



Everest Group Application Management Services PEAK Matrix® Assessment 2025

Focus on Capgemini
March 2025



Introduction

As enterprises expand and modernize their IT estates across cloud and on-premise environments, growing architectural complexities and limited visibility into application landscapes are driving a greater focus on Application Management Services (AMS) to ensure smoother modern application operations. Enterprises are looking to reduce their AMS costs and improve productivity by adopting next-generation technologies such as generative AI. They are increasingly bundling their run scope with other services such as application modernization and infrastructure management to derive more value from their investments.

In the report, we present an assessment and the detailed capabilities of 30 AMS providers operating in the global application services market. Each profile provides a commentary on the strengths and limitations across its key Intellectual Property (IP) / solutions, partnerships, investments, and case studies.

The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading application management service providers, client reference checks, and an ongoing analysis of the application services market.

The full report includes the profiles of the following 30 leading application management service providers featured on the [Application Management Services PEAK Matrix® Assessment 2025](#):

- **Leaders:** Accenture, Capgemini, Cognizant, Deloitte, HCLTech, Infosys, TCS, and Wipro
- **Major Contenders:** Encora, Genpact, Hitachi Digital Services, HTC Global Services, Innover, Jade Global, Kyndryl, LTIMindtree, Mastek, Mphasis, NTT DATA, Orion Innovation, SLK Software, Tech Mahindra, UST, Virtusa, and Visionet
- **Aspirants:** 3i Infotech, Datamatics, Dexian IT Solutions, GAVS, and VVDN Technologies

Scope of this report

Geography: global

Industry: market activity and investments of 30 leading service providers

Services: AMS

Application Management Services PEAK Matrix® characteristics

Leaders

Accenture, Capgemini, Cognizant, Deloitte, HCLTech, Infosys, TCS, and Wipro

- Leaders lead with focused vision and strategy to deliver Application Management Services (AMS) to a balanced customer portfolio spread equally across all regions and verticals
- They are making strategic investments to expand their partnership ecosystem with not just mainstream technology providers but also niche start-ups in the domains of automation, observability, testing, and AI; they continue to keep pace with market dynamics and make headway into disruptive themes such as AIOps, SRE, hyperautomation, and gen AI
- Providers in this category have a strong offshore delivery footprint in the APAC region (primarily India and other Southeast Asian regions) and have also built nearshore delivery capabilities in Latin America, the Middle East, and Eastern Europe to deliver cost-effective services within the same time zone to on-site locations

Major Contenders

Encora, Genpact, Hitachi Digital Services, HTC Global Services, Innover, Jade Global, Kyndryl, LTIMindtree, Mastek, Mphasis, NTT DATA, Orion Innovation, SLK Software, Tech Mahindra, UST, Virtusa, and Visionet

- Service providers in this category are driving focus on strengthening their services offerings through dedicated investments in IP development and partner network expansion, however, their services portfolio and delivery capabilities are not as balanced as those of Leaders
- They continue to exhibit strong industry credentials for delivering application management services across select verticals and geographies, making them strong contenders to Leaders

Aspirants

3i Infotech, Datamatics, Dexian IT Solutions, GAVS, and VVDN Technologies

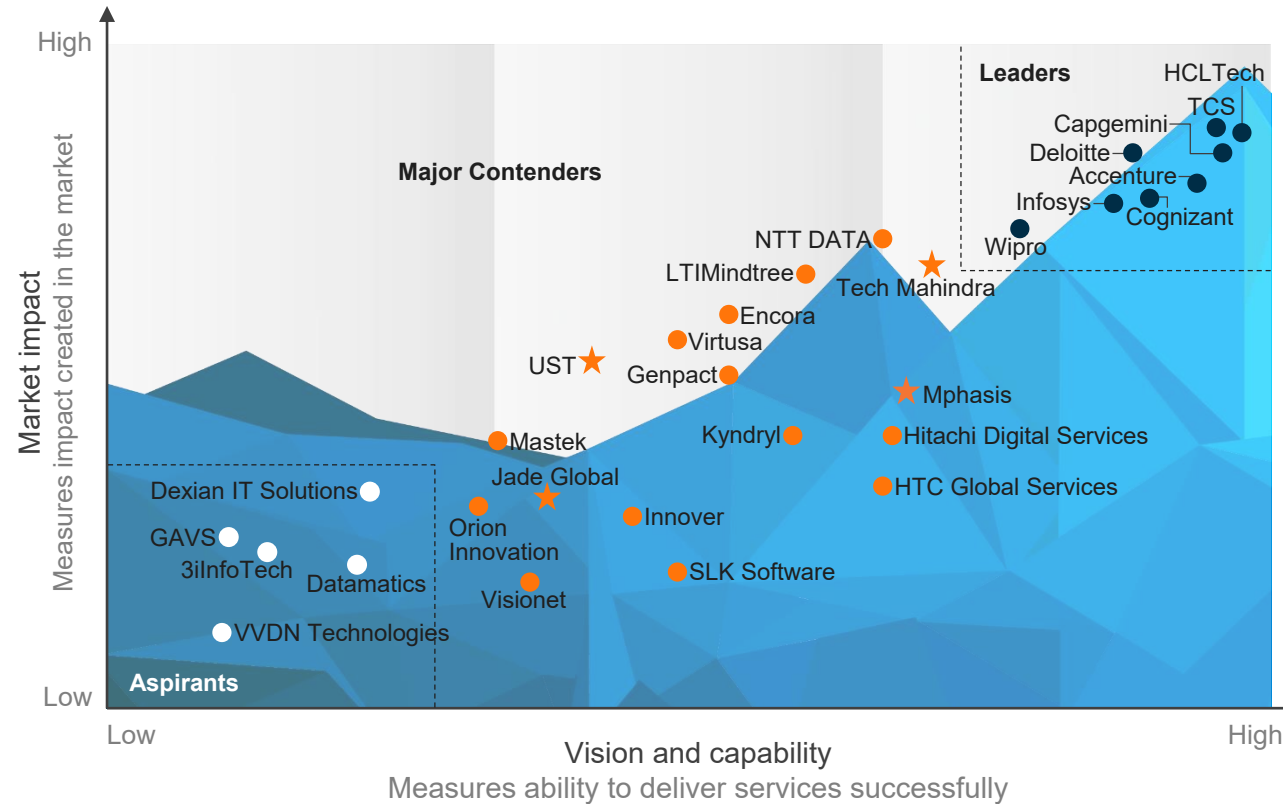
- Providers in this category have limited market presence, delivery footprint, and customer portfolio compared to Leaders and Major Contenders
- However, they are gradually increasing their investments to develop point solutions and accelerators in focused areas, expanding their partner network, and augmenting their services portfolio to contend in the mature application management services market

Everest Group PEAK Matrix®

Application Management Services PEAK Matrix® Assessment 2025 | Capgemini is positioned as a Leader

Everest Group Application Management Services PEAK Matrix® Assessment 2025^{1,2}

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



¹ Assessments for Accenture, Infosys, and Wipro exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with buyers

² Analysis for Kyndryl and NTT DATA include partial inputs from service providers, and is based on Everest Group's estimates leveraging its proprietary data assets, service provider public disclosures, and interaction with buyers

Source: Everest Group (2025)

Capgemini profile (page 1 of 5)

Overview

Vision for Application Management Services (AMS)

Capgemini's position as a significant ADM provider continues to expand, with growth supported by strong client, advisor, and ecosystem connections.

- Accelerate value creation: It maintains its focus on 10 industries, developing its partner network and scaling up sustainability and generative AI
- It concentrates on simplification, while becoming more nimble, simple, and scalable in the future
- Unlock the power of One Capgemini: It focuses on delivering the right solutions for the customer, ensuring that all its teams are aligned with the One Capgemini daily
- Quality in delivery: It focuses on shifting from transactional to long-term relationship management
- Focus on generative AI through commitment to training, collaborations, and full-scale industrialization
- Focus on talent and delivery quality

Capgemini's vision is powered by ADMnext, an offering that it has identified as a key goal in the company's strategic framework.

Scope of services

- Business Insightful Services (BIS) delivers data-driven services central to ADMnext through its business command center
- Site Reliability Engineering (SRE) focuses on AIOps to develop systems delivering business value to enterprise clients
- The global ADM framework aligns worldwide delivery practices, solutions, and innovations, with investments in Enterprise Automation Fabric (EAF), observability through AIOps, and generative AI
- Full life cycle application services coverage across development and operations
- Unified operations, coordinated with cloud and business services, focused on cost reduction
- Integrated sustainability into ADM to achieve cost savings with consistent operational rigor

AMS revenue (CY 2023)

<US\$200 million	US\$200-500 million	US\$500 million-US\$1 billion	>US\$1 billion
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AMS revenue mix (CY 2023)

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

By geography

● North America	● South America	● Europe
● Asia Pacific	● Middle East and Africa	● Rest of the world

By industry

● BFSI	● Energy and utilities	● Manufacturing
● Electronics, hi-tech, and technology	● Healthcare and life sciences	● Telecom, media, and entertainment
● Public sector	● Retail and CPG	● Travel and transport
● Others		

By buyer size

● Small (annual client revenue <US\$1 billion)	● Medium (annual client revenue US\$1-5 billion)	● Large (annual client revenue US\$5-10 billion)
● Very large (annual client revenue US\$10-20 billion)	● Mega (annual client revenue >US\$20 billion)	

Capgemini profile (page 2 of 5)

Solutions, partnership, and recent investments

[REPRESENTATIVE LIST]

Proprietary solutions for AMS

Solution name	Details
Enterprise Automation Fabric (EAF)	An insight-driven, purpose-built plug-and-play system that supports a seamless digital IT management ecosystem. It delivers infrastructure and application services, along with business operations, using data-driven automation (AIOps, DevOps, generative AI, and test automation) to maximize operational efficiency and value across the organization at scale.
Business Insightful Services (BIS) / Business Command Center (BCC)	A platform designed to deliver data-driven, business-insightful services via its business command center. It helps address run-time issues in businesses and IT processes, detects potential IT system failures, and autocorrects them using business rules supported by tools such as smart analytics, AI, and bot solutions, a KPI library, and process mining. The platform includes over 175 sector-specific automation solutions, with 100+ deployments across six industries, providing measurable business benefits.
Clear Sight IT Decision Maker (CSITDM)	A platform designed to accelerate IT performance by leveraging AI and analytics to evaluate companies' IT landscapes. It offers visual insights and roadmap for IT portfolio transformation, providing a 360-degree view of the landscape. The platform enables the formulation, modeling, and monitoring of rationalization and transformation scenarios.

AMS partnerships

Partner name	Details
AWS	Partnered with AWS to combine industry expertise and cloud capabilities, helping businesses achieve their digital transformation goals. Capgemini leverages proven methodologies and programs to accelerate cloud adoption and create efficient, technology-driven operations that support sustainable innovation. With over 5,000 deployed projects, 11,000+ certified consultants, 75+ industry-specific solutions, 10 AWS competencies, and a 13-year partnership, it has a strong foundation for driving cloud success.
Microsoft	Partnered with Microsoft and recognized as a Cloud Solution Partner, Capgemini focuses on talent development, tools, environments, industrialized processes, and enterprise architecture. The partnership has garnered several accolades including the 2023 Microsoft Partner of the Year award for SAP on Azure (Global).

Capgemini profile (page 3 of 5)

Solutions, partnership, and recent investments

[REPRESENTATIVE LIST]

AMS investments

Investment name/theme	Details
Generative AI	Proposed a US\$2,210 million investment over three years that will focus on offers, solutions, labs, and personnel. A significant portion of the investment is focused on people, talent reskilling, collaborations, and the establishment of a CoE. This is backed by collaborations with all hyperscalers, salesforce, and Mistral AI, as well as solutions to address customer needs including generative AI strategy, generative AI for CX, generative AI for software engineering, and custom generative AI for enterprise.
Industry focus	Developed Capgemini India Industry Platform as a major source of India-led innovation to bring together sector and technology experts with deep knowledge of client industries and common challenges. It aggregates best practices from various Capgemini businesses including consulting and global sector teams to create valuable assets for customers. Additionally, Capgemini developed a curriculum to train employees on solutions across multiple industry verticals such as manufacturing, automotive, life sciences, telecom, technology, consumer products, retail, insurance, and banking.

Capgemini profile (page 4 of 5)

Case studies

CASE STUDY 1

Helped a global heavy construction company realize US\$5 million in annual cost savings

Business challenge

The Product Support and Logistics Division (PSLD) of the customer faced significant issues due to inadequate demand data during quotations, impacting its Operating Profit After Capital Charge (OPACC) for service parts. The lack of legitimate demand data hindered efficient product life cycle management, slowing time-to-market, increasing overhead IT costs, and stifling innovation. The customer needed a comprehensive solution to optimize demand data management and modernize its product life cycle processes.

Solution

Capgemini implemented a global solution for the organization's manufacturing, AMS, and PLM processes. This included modernizing product life cycle management to support digital thread, digital twin, and model-based system engineering. An AIOps solution was developed for automated ticket resolution, which reduced ticket volume by 20% in 12 months. Tools for telemetry and dashboards were introduced for proactive operations, along with a lean operating model.

Impact

- Improved quotation methods and reduced US\$5 million annual cost
- Saved total costs of US\$235,000 within three weeks
- Decreased high-impact tickets by 35%
- Reduced overall ticket volume by 11%
- Increased part acquisition and delivery velocity by 33%
- Decreased hypercare tickets by 98%

CASE STUDY 2

Helped a UK-based public services provider to transform its Procure-to-Pay (P2P) process with better KPI monitoring

Business challenge

The customer sought to enhance the efficiency of its P2P processes. It faced challenges in streamlining its critical business processes, particularly in invoicing, and lacked adequate monitoring and visibility into invoice generation. The customer needed improved controls and mechanisms to address these inefficiencies and enhance overall process visibility.

Solution

Capgemini deployed a tailored solution that helped transform the company's application landscape by improving P2P process efficiency leveraging SAP modules such as material management and finance. It utilized the ADMnext solution and BIS to identify KPIs for monitoring process efficiency. Capgemini developed real-time KPI dashboards and implemented the Business Command Center (BCC) within four months, which significantly improved invoicing processes and overall P2P efficiency.










Impact

- Processed 550 invoices per month on average, totaling US\$7 million in order value
- Reduced invoicing errors by 60%
- Saved approximately three FTEs previously needed for manual error detection and correction
- Reduced the number of MM invoices with erroneous workflows by 12% monthly
- Enhanced P2P process efficiency and business systems availability

Capgemini profile (page 5 of 5)

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

- Clients looking for integrated managed services delivery will benefit from Capgemini’s Enterprise Automation Fabric (EAF) solution, which enables automated and intelligent operations across infrastructure, applications services, and business operations
- Some enterprise clients have appreciated the scale and experience of service delivery that Capgemini brings to the table especially in the areas of transition management, support services, and infrastructure management
- Clients have called out its account management capabilities as a core strength, citing its client-centric approach to project delivery and the level of leadership commitment displayed during AMS engagements

Limitations

- Enterprises are not satisfied with the degree of innovation displayed by Capgemini’s AMS delivery teams and expect it to bring forth out-of-the box ideas more frequently
- Some enterprise clients have stated that Capgemini acts as an order-taker rather than a strategic partner and expect it to be more proactive in taking up additional work outside the scope of the engagement

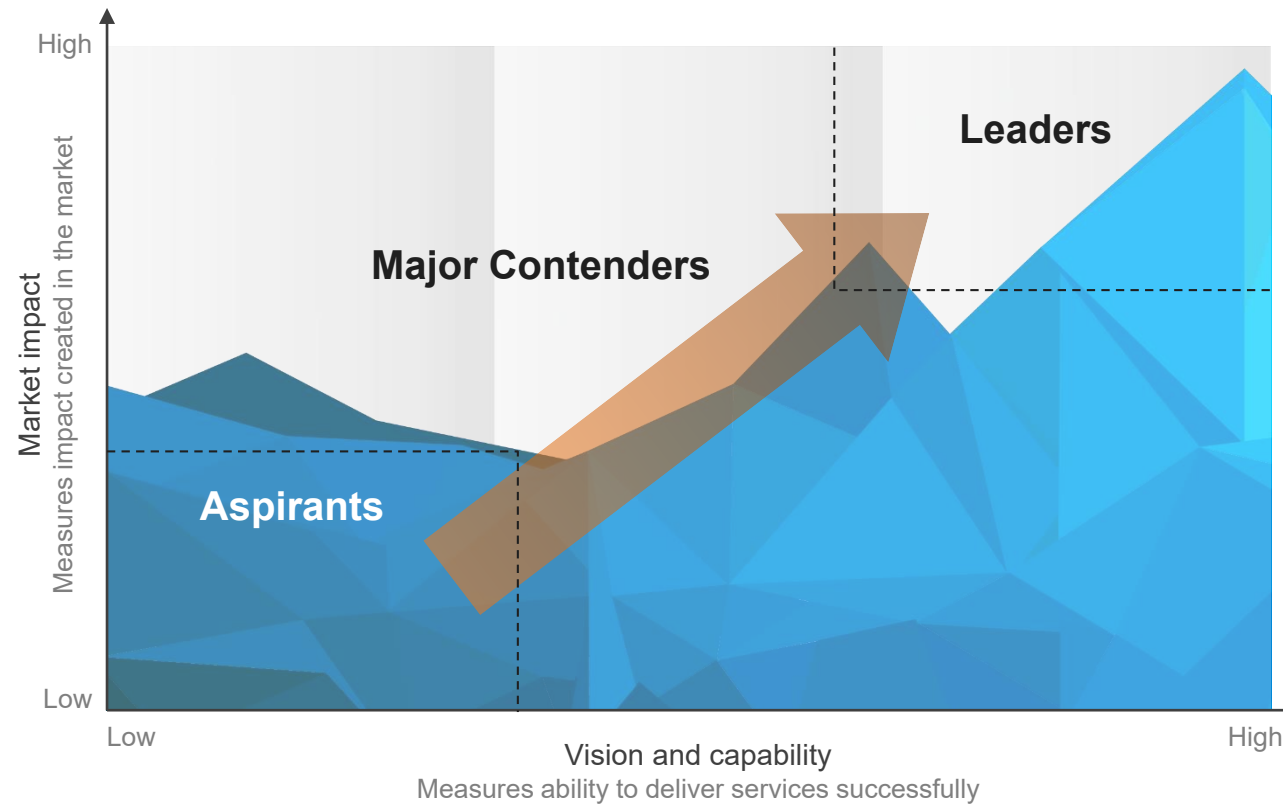
Appendix

PEAK Matrix® framework

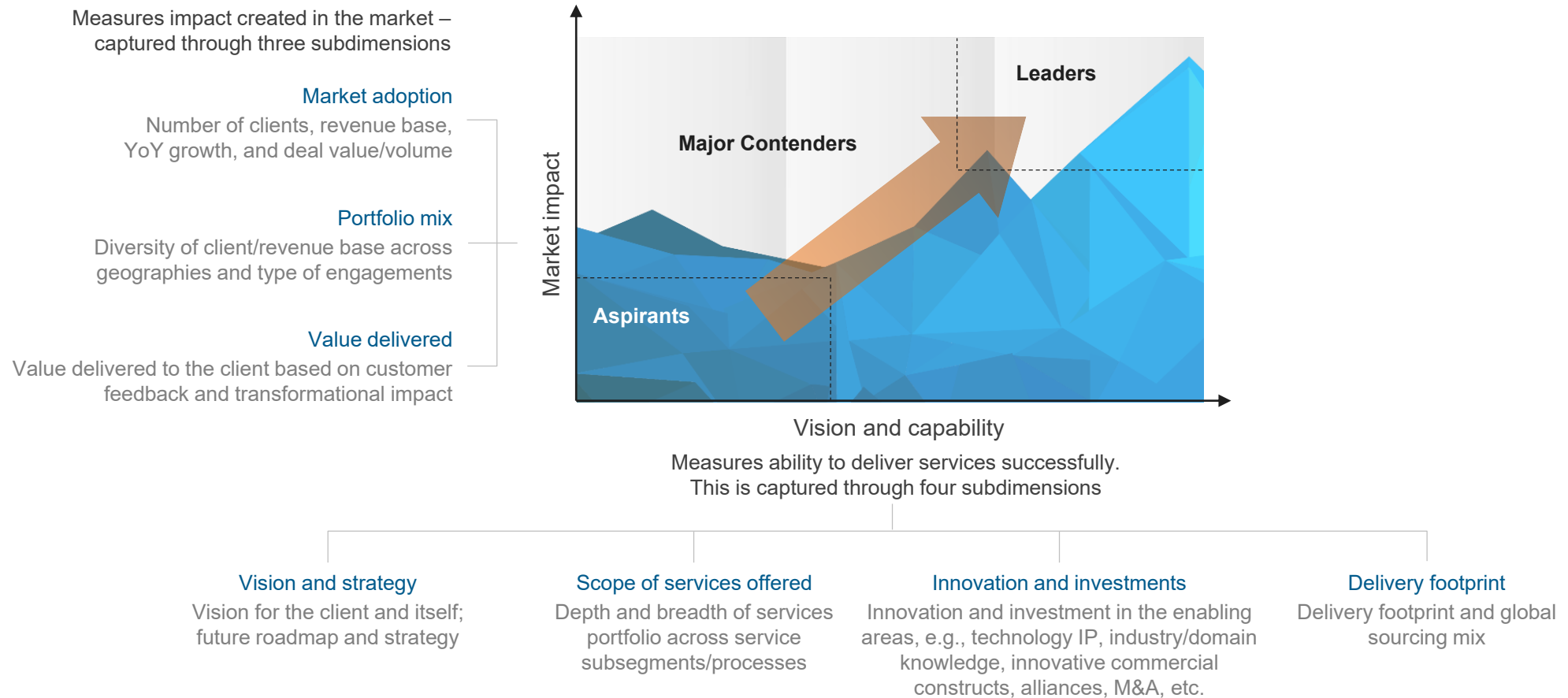
FAQs

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

Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions



FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

Q: Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?

A: No. The PEAK Matrix highlights and positions only the best-in-class 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.

Q: What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A: A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

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

A: Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
- In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

Q: What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

A: Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies
- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
- Use PEAK Matrix badges for 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 Everest Group; please contact your CD or contact us

Q: Does the PEAK Matrix evaluation criteria change over a period of time?

A: PEAK Matrix assessments are designed to serve enterprises' current and future needs. 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 and to serve enterprises' future expectations.

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