Everest Group PEAK Matrix® pre-release

Everest Group is happy to share a pre-release version of the "**Risk and Compliance IT Services PEAK Matrix® Assessment 2020**." We plan to release the final report in the coming days.

We are offering this pre-release file to facilitate your preparation for its public release; please note that the PEAK Matrix report **has not been published**. As such, we ask that you note these policies for its use.

- Release of this information is **embargoed and no broad internal or external communication should take place** until the report is published on the Everest Group website
- When the report is published, we will alert the point(s) of contact at your organization, but it is your responsibility to ensure the report is public before any communication takes place
- This information is for **internal use only**; please do not share it with anyone outside of your organization for any reason until published on the Everest Group website
- **No action or response** is required from you; this pre-release is for your information only
- Everest Group's PEAK Matrix research methodology includes an RFI as well as measures to clarify and confirm data. This pre-release is offered **for your information only – and is not meant to serve as a fact check nor to open discussions regarding positioning on the PEAK Matrix**

Not for distribution

For more information on the PEAK Matrix, you can review our overview page

Read more

For Marketing information, please review our citation and logo use policy

Read more

If you have any questions concerning how you can use this PEAK Matrix pre-release, please do not hesitate to contact

Andrea M. Riffle
Vice President
Marketing

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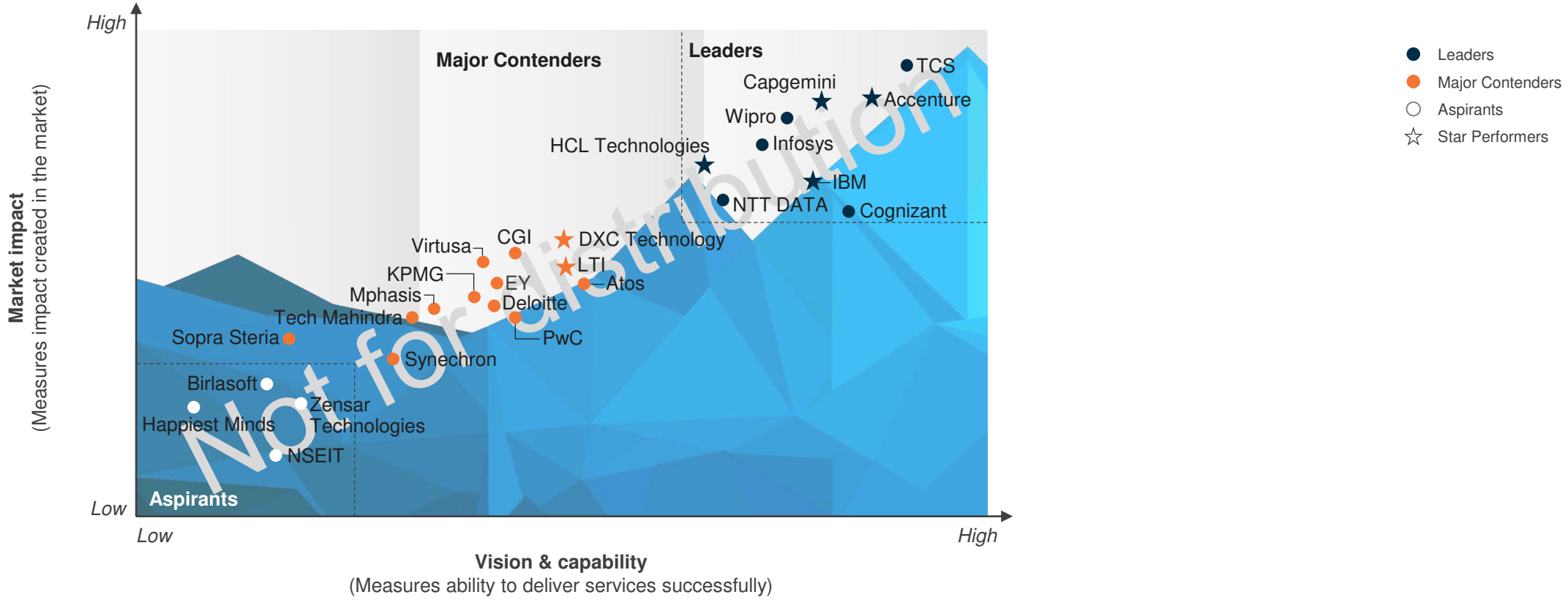
Everest Group PEAK Matrix®

Risk and Compliance IT Services PEAK Matrix® Assessment 2020

Everest Group Risk and Compliance IT Services PEAK Matrix® Assessment 2020



Note 1: PEAK Matrix specific to risk and compliance IT services in BFS
Note 2: Assessments for Accenture, Atos, CGI, Deloitte, DXC Technology, EY, IBM, KPMG, PwC, Synechron, and Tech Mahindra excludes service provider inputs on 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, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may be less complete

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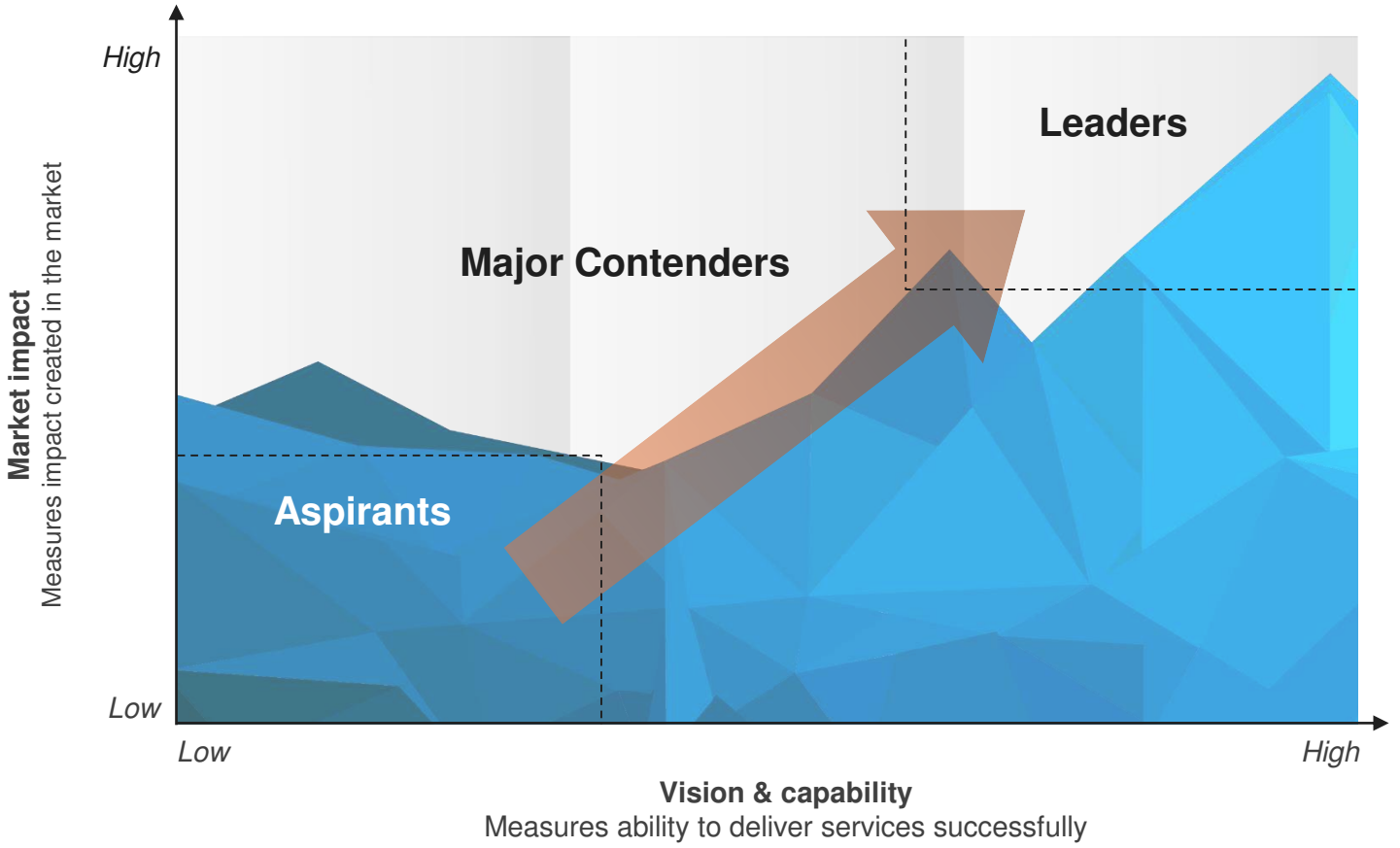
Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability

Everest Group PEAK MATRIX®

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

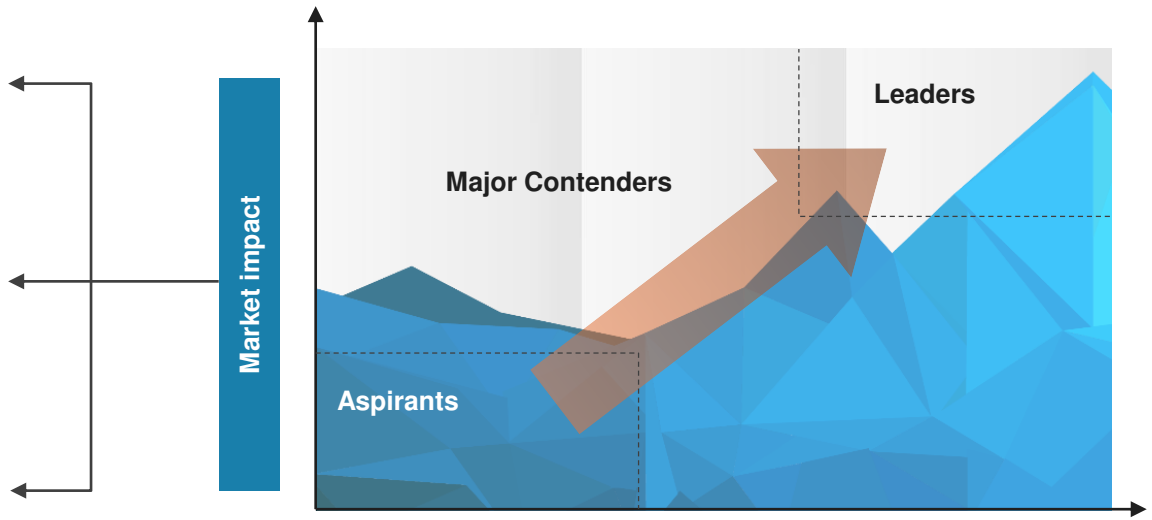
No. of clients, revenue base, and YOY growth, deal value/volume

Portfolio mix

Diversity of client/revenue base across geos 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 sub-segments / 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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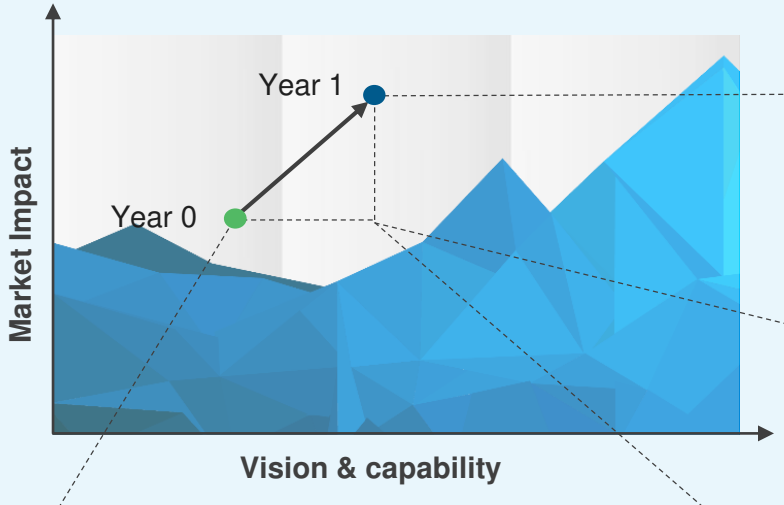
Everest Group confers the Star Performers title on providers that demonstrate the most improvement over time on the PEAK Matrix®

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 service 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 service 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 service providers whose improvement ranks in the top quartile and award the Star Performer rating to those service 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 Performers title relates to YOY performance for a given vendor and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

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Everest Group PEAK Matrix® pre-release FAQs (page 1 of 3)

Q: What is the PEAK Matrix pre-release? Why am I receiving it?

A: The PEAK Matrix pre-release provides you the opportunity to see your placement on the upcoming PEAK Matrix prior to its public release for the sole purpose of assisting in your internal preparation, such as marketing activities and alerting key internal stakeholders of your placement; we ask that you embargo the information until the report is published on the Everest Group website

Q: Who receives the pre-release email?

A: We send the PEAK Matrix pre-release email to service providers / vendors that have participated in our RFI process; the email is sent directly to the contacts within the service provider / vendor that participated in the RFI

Q: What action do I have to take?

A: No specific action is required; this pre-release is provided for your information only. We will release the final PEAK Matrix report soon after we send the pre-release email

Q: What can I do with this information?

A: Please note that this information is embargoed until its official release. The purpose of this information is to assist you in your internal preparation, such as marketing activities and alerting key internal stakeholders of your placement

Q: Is this the official public release of the PEAK Matrix?

A: No, the official release of the PEAK Matrix will follow the pre-release email in the coming days. Release is official once we have placed the PEAK Matrix on our website

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Everest Group PEAK Matrix® pre-release FAQs (page 2 of 3)

Q: Can I communicate my company's placement externally?

A: No, you must wait for the official release of the PEAK Matrix. You can communicate your placement externally once the release is official – when we have placed the PEAK Matrix on the Everest Group website

Q: When will this PEAK Matrix be released?

A: The official release of the PEAK Matrix will be in the coming days following the pre-release email. Release is official once we have placed the PEAK Matrix on the Everest Group website

Q: Is this a "fact-check"?

A: No, the development of this report included an RFI (in which your organization participated), as well as measures to clarify and confirm data. Our research analysts would be happy to discuss the data used to develop this PEAK Matrix after its official release

Q: Can we get specific ratings for underlying metrics?

A: The details of the assessment results are included in the finalized report. Our research analysts would be happy to discuss the details after its official release

Q: I have new/updated information; can I share that now so that my placement can be revised?

A: No, data collection and analysis for this PEAK Matrix is complete. That said, our research analysts are happy to speak to the line of business leadership after the official release of the PEAK Matrix to get updates

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Everest Group PEAK Matrix® pre-release FAQs (page 3 of 3)

Q: Can I challenge my placement based on this pre-release?

A: No, data collection and analysis for this PEAK Matrix is complete. Our research analysts would be happy to discuss the details of your placement after its official release

Q: Did my company participate in the RFI for this report?

A: Yes, we send the pre-release only to service providers / vendors that participated in the RFI process, so if you received this email from Everest Group, you participated in the RFI process

Q: Do you have a schedule of RFIs so I can prepare my team for their arrival?

A: Yes, please reach out to your Everest Group client director or Andrea Riffle, VP, Marketing, for this information

Q: Do you have a calendar of upcoming PEAK Matrix reports?

A: Yes, please reach out to your Everest Group client director or Andrea Riffle, VP, Marketing, for this information

Q: What if I have questions about the pre-release?

A: Please reach out to Andrea Riffle, VP, Marketing

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