Everest Group®

# Everest Group Identity and Access Management (IAM) Services PEAK Matrix® Assessment 2023

## Focus on Wipro

August 2023

Everest Group PEAK MATRIX®

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# Introduction

The surge in next-generation security threats has left enterprises worldwide grappling with cybersecurity challenges. Enterprises across the globe are in search of reliable Identity and Access Management (IAM) service providers that can offer highly tailored security services, such as Single Sign-On (SSO), multi-factor authentication, Privileged Access Management (PAM), and identity governance for compliance assurance. This approach ensures not only compliance with various regional regulations but also adherence to local data privacy laws. A robust IAM program also imparts multiple other benefits to enterprises such as enhanced user experience and productivity, heightened security, operational efficiency, and reduced burden on IT support teams.

In response, IAM service providers are expanding their capabilities to meet these diverse demands. There is also a marked drive to enhance their cybersecurity consulting capabilities, in order to be recognized as a holistic security partner that can provide end-to-end security services. Undertaking this research on IAM service providers thus seeks to shed light on their evolving capabilities and strategies.

In this research, we present an assessment and detailed profiles of 21 Identity and Access Management (IAM) service providers for the IT security capabilities featured on the Identity and Access Management (IAM) Security Services PEAK Matrix® Assessment 2023.The assessment is based on Everest Group's annual RFI process for the calendar year 2023, interactions with leading Identity and Access Management (IAM) service providers, client reference checks, and ongoing analysis of the IAM services market.

**The full report includes the profiles of the following 21 leading IAM providers featured on the** Identity and Access Management (IAM) Services PEAK Matrix® Assessment 2023**:**

- **Leaders:** Accenture, HCLTech, IBM, Infosys, TCS, and Wipro
- **Major Contenders:** Capgemini, Cognizant, Deloitte, DXC Technology, Eviden, EY, Kyndryl, LTIMindtree, NTT DATA, Optiv, and Persistent Systems
- **Aspirants:** GAVS Technologies, Happiest Minds, Inspira, and Mphasis

**Scope of this report**

**Geography**
Global

**Providers**
21

**Services**
Identity and Access Management


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# IAM services PEAK Matrix® characteristics

### Leaders

Accenture, HCLTech, IBM, Infosys, TCS, and Wipro

- Leaders strive to stay ahead of the curve in the ever-evolving IAM landscape by building expertise around various IAM segments such as Identity Governance and Administration (IGA), Access Management (AM), and Privileged Access Management / Privileged Identity Management (PIM/PAM) and offering comprehensive solutions around them to gain the trust and confidence of enterprises
- These providers diligently focus on modernizing and transforming the IAM landscape of enterprises through a highly balanced portfolio and steadfast commitment to investing in technology and service development, including IP toolkits, accelerators, and frameworks, underpinned by extensive partner ecosystems. Additionally, they also invest in talent development through learning and development programs and partner-led training and certifications
- Leaders exhibit remarkable proactivity in bringing innovations and next-generation service offerings to their clients, directing a strong emphasis on identity and Access Management (IAM) for Operational Technology and Internet of Things (OT/IoT), decentralized identities, or blockchain-based IAM, Identity Threat Detection and Response (ITDR), converged IAM, IAM for hybrid-/multi-cloud and Cloud Identity and Infrastructure Management (CIEM), to name a few

### Major Contenders

Capgemini, Cognizant, Deloitte, DXC Technology, Eviden, EY, Kyndryl, LTIMindtree, NTT DATA, Optiv, and Persistent Systems

- These participants pose formidable competition to the market leaders, showcasing remarkable market impact through year-over-year growth and delivering substantial value to IAM clients. Moreover, they have successfully established significant capabilities to provide comprehensive IAM services
- These participants consistently invest in the development of their IP and accelerators, while also expanding their services and partner ecosystem to address any capability gaps. However, they still lack a well-rounded and comprehensive portfolio compared to industry leaders, which is evident in the scale of market impact they have achieved

### Aspirants

GAVS Technologies, Happiest Minds, Inspira, and Mphasis

- The IAM business of aspirants is currently in its early stages and does not serve large, very large, and mega clients in the same domain
- These providers are proactively expanding their capabilities within the IAM space. They are accomplishing this through strategic service & technology partnerships, as well as by developing IP-led solutions to serve their clients' needs


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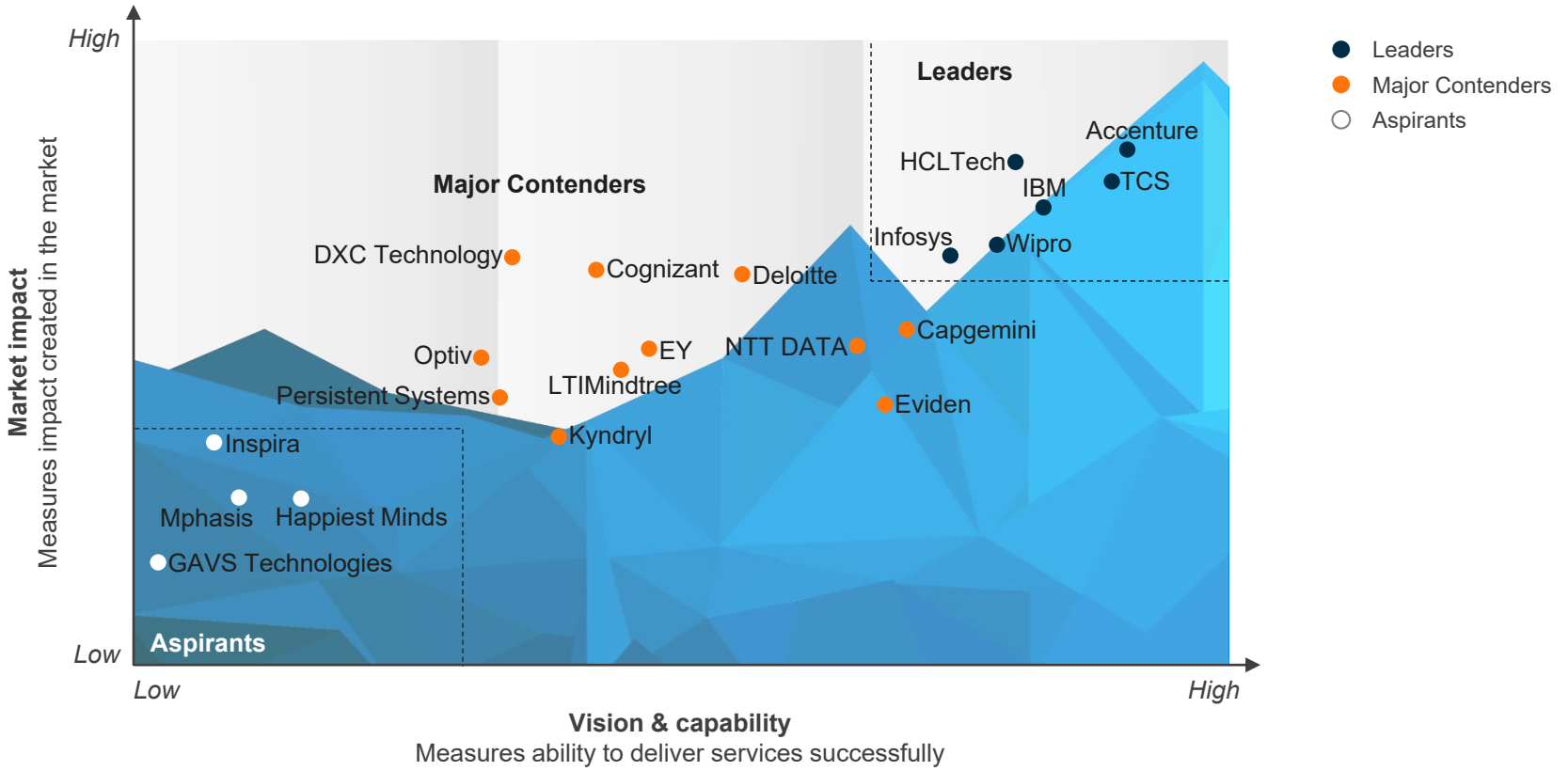
# Everest Group PEAK Matrix®

## Identity and Access Management (IAM) Services PEAK Matrix® Assessment 2023 | Wipro is positioned as a Leader

**Everest Group Identity and Access Management (IAM) Services PEAK Matrix® Assessment 2023[1]**




1 Assessments for Capgemini, Deloitte, and EY excludes provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with insurance buyers
Source: Everest Group (2023)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# Wipro profile (page 1 of 5)
## Overview

**Company mission/vision statement**

Wipro, as a strategic advisor to enterprises, drives long-term growth and helps them convert into cyber-resilient businesses by providing end-to-end cybersecurity services.

Wipro's digital identity offerings, powered by next-generation IAM solutions, enable enterprises to achieve digital trust in the workforce and consumer domain, and enable omnichannel, personalized, and frictionless user experiences while adapting to new privacy regulations such as GDPR and CCPA. It delivers automation-led and platform-driven services with a forward-looking approach and collaborative mindset.

**IAM services revenue**

| <US$50 million | US$50-250 million | US$250-500 million | >US$500 million |
|---|---|---|---|

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

**Adoption by buyer group**

| | | |
|---|---|---|
| Small (annual revenue <US$1 billion) | Medium (annual revenue US$1-5 billion) | Large (annual revenue >US$5 billion) |

**Adoption by service segment**

| | | |
|---|---|---|
| Access Management | Advanced identity services | Authentication |
| Authorization | Directory services | PIM/PAM |
| Others | | |

**Adoption by industry**

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

**Adoption by geography**

| | | |
|---|---|---|
| North America | Europe (excluding UK) | United Kingdom |
| Asia Pacific | LATAM | Middle East & Africa |
| Rest of the World (RoW) | | |


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# Wipro profile (page 2 of 5)
## Case studies

### Case study 1: Accelerated application onboarding to SailPoint

**Client:** a US-based financial corporation

**Business challenge**
- Application migration (from legacy SunIDM) and onboarding to SailPoint are way behind the plan
- Very stringent timelines – ~200 applications onboarding/migration in 12 months
- Frequently changing of requirements leading to rework
- Manual provisioning/de-provisioning for disconnected applications
- Operational inefficiencies: resource intensive, high cost, and error-prone processes and high volumes of tickets for user access management (UAM)
- No automation or improvements in the existing certification, QA, and reconciliation process

**Solution**
- To expedite information gathering and minimize the efforts required from application teams, Wipro enhanced the AppOn tool to extract the existing application data from SunIDM and present it to app teams for validation through a UI that it built; the UI also automated the gathering of additional information from application teams
- Accelerated Onboarding of ~400 applications to SailPoint using Wipro accelerator, AppOn within 12 months
- An average of 15, with a maximum of 30 applications, onboarded in one release cycle
- UAM automation for ~300 disconnected applications using Selenium-/AutoIT-based automation framework within one year

**Impact**
- 400 applications onboarded to SailPoint within 12 months using Wipro accelerators
- UAM automation for 300 applications, thus leading to cost savings for customer
- Reduction in 80% of UAM ticket handling efforts achieved through automation
- Improved SLAs for manual UAM tasks and operational efficiency through streamlined processes
- Automation of routine QA and reconciliation tasks

### Case study 2: Enabled Identity and Access Management (IAM)

**Client:** a Fortune 100 global manufacturing company

**Business challenge**
- Need for identity transformation through identity centralization and access governance
- Transform the user experience by redesigning the IGA Self-Service UI and across identity services
- Drive identity management automation and reduce 18,000 UAM tickets
- Network segmentation, enforce network access control and device authentication
- Continuous M&A and divestitures
- AD domain consolidation, new forest build, and drive Azure AD and O365 adoption
- Drive modern, adaptive, and risk-based authentication and transition to a new CoLo data center
- Build and migrate a brand-new active directory, Azure AD, IGA, and SSO landscape for divestitures

**Solution**
- Implement and migrate all the workflows and functionalities to the new IGA platform
- Implement and support a new MSPKI infrastructure and enable device enrollment using NDES and SKEP
- Continuous enhancement and automation resulting in a reduction of UAM tickets by 40% and more
- Drive contemporary user experience by revamping the user interface across identity services
- Successfully completed AD domain consolidation and new forest buildout while reducing the hardware debt by 69% globally (131 DCs are now down to 41 globally)
- Significantly improved the visibility of who has access through tighter access controls, governance, and SoD
- Built a new virtual directory, IGA, AD, and SSO for divestiture

**Impact**
- Strategic partner with 14+ years of a strong relationship with 90% IAM landscape encompassing IGA, UAM, PKI, MFA, LDAP, AD, ADFS, M&A, HSM, PAM, O365, and AAD managed and secured
- Significant cost savings and modern user experience
- Process optimization, UAM automation, and seamless migration to the new platform


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# **Wipro profile** (page 3 of 5)
## Solutions, partnerships, and investments

| **Proprietary solutions** (representative list) | |
|---|---|
| **Solution name** | **Details** |
| RBAC accelerator | Edgile's RBAC Acceleration Tool Suite is a platform-independent solution that facilitates efficient role creation, provides entitlement analysis for stakeholder review, and automates role configuration for target IAM systems |
| Security Management Center2.0 (SMC) | It is a tool designed specifically for infrastructure security operations and orchestration to aid in the delivery of managed security services. It provides operational analytics, risk prioritization, pre-integrated tools, rapid deployment, and repeatable use cases to assist organizations in achieving operational maturity and significantly lowering time-to-market |
| AIAT (Accelerated Identity Automation Tool) | It is an RPA system that automates UAM chores while also providing non-invasive automation for traditional UAM applications. The system includes extensive bots designed to automate manual user access management processes such as user creation, modification, and deletion across platforms including Windows, Unix, and Linux |
| Identity Management Center (IMC) | It is a platform that offers a unified, comprehensive picture of the IAM ecosystem |

| **Partnerships** (representative list)remove quotation marks | |
|---|---|
| **Partner name** | **Details** |
| SailPoint | Wipro is a Global Delivery Admiral partner for SailPoint, working toward consulting, advisory, license resell, system integration, and operations. It also has an IDaaS offering based on SailPoint |
| Saviynt | Wipro is a Premier Big 7 GSI partner, working toward consulting, advisory, license resell, system integration, Saviynt customer support, and operations. It also has an IDaaS offering based on Saviynt |
| Microsoft | Wipro is a member of the Microsoft Intelligent Security Association and works toward consulting, system integration, and operations |
| Okta/Auth0 | Wipro is a Global SI Partner of Okta/Auth0 and works toward consulting, system integration, and operations |
| CyberArk | Wipro is a Platinum partner of CyberArk, working toward consulting, advisory, license resell, system integration, and operations |
| Transmit Security | It is a strategic and global SI partner |
| Secret Double Octopus | It is a strategic and global SI partner |
| Strata | It is a strategic and global SI partner |


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# **Wipro profile** (page 4 of 5)
## Solutions, partnerships, and investments

| **Other investments** (representative list) | |
|---|---|
| **Investment name** | **Details** |
| Acquisitions | • Acquired Edgile to expand cyber consultancy capabilities, with improved penetration in the local US market, resulting in new customers and a stronger position against the big four in the consulting industry<br>• Acquired Ampion (now Wipro Shelde) to improve consulting capabilities and market penetration in Australia and New Zealand<br>• Acquired Capco in order to expand its consultancy footprint, especially in the BFSI and risk and compliance domains |
| Investments in a cybersecurity start-up ecosystem | • Vectra: Wipro leverages its accelerated threat detection and investigation capabilities using AI to hunt and investigate threats in real time<br>• Vulcan: Wipro leverages its vulnerability remediation platform to reduce the response time<br>• Securonix: Wipro leverages its state-of-the-art threat detection and response for hybrid cloud and data-driven enterprises<br>• CyCognito: Wipro leverages its advanced cybersecurity platform, which maps an organization's attack surface, thus helping eliminate blind spots<br>• Qwiet AI (formerly Qwiet AI known as ShiftLeft): Wipro leverages its static application security testing and software composition analysis capabilities to create a unified view of vulnerabilities |


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# **Wipro profile** (page 5 of 5)
## Everest Group assessment – Leader

**Measure of capability:** Low High

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

### Strengths

- Enterprises seeking a holistic view of the identity landscape should consider Wipro's Identity Management Centre (IMC) which provides a single pane view for all IAM technologies deployed such as migration, application onboarding, data cleansing, and RPA
- Enterprises will benefit from Wipro’s acquisition of Edgile as it has integrated Edgile with its own digital Identity practice, further augmenting its overall capabilities in delivering IAM services
- Enterprises looking for decentralized identity services can leverage Wipro’s Dice ID platform which is powered by blockchain and enables the issuance and verification of tamper-proof credentials
- Enterprises will benefit from Wipro’s investments in dedicated practices for SailPoint, Microsoft, and CyberArk offering robust and outcome-driven service portfolios
- Enterprises seeking a strong automation-driven IAM portfolio can evaluate Wipro’s wide range of tools and resources that helps it to streamline and automate IAM processes

### Limitations

- Although Wipro recommends the adoption of the CIEM framework to get visibility into over-provisioned and inactive identities, cross-account access, and other related aspects, it lags its peers in demonstrating credible proof points on CIEM
- Enterprises from the APAC region should carefully assess Wipro as it has limited delivery proof points in this region
- Although Wipro has partnered with an industry leader to deliver identity access and security for the Internet of Medical Things (IoMT), it has limited delivery proof points on solving complex IAM challenges for OT and other IoT devices
- Wipro lags its peers in showcasing an industry-specific approach while delivering IAM services to enterprises
- Enterprises seeking advanced ITDR services should carefully assess Wipro as it lags its peers in demonstrating proof points around the same


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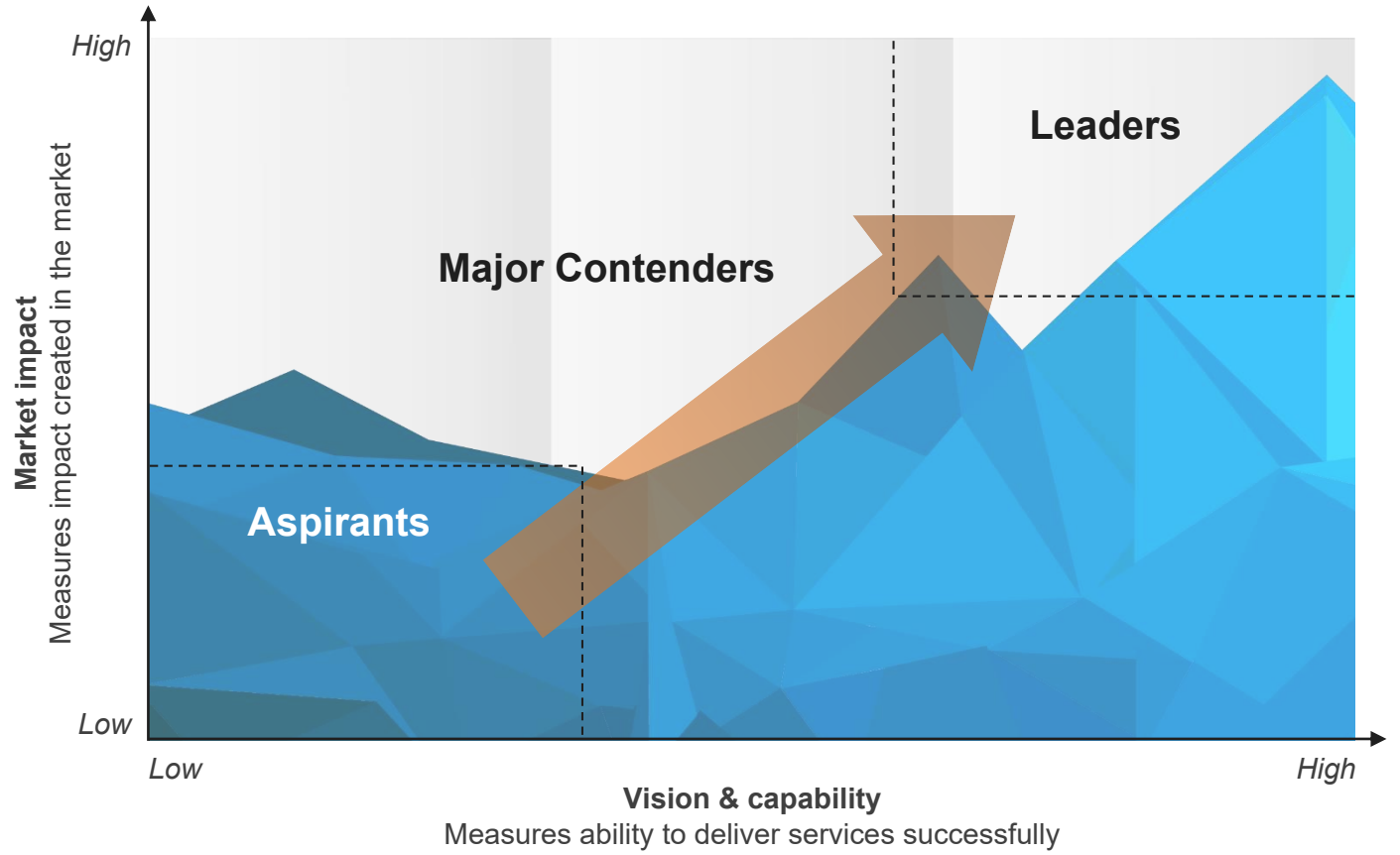
# Appendix

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

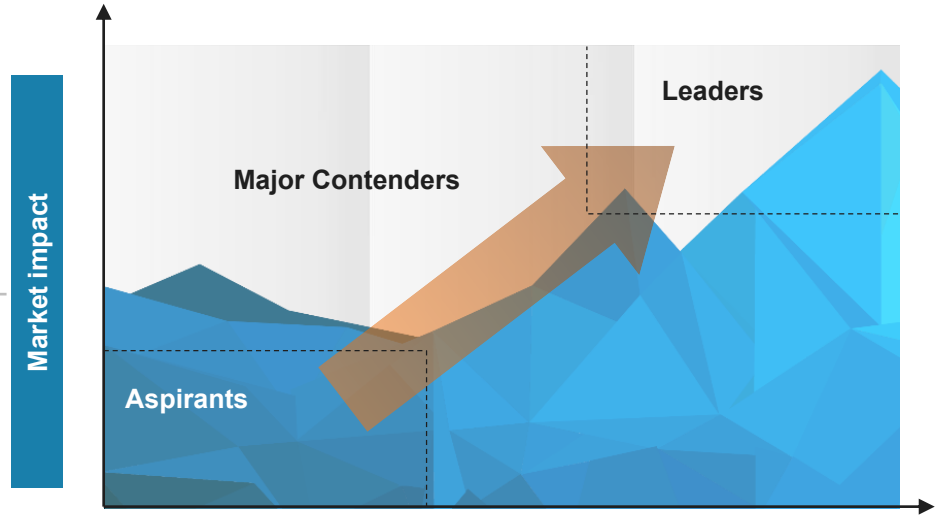
Number of clients, revenue base, YoY growth, and deal value/volume

**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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# FAQs

**Does the PEAK Matrix® assessment incorporate any subjective criteria?**
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.

**Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?**
No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

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

**What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?**
- 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 in included in our research reports

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

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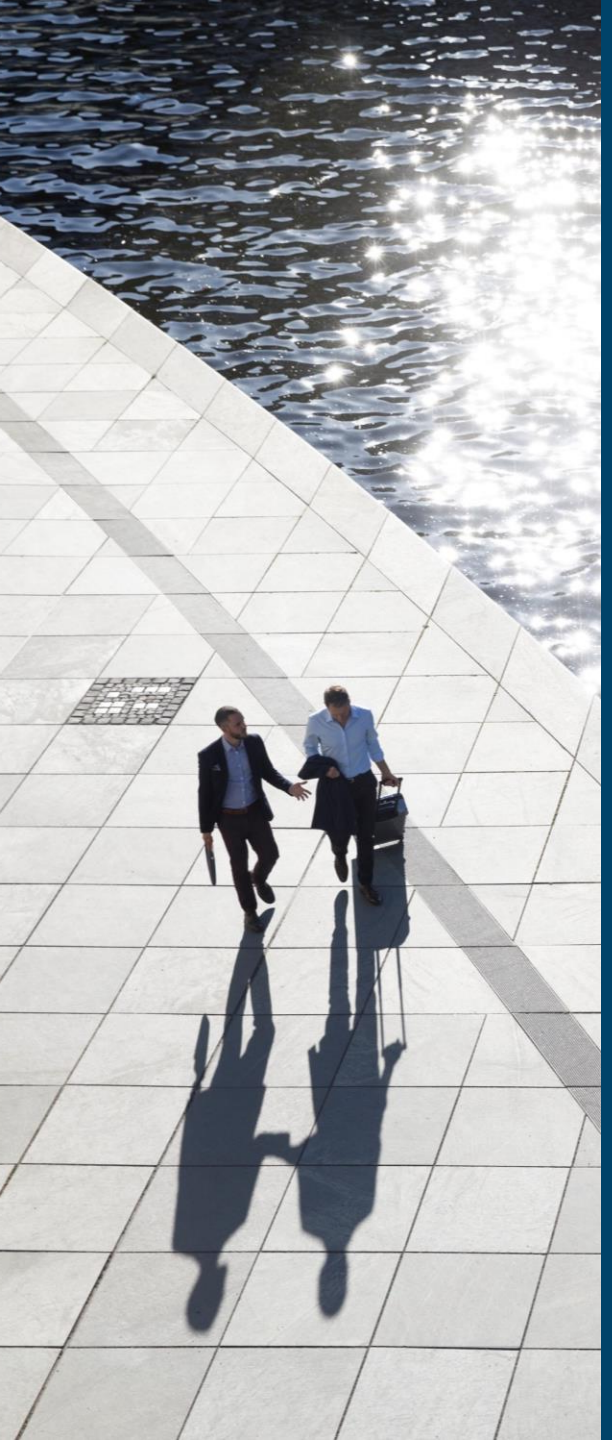

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**Dallas (Headquarters)**
info@everestgrp.com
+1-214-451-3000

**Bangalore**
india@everestgrp.com
+91-80-61463500

**Delhi**
india@everestgrp.com
+91-124-496-1000

**London**
unitedkingdom@everestgrp.com
+44-207-129-1318

**Toronto**
canada@everestgrp.com
+1-214-451-3000

**Website**
everestgrp.com

**Social Media**
@EverestGroup
@Everest Group
@Everest Group
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