Strengths

- Infosys has strong mainframe modernization capabilities further augmented by its platform-driven approach and solutions such as Infosys Live Enterprise Application Development Platform and LegMap
- It takes a holistic approach to mainframe modernization and optimization through its ART framework and Zero Disruption Modernization Approach to facilitate a risk-free mainframe transformation
- Infosys has mature mainframe rehosting capabilities for AWS and a structured approach for replacement with COTS solutions
- Some clients have appreciated Infosys for its commercial flexibility and cost governance in the delivery of its mainframe services

Limitations

- Infosys has limited capability maturity for large MFaaS engagements and lags its peers in terms of market mindshare and proof points
- It lacks mature mainframe advisory and consulting capabilities, and some clients are critical of Infosys' lack of proactiveness in suggesting optimization initiatives
- Enterprises with mainframe workloads running on niche technologies and based on archaic language need to do a careful due diligence of Infosys' capability support for such scenarios
- Some clients have highlighted concerns regarding Infosys' domain training and talent skilling initiatives for its employees for mainframe to cloud-native migration capabilities

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LTIMindtree

Everest Group assessment – Major Contender

Measure of capability: Low High

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

Strengths

- LTIMindtree takes a holistic approach for mainframe optimization by providing robust capabilities for MIPS optimization, portfolio rationalization, and process transformation
- It has strong application rehosting and replatforming capabilities for migrating mainframe applications to cloud, driven by its Mainframe Application Factory Model for enabling accelerated migration
- Enterprises looking for strong automation capabilities for mainframes will benefit from LTIMindtree automation-centric approach and related accelerators and solutions
- Enterprises have appreciated LTIMindtree for its cost competitiveness and commercial flexibility driven by its innovative pricing models such as outcome-based pricing and risk and reward pricing model

Limitations

- Enterprises looking for large-scale modernization/exit to cloud engagements involving application rearchitecting or replacement with COTS solutions might not find LTIMindtree suitable due to limited delivery capabilities as compared to peers
- LTIMindtree lags its peers with regards to MFaaS capabilities due to limited capability maturity of its offering portfolio and lack of demonstrable proof points
- Enterprises with next gen mainframe application services requirements such as DevSecOps, SRE, and containerization for enabling cloud-native migration might not find LTIMindtree suitable due to limited proof points
- Some clients have highlighted concerns around LTIMindtrees's lack of proactiveness, leading to inhibitions in considering them as a strategic partner

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Tech Mahindra

Everest Group assessment – Major Contender

Measure of capability: Low High

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

Strengths

- Enterprises will benefit from Tech Mahindra’s holistic approach to mainframe modernization encompassing application reengineering, cloud integration, and seamless data migration
- Tech Mahindra offers application modernization-as-a-service to simplify the migration process to new technology stack through automation and SME-assisted microservice creation with parallel testing on the legacy and new application
- It offers Legacy Code analysis-as-a-Service (LCaaS) to help enterprises in streamlining modernization efforts and facilitating decomposition of monolithic applications into microservices
- Tech Mahindra offers automation of functional equivalency testing through Query Builder which connects to both RDBMS and NoSQL databases, facilitating automated validation of data before and after migration

Limitations

- Enterprises seeking MFaaS capabilities may not find Tech Mahindra suitable due to lack of solution maturity and demonstrable proof points compared to its peers
- Clients seeking next-generation capabilities to streamline its mainframe services may find Tech Mahindra less suitable due to limited case studies showcasing implementation of advanced technologies
- Tech Mahindra's limited proof points around mainframe exit strategy planning and implementation makes it less suitable for enterprises aiming to transition away from their mainframe system
- Enterprises in the public sector seeking mainframe services may find Tech Mahindra less suitable due to its smaller footprint in the industry compared to its peers

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UST

Everest Group assessment – Major Contender and a Star Performer

Measure of capability: Low High

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

Strengths

- Enterprises can benefit from UST’s advisory-consulting led mainframe practice that focuses on mainframe application assessment, TCO evaluation, and business rule extraction, helping them integrate mainframes with hybrid-cloud environment
- UST's mainframe modernization approach encompasses a comprehensive suite of capabilities for application migration and optimization strategy and are investing in capabilities such as generative AI and LLMs to enhance modernization efficiency
- UST invests in fostering and maintaining a skilled workforce through competency development initiatives through internal training, academic partnerships, collaboration with external partners, and establishment of dedicated Mainframe COE
- UST has capabilities and proof points around transforming mainframe applications into microservices architecture on cloud providing enterprises with flexibility and agility

Limitations

- UST's current partnership initiatives with key technology vendors and hyperscalers have limited co-innovation and co-development of GTM strategies for mainframe services
- Enterprises seeking MFaaS may not benefit from UST’s mainframe services portfolio as it lags proof points and solution maturity for this capability
- UST has fewer homegrown and co-innovated platforms and accelerators to accelerate mainframe modernization when compared to its peers
- A few clients have expressed that UST can provide more proactive involvement as a strategic partner to the client’s mainframe objectives

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Enterprise sourcing considerations

Aspirants

- Mphasis
- T-Systems
- Unisys

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Mphasis

Everest Group assessment – Aspirant

Measure of capability: Low High

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

Strengths

- Enterprises can benefit from platforms such as Krypton that incorporates DevSecOps and automation best practices to enable large-scale mainframe application modernization and migration
- Mphasis has a robust talent development strategy with customized training curriculums for employees and cross-skilling initiatives to unlock an end-to-end mainframe modernization talent pool that caters to industry-specific needs
- Mphasis maintains robust collaboration with hyperscalers and technology providers, thereby augmenting its capabilities for mainframe services
- Enterprises can benefit from Mphasis' capabilities around automation and DevOps across IBM mainframe systems

Limitations

- Enterprises seeking MFaaS offerings need to carefully assess Mphasis capabilities as its market mindshare and proof points lag peers
- Mphasis demonstrates limited proof points around a comprehensive solution suite for mainframe in-place optimization
- Enterprises seeking a consulting-led mainframe strategy for their complex ecosystem need to carefully assess its consulting maturity and approach
- Enterprises seeking AI and generative AI-augmented mainframe solution may need to do a due diligence as Mphasis has limited proof points around it
- Mphasis has limited capabilities and solutions around seamlessly managing a mainframe integrated cloud ecosystem

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T-Systems

Everest Group assessment – Aspirant

Measure of capability: Low High

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

Strengths

- T-systems has strong focus on integration between mainframes and cloud environments through its offering, zFuture, which provides horizontally and vertically scalable cloud architectures to enterprises
- It has an experienced talent pool in modernizing mainframes including a large base of qualified specialists with expertise across IBM mainframe systems
- T-Systems has a robust consulting approach for enterprises in mainframe services, coupled with extensive experience in mainframe modernization
- It has a substantial presence in the European market for mainframe services, along with robust MFaaS capabilities

Limitations

- Enterprises seeking MFaaS in North America and the APAC region might find T-Systems less favorable compared to its peers because of its limited presence in those regions
- T-Systems lags strong proof points and case studies around leveraging advanced technologies and generative AI capabilities for mainframe modernization, making them less appealing to enterprises looking for next-generation solutions
- It lags a mainframe market mindshare in the public sector due to its limited investment in GTM efforts compared to its peers
- T-Systems' partnership network with niche vendors and technology providers for mainframe services is comparatively less extensive than its peers
- Enterprises looking for mainframe management and optimization capabilities may find T-Systems less suitable due to its limited capability maturity in this area

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Unisys

Everest Group assessment – Aspirant

Measure of capability: Low High

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

Strengths

- Unisys helps enterprises modernize legacy applications by integrating them with new technologies and enhancing efficiency through the consolidation of existing mainframe infrastructure through its ClearPath Forward® solution
- It boasts a robust presence in the public sector compared to its peers for mainframe services with an in-depth understanding of the unique needs and requirements of government agencies and institutions
- Unisys introduced a metered pricing arrangement, which enables pay per use model for enterprises and caters to dynamic workloads, ensuring optimal performance during peak times without long-term commitment
- It holds a notable position in South America regarding mainframe services, compared to its peers in the region

Limitations

- Enterprises seeking dedicated MFaaS solutions may not find Unisys relevant due to limited capability of its MFaaS offerings
- Clients in the MEA region seeking mainframe services may find Unisys less suitable due to its less established footprint in the region compared to peers
- Unisys has a smaller presence in the healthcare and life science industry for its mainframe services compared to its competitors
- It has a limited partnership network with niche tech vendors and start-ups to bolster its internal capabilities and offer innovative mainframe solutions
- Unisys does not have sufficient competencies in mainframe application modernization services and faces challenges in addressing perceived gaps in composite skills across various technologies

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Appendix

Glossary

Research calendar

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Glossary of key terms used in this report

API	An application programming interface is a connection between computers or between computer programs
ASEAN	Association of Southeast Asian Nations is a regional grouping that includes Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, the Philippines, Singapore, Thailand, and Vietnam
Container	A lightweight, stand-alone, executable package of a piece of software that includes everything needed to run it: code, runtime, system tools, system libraries, and settings
DevOps	An enterprise operating model that implies an agile relationship between the development and IT operations teams
FTE	Full-Time Equivalent is a way to measure a worker's productivity and/or involvement in a project. An FTE of 1.0 means that the person is equivalent to a full-time worker
Hyperscalers	Cloud service providers which mainly includes AWS, Azure, and GCP
Infrastructure services	Infrastructure services includes a host of IT infrastructure-related activities including datacenter, network, middleware, and end-user environment transformation and management
IP	Intellectual property refers to property that are creations of the human intellect including copyrights, patents, trademarks, and trade secrets
LATAM	The region comprising Latin American countries such as Mexico, Brazil, Chile, and Argentina
Mainframes-as-a-service (MFaaS)	Services that provide mainframe compute and storage capabilities as a cloud service, usually priced based on consumption
Outcome-based pricing	Pricing models in which the service provider earns revenue depending on business outcomes delivered as a result of the services provide
PaaS	Platform-as-a-Service is a category of cloud computing services that provides a platform allowing customers to develop, run, and manage applications without the complexity of building and maintaining the infrastructure
SI	A systems integrator is a person or company that specializes in bringing together clients' disparate hardware and software subsystems into a comprehensive IT solution
zCloud	IBM's cloud model for running its Z mainframe systems on its distributed computing environment

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Research calendar

Cloud and Infrastructure Services

Published Current release Planned

Reports title	Release date
Cloud Security Services PEAK Matrix® Assessment 2023	November 2023
FinOps for Enabling Value in Cloud: Unveiling the Top 10 Multi-cloud FinOps Visibility Tool Providers	December 2023
Secure Access Service Edge (SASE) Spotlight: Exploring the Top 10 SASE Technology Providers	December 2023
Accelerating Clients' Cloud Journeys: IT Services and Cloud Provider Partnerships to Drive Ecosystem Value	January 2024
Google Cloud Services Specialists PEAK Matrix® Assessment 2024	February 2024
Mainframe Services PEAK Matrix® Assessment 2024	April 2024
AWS Services Specialists PEAK Matrix® Assessment 2024	Q2 2024
FinOps Cloud Visibility Products PEAK Matrix® Assessment 2024	Q2 2024
Network Transformation and Managed Services PEAK Matrix Assessment 2024 – Communication Service Providers (CSPs)	Q2 2024
AI-led Network Transformation for Businesses	Q3 2024
Cost Optimization in the Hybrid-Cloud World	Q3 2024
Hybrid-Cloud Cost Optimization Services PEAK Matrix® Assessment 2024	Q3 2024
System Integration (SI) Capabilities on Amazon Web Services (AWS) PEAK Matrix® Assessment 2024	Q3 2024
System Integration (SI) Capabilities on Microsoft Azure PEAK Matrix® Assessment 2024	Q3 2024

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