ISG Provider Lens™

Intelligent Automation – Services and Solutions

A research report comparing provider strengths, challenges and competitive differentiators

Customized report courtesy of:

Capgemini

QUADRANT REPORT | JANUARY 2023 | U.S.

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Report Author: Ashwin Gaidhani

Intelligent automation services define the digital roadmap.

Global enterprises are building new digital platforms to implement automation solutions that can replicate human action and eliminate employee routine tasks to achieve higher outcomes across industry verticals. Automation creates a new paradigm of people, processes and technology collaboration that complements and enhances business outcomes.

The U.S. is a leading adopter of automation technology, accounting for almost 45 percent of the market revenue share in 2022. Enterprises in this region are early adopters of the technology, and most industries have witnessed accelerated digital transformation by using these solutions. They are increasing their spend on automation software to implement intelligent automation techniques for improving business processes and overall productivity. Given these positive trends, the intelligent automation market is forecast to reach over $19 billion by 2023.

Intelligent automation is a combination of RPA, business process management (BPM) and AI, which enables predictive action for business processes to decide the corresponding action. It involves designing and creating end-to-end processes that support augmenting human experience with automation.

As a result, enterprises globally are reconsidering different ways to accelerate their digital transformation journey. The technology has evolved to combine several approaches for addressing diverse business challenges. Business functions such as financial services, contact center outsourcing, BPO, human resources

Now is the **time** for **next-generation automation**

outsourcing (HRO) and procurement outsourcing are experiencing rapid growth in the automation space. In the financial sector, intelligent process automation (IPA) technology can assist institutions in managing routine processes. It allows minimal intervention and improved controllership, accuracy and compliance to regulations. Business leaders are evaluating automation capability to drive innovation and user experience in the healthcare sector too. It reduces costs and improves business function affordability by automating tasks such as customer/patient scheduling, health insurance processing, regulatory compliance and patient monitoring.

IT operation teams are constantly seeking solutions and tools to monitor the large volumes of data generated by enterprise systems for any alerts or anomalies. Most enterprises handle these tasks manually and perform the same process repeatedly, leading to an increase in downtime and outages as the data proliferates. Such manual processes result in heavy losses and increase the risk of human errors and longer resolution wait times.

AIOps solutions use machine learning algorithms to detect anomalies and correlate, streamline and resolve various processes by automating repetitive tasks. They assist by continuously learning from past issues and resolutions to suggest the best path. AIOps improves incident management by decreasing downtime and outages and enhancing performance and profitability.

These capabilities are increasingly driving technology operations through machine learning and deep learning for modernizing IT workflow platforms. Practice teams, product engineering groups and technology verticals combine the capabilities to build proprietary, in-house cognitive solutions for IT operations. These solutions integrate with information systems that generate a continuous data source through logs, files and alerts, which are tracked and processed through machine learning algorithms. Collection methods, analytical programming and presentation technologies converge through data visualization into a unified view for better management. The platform provides various IT operations disciplines with advanced analytical and automation capabilities.

Some of the major driving forces for the AIOps market include the growing demand of enterprises for modernizing and automating their IT operations, migration of workloads toward cloud and multi-cloud environments, and increased venture funding and investment activities in the AIOps sector over the last couple of years. In addition, the market presents a significant potential for automation and RPA vendors to align with the infrastructure management strategy. Globally, enterprises are shifting their focus to large-scale automation of the business process for all corporate functions to increase efficiency and gain a competitive edge.

The intelligent automation space is maturing and transforming business processes globally. Companies are seeing robots replicating human brain activity and improvising the business information technology processes. Manufacturing, supply chain, healthcare, financial institutions and many other industries are being transformed digitally by automating continuous and repetitive tasks. Integrating AI and machine learning with automation technologies has led to intelligent automation systems that can predict issues and create solutions to tackle emergencies and reduce human error. Furthermore, the combination

of intelligent automation and RPA can transform business processes by using next-generation automation technologies.

The next-generation automation perspective redefines and guides businesses to comprehend future customer expectations and build service offerings to lead and guide the market. There is an increased focus on technology diverging from the human component, which is a crucial aspect covered in next-gen automation. Because customer expectations and experience are the top priorities, there is a need to exercise the fundamentals and design thinking concepts to reengineer customer journeys. Companies are increasingly adopting design thinking to drive innovation at every stage of the journey to differentiate themselves in the market.

Implementing automation requires careful strategy and an educated approach to control and curtail the impact on human resources. Organizational change management (OCM) is another crucial aspect that should be aligned with intelligent automation programs to continuously manage the outcome by training, educating and consulting with the human resources influenced by automation initiatives. OCM skillfully drives the automation initiative with a high success rate and adoption index.

Automation service providers are extending their consulting services and insights by building an automation center of excellence (CoE) along with practice runbooks to help build competency. These CoEs help and guide the automation delivery teams to follow a standard framework to build bots and sustainable solutions, increasing the operating life of the components created.

The technology space is experiencing a perennial shortfall of talent across all evolving technologies, including automation. Service integrators are devising strategies to onboard these resources and build a continuous flow of trained and certified resources on popular automation platforms.

Technology service providers must connect with educational institutions to create and acquire talent and prepare them for the future. Enterprises should focus on creating a skilled workforce with functional expertise on automation technologies, alongside its implementation and application knowledge. As a result, enterprises are adopting intelligent automation solutions, and global service integrators are ramping up the competency and capability of technical and functional services to meet the demand.

Businesses are ready to invest in and adopt next-generation automation technologies, and automation providers have adopted different inorganic and organic growth strategies to achieve sustainable automation. Additionally, there are many startups and SMEs that have innovative and out-of-the-box automation offerings that cater to a larger audience. Therefore, the trend is expected to rise exponentially in the future, with the increasing availability of customized and tailored automation solutions for enterprise needs.

Automation service providers are focusing on growth strategies to achieve sustainable automation.

Provider Positioning

Page 1 of 4

	Intelligent Enterprise Automation	Artificial Intelligence for IT Operations (AIOps)	Next-Gen Automation
Accenture	Leader	Leader	Leader
Atos	Product Challenger	Product Challenger	Product Challenger
Birlasoft	Product Challenger	Not In	Contender
Capgemini	Leader	Leader	Leader
Cognizant	Leader	Leader	Leader
Datamatics	Product Challenger	Not In	Not In
Deloitte	Not In	Not In	Leader
DXC	Product Challenger	Product Challenger	Market Challenger
EXL	Product Challenger	Not In	Product Challenger
EY	Not In	Not In	Product Challenger

Provider Positioning

Page 2 of 4

	Intelligent Enterprise Automation	Artificial Intelligence for IT Operations (AIOps)	Next-Gen Automation
Fujitsu	Market Challenger	Market Challenger	Not In
GAVS	Not In	Contender	Not In
Genpact	Leader	Not In	Product Challenger
HCLTech	Leader	Leader	Leader
Hexaware	Leader	Leader	Not In
IBM	Leader	Leader	Market Challenger
Infosys	Leader	Leader	Leader
KPMG	Not In	Not In	Product Challenger
LTI	Leader	Leader	Leader
Marlabs	Contender	Not In	Contender

Provider Positioning

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	Intelligent Enterprise Automation	Artificial Intelligence for IT Operations (AIOps)	Next-Gen Automation
Microland	Not In	Product Challenger	Not In
Mindtree	Product Challenger	Product Challenger	Product Challenger
Movate	Contender	Product Challenger	Not In
Mphasis	Product Challenger	Rising Star ★	Product Challenger
NTT DATA	Market Challenger	Market Challenger	Market Challenger
Persistent	Product Challenger	Product Challenger	Product Challenger
PwC	Rising Star ★	Not In	Rising Star ★
Softtek	Product Challenger	Not In	Not In
Sonata Software	Contender	Contender	Not In
Sutherland	Contender	Not In	Not In

Provider Positioning

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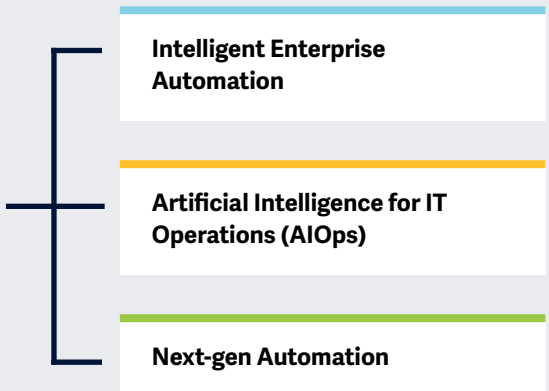
	Intelligent Enterprise Automation	Artificial Intelligence for IT Operations (AIOps)	Next-Gen Automation
TCS	Leader	Leader	Leader
Tech Mahindra	Rising Star ★	Rising Star ★	Product Challenger
UST	Product Challenger	Contender	Contender
Wipro	Leader	Leader	Leader
WNS Vuram	Leader	Not In	Not In
Zensar	Not In	Product Challenger	Not In

This study focuses on what ISG perceives as most critical in 2022 for **Intelligent Automation Services and Solutions.**



Simplified Illustration Source: ISG 2022

Definition

Intelligent automation is now a mainstream strategy, leading to digital business transformation. Process modernization and workflow optimization are the primary objectives of automation initiatives. With the aim of doing away with siloes, enterprises are focusing on scaling capabilities across technology, business and corporate portfolios. Automation is now the customer- and employee-focused business strategy, helping enterprises to enhance the ability to process and deliver outcomes. Emerging technology service teams and functions are gaining prominence to drive productivity and efficiency. These teams are building deep connections with industry verticals and service lines to support business processes and workflows.

Business leaders and emerging technology heads face the dilemma of choosing the perfect service partner to support and drive intelligent automation initiatives. This involves faculties such as data analytics, machine learning techniques, business process acumen and the ability to innovate on solutions to build sustainable digital assets.

The Intelligent Automation Services study focuses on the capabilities of automation service providers and global system integrators (GSIs) offering consulting, implementation and support capabilities across enterprise portfolios. The evaluation covers the GSI/service provider's ability to harness automation to transform business services, corporate functions, and the IT landscape, with proprietary solutions and accelerators and by utilizing the lifecycle management approach.

Automation platform vendors are expanding their portfolios and enhancing product performance to deliver the desired outcomes for enterprises. Agile application design and solutions on cloud platforms is the latest area of interest

for OEMs, which, in turn, is driving GSIs and service providers to simultaneously develop the competency to complement the new capabilities by aligning resources and the workforce accordingly.

Experience and expertise in assembling automation centers of excellence for incumbent clients and operationalizing control objectives is noted as a rising trend. These centers are the nucleus for controlling and guiding strategic initiatives, including developing innovative and futuristic solutions, with a focus on sustainability for seamless operations. Organizational change management and GRC compliance by function and domain are gaining traction at scale. The prioritization of environmental, social and governance issues (ESG) is leading to the development of focused solutions. GSIs are investing in building proprietary platforms that connect and converge automation and emerging technologies components, solutions and products to design a custom business solution for enterprise clients. It will be interesting to observe the emerging technology services market and its growth trajectory in 2022.

This study on intelligent automation services is aimed at understanding enterprise requirements and provider capabilities in meeting these demands.

Scope of the Report

In this ISG Provider Lens™ quadrant study, ISG includes the following three quadrants: Intelligent Enterprise Automation, Artificial Intelligence for IT Operations (AIOps), and Next-gen Automation.

This ISG Provider Lens™ study offers IT decision-makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments
- Focus on the U.S. market

Our study serves as the basis for important decision-making in terms of positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their existing vendor relationships and potential engagements.

Provider Classifications

The provider position reflects the suitability of service providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes, classes and industries. In case the IT service requirements from enterprise customers differ and the spectrum of IT providers operating in the local market is sufficiently wide, a further differentiation of the IT providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers, and positions IT providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between $20 million and $999 million with central headquarters in the respective country, usually privately owned.
- **Large Accounts:** Multinational companies with more than 5,000 employees or revenue above $1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens™ quadrants are created using an evaluation matrix containing four segments (Leader, Product Challenger, Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens quadrant may include a service provider(s) that ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star.

Number of providers in each quadrant: ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).

Provider Classifications: Quadrant Key

Product Challengers offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

Leaders have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/services and a follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

Market Challengers have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

Not in means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.

Artificial Intelligence for IT Operations (AIOps) - U.S.

Who Should Read This

This report is relevant to enterprises in the U.S. for evaluating AIOps service providers. In this report, ISG highlights the market positioning of AIOps service providers in the U.S. and shows how each provider addresses the challenges faced by enterprises. Enterprises can use the report findings to understand market dynamics and explore new capabilities with incumbent providers or evaluate new ones.

The U.S. holds the largest market share in the global AIOps market, primarily driven by factors such as increased digital transformation activities across industries, advances in AI and machine learning technologies, a growing adoption of cloud-native infrastructure and the need for real-time monitoring of IT systems. However, some challenges remain among enterprises, including inadequate data availability, integration issues, difficulties in defining realistic AIOps outcomes, talent scarcity and visibility concerns.

U.S.-based enterprises are looking for a more collaborative and agile approach to handle complex requirements for IT systems and infrastructure. Also, providers should be able to identify problems, suggest and execute automated actions and highlight future maintenance and upgrade requirements. They should also be able to equip clients with site reliability engineering (SRE) capabilities, offer full-stack observability, and facilitate zero-touch maintenance.

Service providers are investing in R&D to introduce the latest advances in AI, big data and machine learning. They are offering industry-specific AIOps solutions, multi-layered AIOps, self-servicing, AI-powered observability and application performance analytics monitoring to automate and enrich enterprise IT operations.

Strategy professionals should read this report to understand the relative positioning and capabilities of AIOps providers that can help them effectively plan and improve the reliability and availability of their digital transformation initiatives. The report also highlights the technical and integration capabilities of platform providers as well as their strategic partnerships.

Digital professionals should read this report to understand how providers of AIOps solutions fit in with their intelligent-automation-led digital transformation initiatives and how they can be compared with each other.

Technology professionals should read this report to understand how AIOps providers undertake transformation initiatives and perform in complex environments to ensure smooth operations and how, subsequently, the technical capabilities of these providers can be compared with the rest of the market.

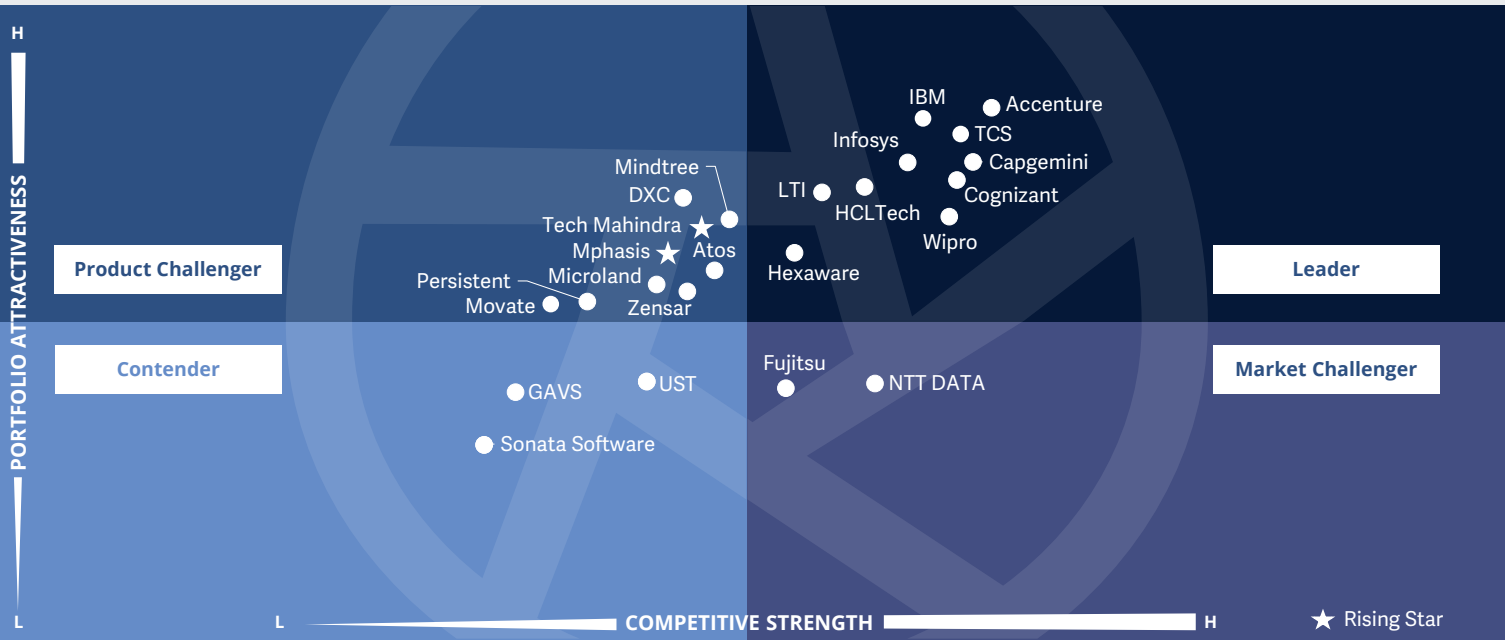
Procurement professionals should read this report to have a better understanding of the current landscape of AIOps service providers in the U.S. and their suitability for RFPs.

ISG Provider Lens™

Source: ISG RESEARCH

Intelligent Automation – Services and Solutions
Artificial Intelligence for IT Operations (AIOps)

U.S. 2022



This quadrant assesses the competencies of a provider in designing the offerings for the technology portfolio, **covering infrastructure, application and cloud components**. AI, ML and prebuilt solutions are assembled to manage technology operations.

Ashwin Gaidhani

Definition

This quadrant analyzes IT service providers that offer proprietary AIOps solutions, platforms and frameworks. These offerings enable enterprises to monitor a distributed IT infrastructure, understand IT behavior under dynamic conditions and orchestrate workflows for automated corrections. AIOps is a solution and a framework that facilitates an understanding of a company's multi-cloud IT workload and analyzes data to facilitate automated operations. It also offers real-time, minimal cost solutions that companies can use to detect issues before they have an adverse effect on business.

Such solutions and frameworks redefine the model of an IT operation by combining data patterns and human intelligence to provide full visibility into the IT landscape of an enterprise. These are aimed at maximizing the performance of distributed, heterogeneous, multi-cloud IT workloads, reducing costs and ensuring compliance and security.

Eligibility Criteria

1. **Proprietary AIOps platform and framework:** A custom-built solution to manage and administer IT infrastructure, application and cloud ops
2. **Event management and exception handling ability:** Should be able to consolidate events from all sources (alerts, incidents) and categories as well as classify, evaluate and take predefined intelligent actions, including resolution, assignment and related consequent steps
3. **AI-driven, scalable, prebuilt solutions:** Provide companies with highly scalable, real-time data, along with an AI-driven prescriptive and proactive analysis to provide visibility into an IT landscape
4. **Data visualization and projection capabilities:** Offer data injection through multiple sources and provide automated pattern discovery and detection through a big data platform
5. **Solution identification and recommendation:** Apply AI and machine learning in automated services to improve resilience and reduce mean time to repair (MTTR)
6. **Touchless IT operations:** Act as a smart orchestration engine in workflow creation for a managed company's IT infrastructure, with a nearly zero- or one-touch approach
7. **Customization and personalization of solutions:** Out-of-the box APIs for multi-cloud and multi-tenancy and secure deployment of the platform

Observations

AIOps is an integral part of technology operations in enterprises. A successful digital transformation requires AIOps to intelligently monitor, focus, analyze and visualize gaps in an increasingly diverse, dynamic and complex environment. In addition, the enhanced collaboration and orchestration achieved through AIOps for service and systemic events can minimize business impact. A well-established AIOps capability can drive business performance, from transactional to strategic indicators. In addition, the convergence of technology components pushes intelligence and automation limits to a new level of autonomy. These attributes are influencing the adoption of capabilities and techniques like analytics and machine learning to automate a real-time, proactive solution.

Some of the key trends in the AIOps space are:

- AIOps focuses on IT operations management, IT asset management, and advancing applicability across DevOps and SRE practices.
- Business users with basic technical knowledge (citizen developers) are infusing automation into their day-to-day work to boost their productivity by using low-code platforms that allow users to drag and drop actions to build automation workflows.
- Hyper-automation is an emerging trend where an organization's automation efforts come under one domain with seamless integration between systems.
- The increased adoption of the Enterprise Feature Store allows machine learning models to create more accurate predictions.
- FinOps is emerging as one of the top priorities for organizations in order to gain visibility of their current and projected spending on the cloud/data center landscape and optimize those costs.

From the 56 companies assessed for this study, 24 have qualified for this quadrant, with 10 being identified as Leaders and two as Rising Stars.

accenture

Accenture incorporates the cloud platform, engineering practices and a data-driven approach that uses machine learning and real-time analytics to provide connected insights for improving business objectives and outcomes. It has a comprehensive delivery model to provide service effectively and efficiently.

Capgemini

Capgemini's AI portfolio encompasses end-to-end solutions, capabilities and technology for enterprises to become data-driven. It offers AI-based business model re-imagining, data science skills, cultural change techniques, data, AI engineering industrialization, and a few coherent, intelligent process automation capabilities.

cognizant

Cognizant's Automation Center is an AIOps platform for today's workplace, enabling various personas and systems to learn from each other's activities and transition from Ops to ZeroOps. Significant features include machine learning, automation, analytics and collaboration.

HCLTech

HCLTech's AI Automation Foundation Architecture is a five-dimensional framework that gives enterprise clients an end-to-end perspective of full-stack automation. It offers best-of-breed capabilities and applicable products to provide a complete automation solution.

HEXAWARE

Hexaware's automation platform, Tensai for AIOps, enables seamless service delivery across the IT landscape. It ensures timely customer delivery with the maximum utilization of bots to reduce human error.

IBM

IBM is a well-established player in this space with a focus on driving continuous developments and innovation. It has one of the most mature sets of best practices, which are transformed into tools and proprietary solutions. The company offers the Watson AIOps platform with intelligent components to manage the entire infrastructure landscape.

Infosys

Infosys' cognitive platform leads its intelligent automation strategy by converging business solutions, technology systems, innovations and various partners. The platform offers observability, availability and event correlation to enhance the user experience and drive business outcomes.

LTI Let's Solve

LTI has developed a broad set of technical and functional tools that support the entire lifecycle of managing AIOps initiatives. Its assessment frameworks support consulting techniques and tools for driving IT operations and accelerators for performance optimization.

TCS TATA CONSULTANCY SERVICES

TCS Cognix™ orchestrates the digital technology ecosystem at the nexus of business process, IT infrastructure and the application layer. It uses client knowledge to contextualize solutions and build a flexible enterprise for cognitive operations.

wipro

Wipro HOLMES™ AIOps offers AI-powered full-stack observability to improve the end-user experience for enterprises operating in a hybrid cloud, providing a system that can autonomously monitor the vast, heterogeneous, and complicated technological landscape.

Mphasis The Next Applied

Mphasis (Rising Star) has built a comprehensive framework with a focus on stakeholder experience and value realization for businesses. Predictive modeling, business process management and an automation command center are some of the offerings that complement the infrastructure and operations management domain.

Tech Mahindra

Tech Mahindra (Rising Star) has built a mature set of inclusive models, frameworks and methodologies such as the BRAC model that assesses the maturity of the current state and identifies opportunities for automation to elevate business operations. It offers an automated business case discovery model, automation proficiency framework, and the New Age Delivery (NAD) E2E framework for product engineering and delivery.

Leader

"Capgemini's unique approach to AIOps presents a distinct advantage to enterprise clients."

Ashwin Gaidhani

Capgemini

Overview

Capgemini is headquartered in Paris and operates in 50 countries. It has more than 340,700 employees in over 300 global offices. In FY21, the company generated $21.9 billion (+14.6 percent YoY) in revenue, with applications and technology as its largest segment. Capgemini generated nearly $500 million from AIOps in 2021, and its AI and data-dedicated practice includes about 10,500 FTEs. More than a quarter of company's AIOps clients are based in the U.S.

Strengths

Enterprise Automation Fabric powering AIOps strategy: Capgemini's AIOps strategy and roadmap cover feasibility assessment, business case creation, target operational model and event management architecture. The company focuses on institutionalizing automation programs that cover conversational solutions, intelligent document processing (IDP) and state-of-the-art proprietary solutions to drive the transformation journey for clients.

Full-scale portfolio of automation services: Capgemini's automation team has led complex projects such as RPA program transition, digital acceleration, and automation sales initiatives with multinational enterprises.

End-to-end coverage of AIOps functions: Capgemini's AIOps capabilities include AI and machine learning-based platforms, big data platforms, conversational bots and intelligent workbench IT automation. These are integrated with operations orchestration, intelligent process automation (including RPA) and IT process automation toolkits. Dedicated AIOps capabilities are bundled with over 200 accelerators and solutions around intelligent automation, AI for people and AI for decision-making.

Caution

Capgemini has a mature pool of resources and skill competencies in the AI-IA domain. Conversion of data into actionable insights and other predictive and prescriptive guidance has yet to evolve. The company can strengthen its efforts in leveraging data lakes to refine the AI models.

Artificial Intelligence for IT Operations (AIOps) - U.K.

Who Should Read This

This report is relevant to enterprises across industries in the U.K. for evaluating service providers that offer proprietary solutions for artificial intelligence for IT operations (AIOps). ISG highlights the current market positioning of these providers, based on the depth of their service offerings and market presence.

Service providers offer services and solutions to enterprises to drive and modernize their IT operations using AI and machine learning tools. AIOps allow the IT departments of enterprises to correlate, align processes and check anomalies and bring efficiencies by automating repetitive tasks. These solutions are marketed as AIOps by major service providers.

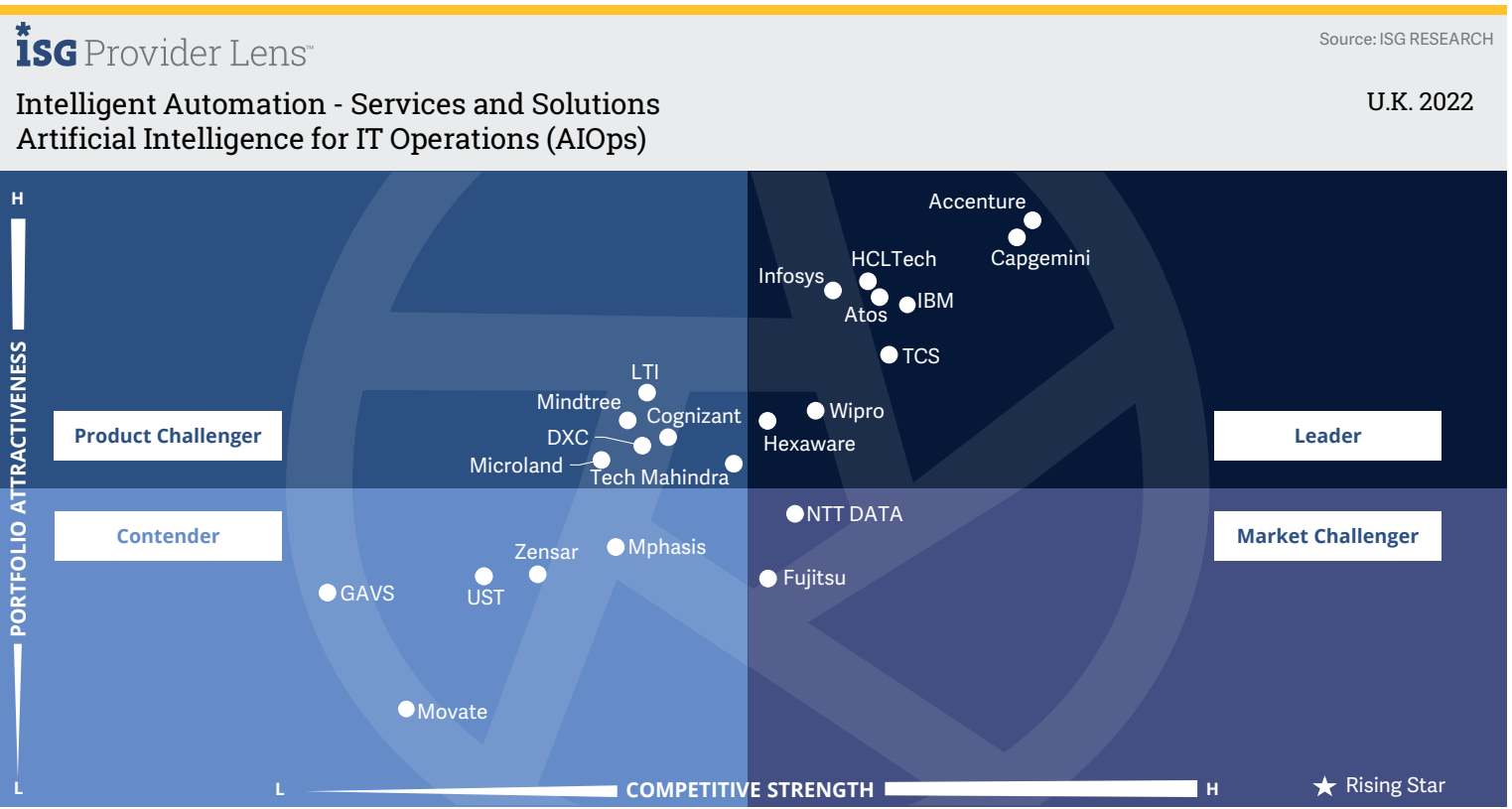
The solutions make it easier for enterprise IT teams to monitor data flow and take the necessary steps when issues arise; for years, these tasks have been performed manually. AIOps solutions have made these tasks nimble, resulting in reduced downtime, outages, and human errors. The AIOps solutions are gauged on how well they can integrate with various information systems in an enterprise environment, and generate insights through internal IT logs, files, and alert mechanisms. The primary intent is to identify causality using AI and machine learning algorithms and project a unified view through visualization and better management of enterprise IT systems.

In the U.K., IT systems continue to become increasingly complex, encompassing a mix of on-premises and multi-cloud environments. Enterprises in the U.K. are looking to work with AIOps solution providers that can keep their IT workforces engaged in more productive tasks by automating simple workflows and reducing human errors. In mature markets such as the U.S. and the U.K., nearly two-thirds of enterprise clients ask for AIOps solutions from providers.

Digital professionals should read this report to understand providers' relative positioning and capabilities that can help them effectively plan and improve the reliability and availability of their digital transformation initiatives.

Technology professionals should read this report to understand how AIOps platform providers support transformation initiatives, particularly in complex environments, to achieve smooth operations.

Strategy professionals should read this report to gain knowledge of providers' product portfolio capabilities, which, in turn, will enable streamlined workflow and enhanced business processes for enterprises.



This quadrant assesses services providers that offer AIOps services and solutions. **AIOps solutions increasingly aim to optimize business performance** in tandem with IT performance.

Mark Purdy

Definition

This quadrant analyzes IT service providers that offer proprietary AIOps solutions, platforms and frameworks, enabling enterprises to monitor a distributed IT infrastructure, allowing them to understand IT behavior under dynamic conditions and orchestrate workflows for automated corrections. AIOps is a solution and a framework that facilitates an understanding of a company's multi-cloud IT workload and analyzes data to facilitate automated operations. AIOps also offer real-time, minimal cost solutions that allow companies to detect issues before they can have an adverse effect on business. Such solutions and frameworks redefine the model of an IT operation by combining data patterns and human intelligence to provide full visibility into the IT landscape of an enterprise. These are aimed at maximizing the performance of distributed, heterogeneous, multi-cloud IT workloads, reducing costs and ensuring compliance and security.

Eligibility Criteria

1. **Proprietary AIOps platform and framework:** A custom-built solution to manage and administer IT infrastructure, application and cloud ops
2. **Event management and exception handling ability:** The solution must have the ability to consolidate events from all sources (alerts, incidents) and categories, and classify, evaluate and take predefined intelligent actions, including resolution, assignment, and related consequent steps
3. **AI-driven scalable prebuilt solutions:** Ability to provide companies with highly scalable, real-time data, along with an AI-driven prescriptive and proactive analysis to provide visibility into an IT landscape
4. **Data visualization and projection capabilities:** Ability to offer data injection through multiple sources, and provide automated pattern discovery and detection through the big data platform
5. **Solution identification and recommendation:** Ability to apply AI and machine learning in automated services to improve resilience and reduce mean time to resolution (MTTR)
6. **Touchless IT operations:** Ability to act as a smart orchestration engine in workflow creation for a managed company's IT infrastructure, with a nearly zero-touch and one-touch approach
7. **Customization and personalization of solutions:** Out-of-the box APIs for multi-cloud and multi-tenancy, and secure deployment of platform

Observations

The AIOps provider landscape continues to evolve at pace, with several trends evident. First, AIOps is beginning to evolve into BizOps, with tools that seek to connect AIOps data with more granular data on business KPIs from ERP and CRM systems-of-record. Second, AIOps models are becoming more scalable, capable of adapting to different programming approaches and languages. Third, there is a strong trend towards "automating the automation," using algorithms that can automate at least part of the machine-learning pipeline and therefore introduce machine learning models more quickly into AIOps processes. Fourth, AIOps is being extended into new areas of IT practice, playing a growing role in automation of DevOps and site reliability engineering (SRE) practices. Fifth, providers offer an array of predictive analytics to help enterprises reduce alert noise and predict problems before they occur. Related to this trend, providers increasingly emphasize the role of zero-touch operations, with auto-remediation or self-healing of IT problems. Fifth, cybersecurity within AIOps is growing in importance, with enterprises looking for a single pane of glass through which they can manage networks, workloads, entitlement and posture management, etc. Sixth, there is a trend toward full-stack observability, as enterprises look to system integrators and service providers to help them cut down on tool sprawl and alert noise.

From the 56 companies assessed for this study, 22 have qualified for this quadrant with nine being Leaders.

accenture

Accenture has invested heavily in myWizard, its proprietary AIOps platform with extensive tooling for IT automation, monitoring, analytics, and self-healing. The platform has been used by numerous global enterprises across a range of industries, and is supported by more than 14,000 of the company's automation specialists.

Atos

Atos offers AIOps primarily through SyntBots, an end-to-end platform for AI-enabled IT operations. It has also invested significantly in Atos Bridge, which provides a single pane of glass for IT processes and systems of record, with the aim of translating IT technical data into business performance data.

Capgemini

Capgemini offers AIOps solutions with a twin focus on both business performance and IT performance. It has invested significantly in an extensive range of AIOps accelerators, and has implemented multiple projects for blue-chip enterprises in the UK and globally.

HCLTech

HCLTech offers a strong suite of AIOps services and tools, both through its iONA AIOps platform and via its extensive range of AIOps software products from its DRYiCE software division. It has a track record of delivering AIOps transformation for global, blue-chip clients.

Hexaware offers a wide spectrum of AIOps services and functions through its unified Tensai™ platform. It is notable for its commercial flexibility that includes a range of fixed-price, gainshare, and combination models. It has a significant number of automation clients and FTEs in the UK.

IBM offers a comprehensive AIOps platform through its IBM Cloud Pak for Watson AIOps offering. The platform provides a large number of interconnections to ITOps and observability tools. It has been used by leading global enterprises.

Infosys offers several AIOps platforms and tools, notably its LEAP zero-touch APM management platform and its Infosys Polycloud Platform for multi-cloud infrastructure management. It can draw on a large library of reusable assets and industry inflected solutions.

TCS brings a strong machine-first philosophy to its AIOps services, headlined by its signature ignio™ platform. TCS had invested significantly in the platform, recently adding new features for handling process mining and benchmarking data. The company has implemented AIOps for many blue-chip enterprises in the UK.

Wipro has crafted a distinct hybrid and poly-cloud approach to AIOps through its Holmes Compliance Management solution, and through its Third Party Risk Management solution. It has also developed an extensive range of orchestration, security ,and remediation features for its AIOps platforms.

Leader

"A clear business focus makes Capgemini a strong choice for AIOps projects."

Mark Purdy

Capgemini

Overview

Capgemini is headquartered in Paris and operates in 50 countries. It has over 340,700 employees across more than 300 global offices. In FY21, the company generated $21.9 billion in revenue (+14.6 percent YoY), with Applications and Technology as its largest segment. It offers AIOps through ADMNext and the Enterprise Automation Fabric. The company has a large footprint in the UK for its AIOps services, and a substantial base of intelligent automation professionals.

Strengths

Business focus: Capgemini's approach to AIOps stands out for its strong focus on business outcomes in tandem with IT outcomes. Business processes are mapped to underlying applications and infrastructure, which means that enterprises can drill down from a high-level business process to identify and analyse underlying IT anomalies and the root causes affecting business performance.

Comprehensive offering: Capgemini offers the full gamut of AIOps services, including strategy services (for example, opportunity assessment, planning, and roadmap development), implementation services (for example, centre of excellence and factory model establishment, and pilot implementations), and scale and operate services (for example, support services, change management, and continuous improvement).

Extensive client traction: Capgemini has extensive experience of implementing AIOps projects for the world's largest, and most complex, enterprises. For a UK-based luxury fashion house, it created an automation platform to provide end-to-end visibility of the digital order process.

Caution

Given its focus on business performance-related AIOps projects, Capgemini should consider increasing the proportion of performance and gain-share elements within its overall pricing mix.

Artificial Intelligence for IT Operations (AIOps) - Nordics

Who Should Read This

This report is relevant to enterprises across industries in the Nordics for evaluating service providers that have proprietary offerings for artificial intelligence for IT operations (AIOps). ISG highlights the current market positioning of these providers, based on the depth of their service offerings and market presence.

Service providers offer services and solutions to enterprises to drive and modernize their IT operations using AI and machine learning tools. AIOps allow the IT departments of enterprises to correlate, align processes and check anomalies and bring efficiencies by automating repetitive tasks. These solutions are marketed as AIOps by major service providers.

The solutions make it easier for enterprise IT teams to monitor data flow and take the necessary steps when issues arise; for years, these tasks have been performed manually.

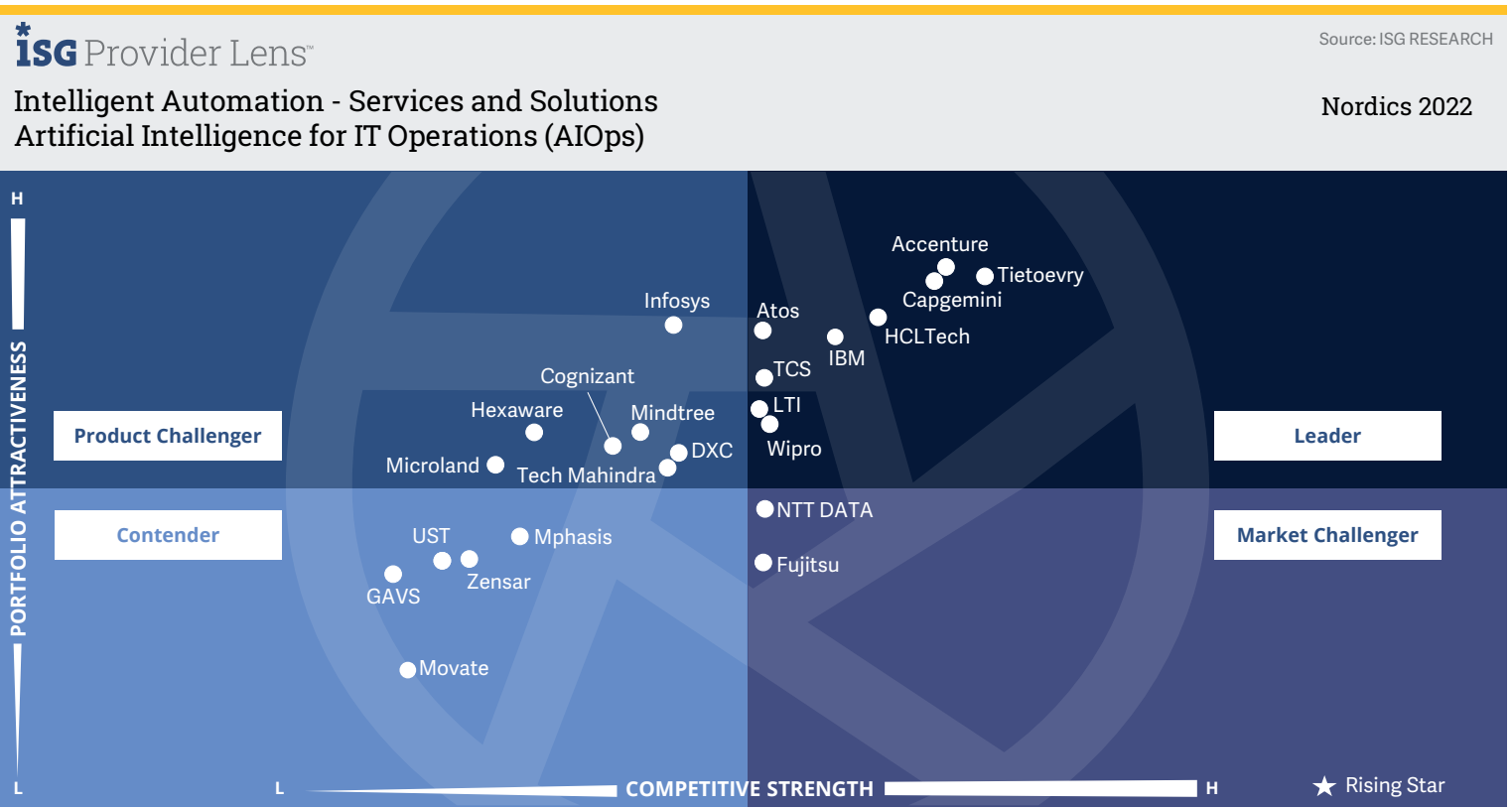
AIOps solutions have made these tasks nimble, resulting in reduced downtime, outages, and human errors. The AIOps solutions are gauged on how well they can integrate with various information systems in an enterprise environment, and generate insights through internal IT logs, files, and alert mechanisms. The primary intent is to identify causality using AI and machine learning algorithms, project a unified view through visualization, and better manage the IT systems in an enterprise.

In several Nordic enterprises, there seems to be increased buy-in from the strategic leadership teams for AIOps. Service providers also need to recognize the changing focus of enterprises on AIOps implementations. Enterprises increasingly expect solutions that are more proactive than reactive, and they prefer pricing models that are outcome-focused and ensure good ROI.

Digital professionals should read this report to understand providers' relative positioning and capabilities that can help them effectively plan and improve the reliability and availability of their digital transformation initiatives.

Technology professionals should read this report to understand how AIOps platform providers support transformation initiatives, particularly in complex environments, to achieve smooth operations.

Strategy professionals should read this report to gain knowledge of providers' product portfolio capabilities, which, in turn, will enable streamlined workflow and enhanced business processes for enterprises.



This quadrant assesses service providers that offer AIOps services and solutions. **AIOps solutions increasingly aim to optimize business performance** in tandem with IT performance.

Mark Purdy

Definition

This quadrant analyzes IT service providers that offer proprietary AIOps solutions, platforms and frameworks, enabling enterprises to monitor a distributed IT infrastructure, allowing them to understand IT behavior under dynamic conditions and orchestrate workflows or automated corrections. AIOps is a solution and a framework that facilitates an understanding of a company's multicloud IT workload and analyzes data to facilitate automated operations. AIOps also offer real-time, minimal cost solutions that allow companies to detect issues before they can have an adverse effect on business. Such solutions and frameworks redefine the model of an IT operation by combining data patterns and human intelligence to provide full visibility into the IT landscape of an enterprise. These are aimed at maximizing the performance of distributed, heterogeneous, multi-cloud IT workloads, reducing costs and ensuring compliance and security.

Eligibility Criteria

1. **Proprietary AIOps platform and framework:** A custom-built solution to manage and administer IT infrastructure, application and cloud ops
2. **Event management and exception handling ability:** The solution must have the ability to consolidate events from all sources (alerts, incidents) and categories, and classify, evaluate and take predefined intelligent actions, including resolution, assignment and related consequent steps
3. **AI-driven scalable prebuilt solutions:** Ability to provide companies with highly scalable, real-time data, along with an AI-driven prescriptive and proactive analysis to provide visibility into an IT landscape
4. **Data visualization and projection capabilities:** Ability to offer data injection through multiple sources, and provide automated pattern discovery and detection through the big data platform
5. **Solution identification and recommendation:** Ability to apply AI and machine learning in automated services to improve resilience and reduce mean time to resolution (MTTR)
6. **Touchless IT operations:** Ability to act as a smart orchestration engine in workflow creation for a managed company's IT infrastructure, with a nearly zero- and on e-touch approach
7. **Customization and personalization of solutions:** Out-of-the box APIs for multicloud and multi-tenancy, and secure deployment of platform

Observations

The AIOps provider landscape continues to evolve at pace, with several trends evident. First, AIOps is beginning to evolve into BizOps, with tools that seek to connect AIOps data with more granular data on business KPIs from ERP and CRM systems-of-record. Second, AIOps models are becoming more scalable, capable of adapting to different programming approaches and languages. Third, there is a strong trend towards "automating the automation," using algorithms that can automate at least part of the machine-learning pipeline and therefore introduce machine learning models more quickly into AIOps processes. Fourth, AIOps is being extended into new areas of IT practice, playing a growing role in automation of DevOps and site reliability engineering (SRE) practices. Fifth, providers offer an array of predictive analytics to help enterprises reduce alert noise and predict problems before they occur. Related to this trend, providers increasingly emphasize the role of zero-touch operations, with auto-remediation or self-healing of IT problems. Fifth, cybersecurity within AIOps is growing in importance, with enterprises looking for a single pane of glass through which they can manage networks, workloads, entitlement and posture management, etc. Sixth, there is a trend toward full-stack observability, as enterprises look to system integrators and service providers to help them cut down on tool sprawl and alert noise.

From the 56 companies assessed for this study, 23 have qualified for this quadrant with nine being Leaders.

accenture

Accenture has invested heavily in myWizard, its proprietary AIOps platform with extensive tooling in IT automation, monitoring, analytics and self-healing. The platform is used by numerous global enterprises across a range of industries and is supported by more than 14,000 Accenture automation specialists.

Atos

Atos offers AIOps primarily through SyntBots, an end-to-end platform for AI-enabled IT operations. It has also invested significantly in Atos Bridge, providing a single pane of glass for IT processes and systems of record, with the aim of translating IT technical data into business performance data.

Capgemini

Capgemini offers AIOps solutions with a twin focus on both business performance and IT performance. It has invested significantly in an extensive range of AIOps accelerators and implemented multiple projects for blue-chip enterprises in the Nordics and globally.

HCLTech

HCLTech offers a strong suite of AIOps services and tools, both through its iONA AIOps platform and via its extensive range of AIOps software products from its DRYiCE software division. It has a well-established track record of delivering AIOps transformation for global blue-chip clients.

IBM offers a comprehensive AIOps platform through its IBM Cloud Pak for Watson AIOps offering. The platform provides many interconnections to ITOps and observability tools. It has been used by leading global enterprises across the world.

LTI has developed several AIOps platforms, including Mosaic AIOps (for monitor-of-monitor functions), Canvas Joritz (for digitizing and securing IT operations) and BRAIO (for IT process automation). It has a significant client presence in the Nordics, and a substantial base of intelligent automation professionals.

TCS brings a strong machine-first philosophy to its AIOps services, headlined by its signature ignio platform. It has invested significantly in the platform, recently adding new features for the handling of process mining and benchmarking data. TCS has implemented AIOps for many blue-chip enterprises in the Nordics.

Tietoevry has continued to build out an extensive AIOps offering under its overall next-generation automation methodology. With deep experience across both industry and the public sector, it has a large number of dedicated resources and a rapidly growing client base for its AIOps solutions in the Nordics.

Wipro has crafted a distinct hybrid and polycloud approach to AIOps through its Holmes Compliance management solution, and through its Third Party Risk Management solutions. It has also developed an extensive range of orchestration, security and remediation features for its AIOps platforms.

Leader

"An extensive track record makes Capgemini a strong choice for AIOps in the Nordic region."

Mark Purdy

Capgemini

Overview

Capgemini is headquartered in Paris, and operates in 50 countries. It has over 340,700 employees in more than 300 global offices. In FY21, the company generated revenue of $21.9 billion (+14.6 percent YoY), with applications & technology as its largest segment. It offers AIOps through ADMNext and the Enterprise Automation Fabric. The company has a significant AIOps business, and a substantial and growing employee base in the Nordics.

Strengths

Amazing accelerators: Capgemini provides more than 200 accelerators to help enterprises quickly embed and scale AIOps across their IT organizations. These include ModelOps and MLOPs, with reusable templates, maturity assessment frameworks, cloud deployment models, governance guidelines and other assets.

Extensive client traction: Capgemini has extensive experience in implementing AIOps projects for the world's largest, most complex enterprises. Within the Nordics, it has implemented AIOps for a large retailer of Swedish origin, a large Norwegian oil and gas company, a Finnish retailing co-operative and a Finnish supplier of pulp and paper systems.

Business focus: Capgemini's approach to AIOps stands out for its strong focus on business outcomes in tandem with IT outcomes.

Comprehensive offering: Capgemini offers the full gamut of AIOps services, including strategy services (opportunity assessment, planning, roadmap, etc.), implementation services (center of excellence and factory model set up, pilot implementations, etc.) and scale and operate services (support services, change management, continuous improvement, etc.).

Caution

Given its focus on business performance-related AIOps projects, Capgemini should consider increasing the proportion of performance and gainshare elements within its overall pricing mix.

Artificial Intelligence for IT Operations (AIOps) - Brazil

Who Should Read This

This report is relevant to enterprises across industries in Brazil for evaluating service providers that have proprietary offerings for artificial intelligence for IT operations (AIOps). ISG highlights the current market positioning of these providers, based on the depth of their service offerings and market presence.

Service providers offer services and solutions to enterprises to drive and modernize their IT operations using AI and machine learning tools. AIOps allow the IT departments of enterprises to correlate, align processes and check anomalies and bring efficiencies by automating repetitive tasks. These solutions are marketed as AIOps by major service providers.

The solutions make it easier for enterprise IT teams to monitor data flow and take the necessary steps when issues arise; for years, these tasks have been performed manually. AIOps solutions have made these tasks nimble, resulting in reduced downtime, outages, and human errors. The AIOps solutions are gauged on how well they can integrate with various information systems in an enterprise environment, and how well they generate insights through internal IT logs, files, and alert mechanisms. The primary intent is to identify causality using AI and machine learning algorithms, project a unified view through visualization, and better manage the IT systems in an enterprise.

The intelligent automation market is not as mature in Brazil as in countries such as the U.S. and the U.K. However, there is an increasing need, especially among small and medium-sized enterprises, to innovate and digitize their IT operations. This bodes well for the future of AIOps service providers in Brazil and the ones that play peripheral roles in the intelligent automation services and solutions space.

Digital professionals should read this report to understand providers' relative positioning and capabilities that can help them effectively plan and improve the reliability and availability of their digital transformation initiatives.

Technology professionals should read this report to understand how AIOps platform providers support transformation initiatives, particularly in complex environments, to achieve smooth operations.

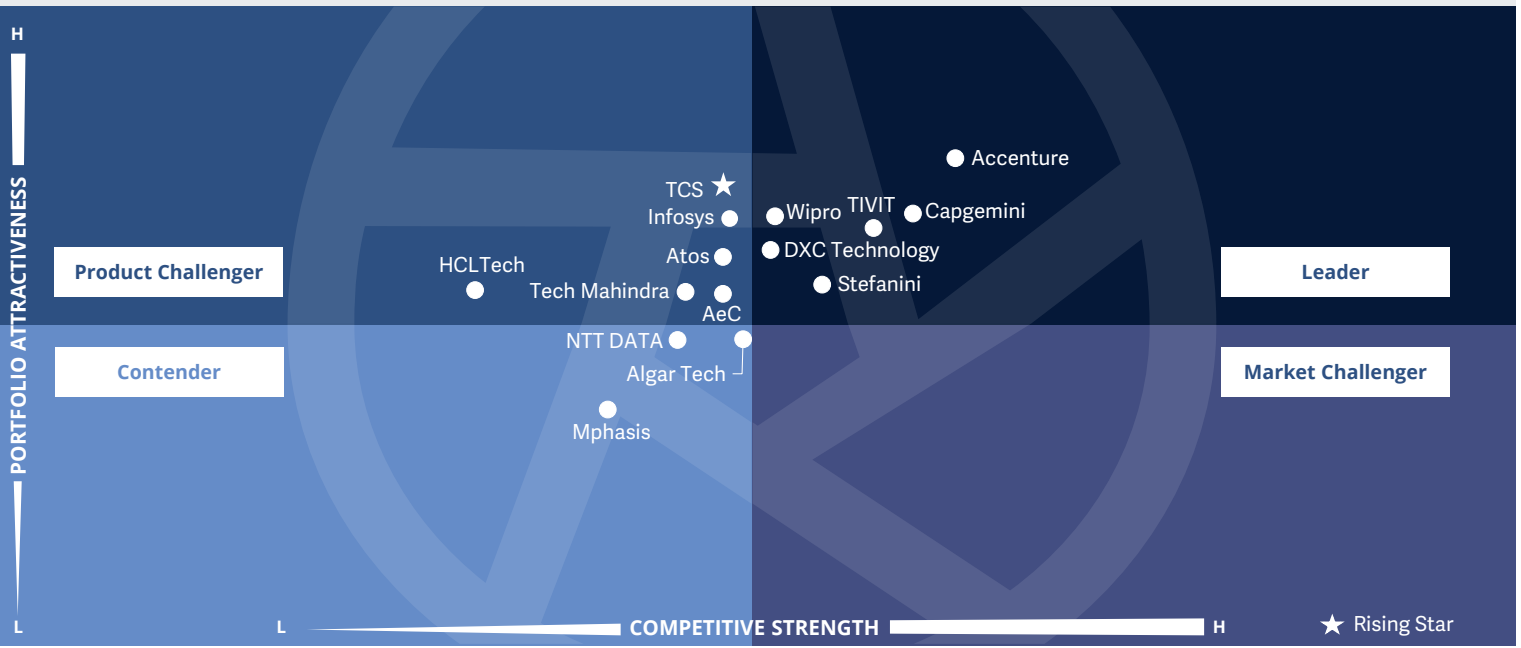
Strategy professionals should read this report to gain knowledge of providers' product portfolio capabilities, which, in turn, will enable streamlined workflow and enhanced business processes for enterprises.

ISG Provider Lens™

Source: ISG RESEARCH

Intelligent Automation – Services and Solutions
Artificial Intelligence for IT Operations (AIOps)

Brazil 2022



This quadrant evaluates service providers that rely on **AI** to retrieve, analyze and report on data for **IT operations**, enabling real-time understanding of problems that are **affecting the performance** or availability of systems.

David de Paulo Pereira

Definition

This quadrant analyzes IT service providers that offer proprietary AIOps solutions, platforms and frameworks, enabling enterprises to monitor a distributed IT infrastructure, allowing them to understand IT behavior under dynamic conditions and orchestrate workflows for automated corrections.

AIOps is a solution and a framework that facilitates an understanding of a company's multicloud IT workload and analyzes data to facilitate automated operations. AIOps also offers real-time, minimal cost solutions that allow companies to detect issues before they can have an adverse effect on business. Such solutions and frameworks redefine the model of an IT operation by combining data patterns and human intelligence to provide full visibility into the IT landscape of an enterprise.

These are aimed at maximizing the performance of distributed, heterogeneous, multicloud IT workloads, reducing costs and ensuring compliance and security.

Eligibility Criteria

1. **Proprietary AIOps platform and framework:** A custom-built solution to manage and administer IT infrastructure, application and cloud ops;
2. **Event management and exception handling ability:** The solution must have the ability to consolidate events from all sources (alerts, incidents) and categories, and classify, evaluate and take predefined intelligent actions, including resolution, assignment and related following steps;
3. **AI-driven scalable prebuilt solutions:** Ability to provide companies with highly scalable, real-time data, along with an AI-driven prescriptive and proactive analysis to provide visibility into an IT landscape;
4. **Data processing capabilities:** Ability to offer data injection through multiple sources, and provide automated pattern discovery and detection through the big data platform;
5. **Solution identification and recommendation:** Ability to apply AI and machine learning in automated services to improve resilience and reduce mean time to repair (MTTR);
6. **Customization and personalization of solutions:** APIs ready for use across multiple clouds, locations, and secure deployment of platforms.

Observations

The constantly evolving market in Brazil is getting adapted to the AIOps principles used in transformation, from traditional IT operations management to a next-generation model, based on the existence of AI components as part of the solution. This new model stems from the adoption of different cloud scenarios (private, public and multicloud), the growing demand for enhanced cybersecurity capabilities, and the fact that AI capabilities continue to be incorporated by different providers.

The increased volume of alerts and messages generated are bringing enormous complexity to the proper handling of each event. This is where the use of AI often comes into play.

The ability to learn over time, automatically aggregate, correlate and prioritize incident data can help teams reduce alert fatigue and identify the right action to take.

Integrated AIOps platforms that combine all the building blocks such as open data ingestion, automatic discovery, correlation, visualization, dependency mapping and machine learning are not yet commonly found in the Brazilian market. Observation capabilities coupled and slightly linked with monitoring tools, integrated with workflow engines, are far more common.

Several automation product providers and platform vendors such as Dynatrace, Red Hat Ansible and ServiceNow are enhancing their solutions and competing with vendors' platform offerings, which are not rarely built on the same solution components.

Of the 25 companies assessed for this study, 17 qualified for this quadrant, with six being identified as Leaders and one as a Rising Star:

accenture

Accenture has invested heavily in myWizard®, its proprietary AIOps platform with tools for IT automation, monitoring, analytics and self-recovery. The platform has been used by several global companies across multiple industries and is supported by more than 14,000 Accenture automation specialists.

Capgemini

Capgemini offers AIOps solutions with a dual focus on business and IT performance. It has invested significantly in a wide range of AIOps accelerators and implemented several projects for enterprises globally.

DXC Technology

DXC Technology is a long-standing leader in the field of IT operations. After a period of slowdown, wherein the company lost market share, it is now focused on resuming its growth, and its comprehensive AIOps solutions will be a key part of this process.

Stefanini

Stefanini, a multinational conglomerate of technology solutions based in Brazil, offers a wide range of solutions that implement AIOps principles across different use cases and scenarios. It remains one of the most innovative companies in the market.

TIVIT

TIVIT, which was established with intelligent automation for IT operations as one of its pillars, has a considerable customer base and is continuously investing in AIOps.

Wipro has created a hybrid, multicloud approach to AIOps through its HOLMES™ compliance management solution and its third-party risk management solution. It has also developed a wide range of orchestration, security and remediation capabilities for its AIOps platforms.

TCS (Rising Star) serves more than 700 intelligent automation customers operating in about 180 delivery centers worldwide. It has more than 40 research and innovation labs and a highly mature AIOps solution and is moving toward market leadership in Brazil.

Leader

"Capgemini is a strong choice for AIOps projects due to its technically qualified team and business knowledge."

David de Paulo Pereira

Capgemini

Overview

Capgemini is headquartered in Paris. Operating in 50 countries, it has around 340,700 employees in more than 300 global offices. In FY21, the company generated $21.9 billion (+14.6 percent YoY) in revenue, with applications and technology as its largest segment. It offers AIOps through ADMnext and Capgemini Intelligent Automation Platform (CIAP) and, with its history of outsourcing in Brazil, has a large customer base for its AIOps services.

Strengths

ADMnext and CIAP: Supported by the ADMnext and CIAP frameworks, Capgemini transforms the IT operations of its customers into more proactive and predictable AIOps activities, creating dynamic strategies and roadmaps. With AIOps and automated update and self-recovery mechanisms, recovery time can be significantly reduced.

AI implementation and managed services expertise: Capgemini offers a structured approach through its hyper-automation implementation services to transform IT operations. This includes AIOps, center of excellence setup and factory model setup, as well as guidance on piloting, defining architecture and moving to a managed service model for execution and maintenance.

Stardust model for setting the Digital Core foundation: From eight different customer examples grouped under the name Stardust, Capgemini has developed a comprehensive model to measure the maturity of its customers and enable its consultants to assemble a complete roadmap of actions to take the enterprise to the next level.

Caution

Capgemini is recognized as an application-oriented IT service provider. Some marketing and brand awareness activities may be required to educate clients in the market about its new intelligent IT operation capabilities.

Artificial Intelligence for IT Operations (AIOps) - Germany

Who Should Read This

This report is relevant to enterprises in Germany for evaluating AIOps service providers. In this report, ISG highlights the market positioning of AIOps service providers in Germany and shows how each provider addresses the challenges faced by enterprises. The enterprises can use the report findings to understand the market dynamics and explore new capabilities with incumbent providers or evaluate new ones.

The market in Germany is receptive to adopting AIOps as enterprises look to move on from legacy IT operations. The market is primarily driven by factors such as the growing adoption of the cloud, availability of advanced AI tools and features and the need for enhanced cybersecurity. However, some challenges remain for enterprises, including inadequate data availability, integration issues, data security challenges, talent scarcity and visibility concerns.

Germany-based enterprises are looking for providers that can manage their large volumes of data and complex IT systems. Also, they should be able to identify problems, suggest and automate actions, have site reliability engineering capabilities and offer full-stack observability.

Global service providers and system integrators continue to innovate and introduce the latest advances in AI, big data and machine learning. Their offerings are now industry-specific and multi-layered. They have self-servicing, AI-powered observability and application performance monitoring capabilities, through the use of analytics, to automate and enrich enterprise IT operations.

Strategy professionals should read this report to understand the relative positioning and capabilities of AIOps providers that can help them effectively plan and improve the reliability and availability of their digital transformation initiatives. The report also highlights the technical and integration capabilities of platform providers as well as their strategic partnerships.

Digital professionals should read this report to understand how providers of AIOps solutions fit in with their intelligent-automation-led digital transformation initiatives and understand how they can be compared with each other.

Technology professionals should read this report to understand how AIOps providers undertake transformation initiatives and perform in complex environments to ensure smooth operations and how, subsequently, the technical capabilities of these providers can be compared with the rest of the market.

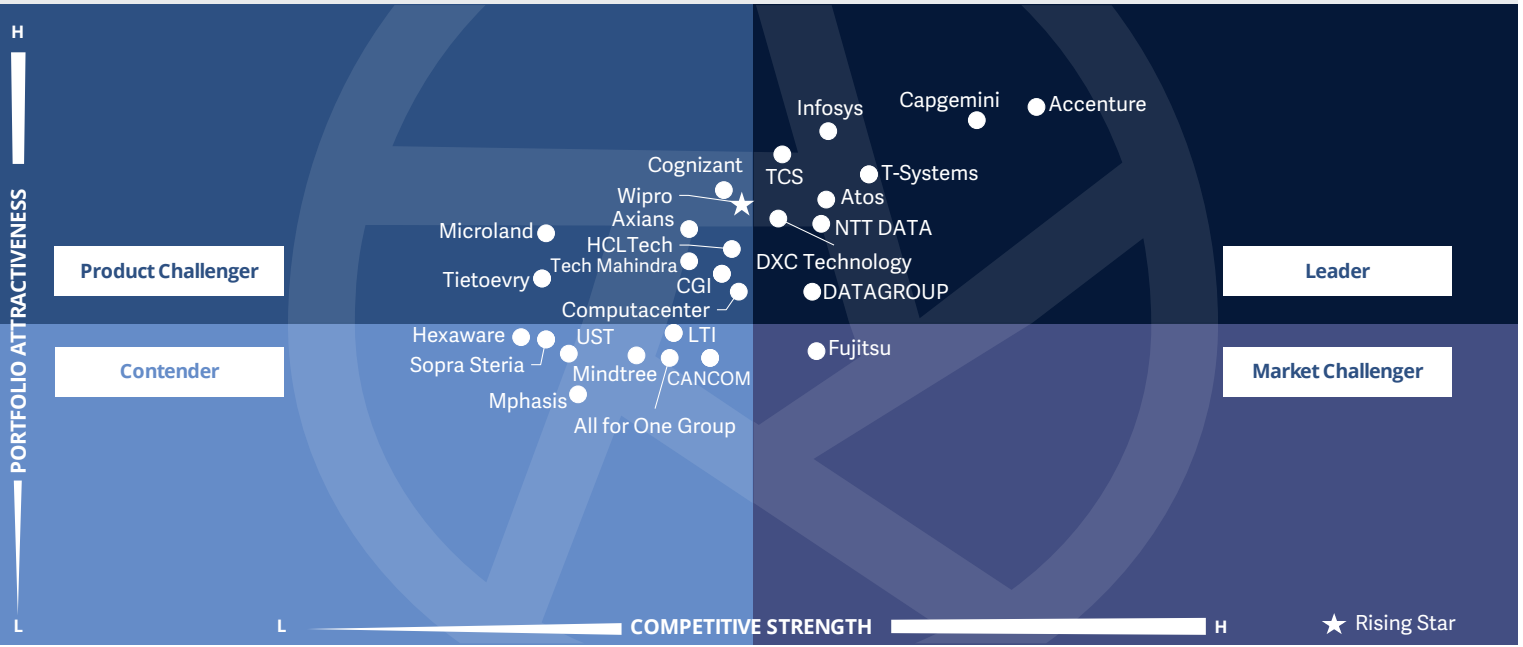
Procurement professionals should read this report to have a better understanding of the current landscape of AIOps service providers in Germany and their suitability for RFPs.

ISG Provider Lens™

Source: ISG RESEARCH

Intelligent Automation – Services and Solutions
Artificial Intelligence for IT Operations (AIOps)

Germany 2022



AI/machine learning is the indispensable caddy that helps to manage the **increasing complexity of IT operations**, from an enterprise's own **datacenter** to the complex world of **cloud operations**.

Florian Scheibmayr

Definition

This quadrant analyzes IT service providers that offer proprietary AIOps solutions, platforms and frameworks, enabling enterprises to monitor a distributed IT infrastructure, allowing them to understand IT behavior under dynamic conditions and orchestrate workflows for automated corrections. AIOps is a solution and a framework that facilitates an understanding of a company's multicloud IT workload and analyzes data to facilitate automated operations. AIOps also offer real-time, minimal cost solutions that allow companies to detect issues before they can have an adverse effect on business. Such solutions and frameworks redefine the model of an IT operation by combining data patterns and human intelligence to provide full visibility into the IT landscape of an enterprise. These are aimed at maximizing the performance of distributed, heterogeneous, multicloud IT workloads, reducing costs and ensuring compliance and security.

Eligibility Criteria

1. **Proprietary AIOps platform and framework:** A custom-built solution to manage and administer IT infrastructure, application, and cloud ops.
2. **Event management and exception handling ability:** The solution must have the ability to consolidate events from all sources (alerts, incidents) and categories, and classify, evaluate, and take predefined intelligent actions, including resolution, assignment, and related consequent steps.
3. **AI-driven scalable prebuilt solutions:** Ability to provide companies with highly scalable, real-time data, along with an AI-driven prescriptive and proactive analysis to provide visibility into an IT landscape
4. **Data visualization and projection capabilities:** Ability to offer data injection through multiple sources and provide automated pattern discovery and detection through the big data platform.
5. **Solution identification and recommendation:** Ability to apply AI and machine learning in automated services to improve resilience and reduce mean time to repair (MTTR)
6. **Touchless IT operations:** Ability to act as a smart orchestration engine in workflow creation for a managed company's IT infrastructure, with a nearly zero- and one-touch approach
7. **Customization and personalization of solutions:** Out-of-the box APIs for Multicloud and multi-tenancy, and secure deployment of platform

***Note 1:** This quadrant encompasses solutions/platforms/ecosystem/ frameworks developed by IT service providers by investing in AI, machine learning and big data capabilities to help companies ensure that their Multicloud workload operation can be supported in autonomous way.

***Note 2:** By "proprietary solution" we mean, a solution built in-house and includes products and services that might be open source or under commercial license, but not predominantly tied to a specific vendor.

DISCLAIMER: ISG Automation and other standalone intelligent automation players are not considered in this quadrant.

Observations

The German market is continuously adopting AIOps principles while undergoing a transformation from traditional IT operation management toward the use of next-gen technologies, based on AI.

The demand for AIOps is triggered by the constant push toward the adoption of different cloud setups (private, public, and multicloud), the growing demand for enhanced cybersecurity, and the increasing inclusion of AI-based features in the different solutions offered by providers. Concurrently, the rise in volume and complexity of IT operations and related events, alerts, and messages and the need for a suitable response to each are driving the use of AI for its ability to learn over time, automatically aggregate, correlate and prioritize incident data to help teams reduce alert fatigue and determine the right action.

Complete integrated AIOps platforms that combine all the building blocks — open data ingestion, auto-discovery, correlation, visualization, dependency mapping, and machine learning — are not yet common in the German market. Seen more frequently are the observability and monitoring tools, integrated with workflow engines.

Prominent product and platform vendors such as Splunk, Dynatrace, Red Hat Ansible, and ServiceNow, are enhancing their solution stack and competing with the platform offerings of the service providers and include the same solution components.

From the 56 companies assessed for this study, 27 have qualified for this quadrant with nine Leaders and one Rising Star.

accenture

Accenture, has a huge organization globally, including Germany, Accenture dominates the AI-powered operations space. Its robust IPs, including MyWizard and its AIP+ offerings bring value to the clients. Its strong relationship with ServiceNow, that is becoming one of the dominant players in the AIOps, brings additional value.

Atos

Atos is a traditional player in operation and infrastructure management with large operations in Germany. The company is reorganizing itself but with its outstanding security solutions has valuable assets that also come into play in the AIOps context.

Capgemini

Capgemini continues operating very successfully in different markets, among them the German Market. The Enterprise Automation Fabric platform and ADMnext are robust and well-known assets. With its Stardust model, Capgemini supports its clients to achieve building a digital core.

DATAGROUP

DATAGROUP, a German native player, impresses with strong growth as an organization and around its Corbox® Offering which makes it easy for the clients to consume different aspects of AIOps as a platform-bounded offering.

DXC Technology

DXC Technology is also traditional player that had its core in infrastructure and operations management, however with the cloud that world has been disrupted and DXC needs to readapt. The DXC Platform X™ is one of its bets to recover market share in the AIOps world.

NTT DATA

NTT DATA has a solid operation in Germany, with the acquisition of e-shelter raised it to one of the dominant players in the field of Data Centers. AIOps is a service that is often tied to this kind of operations and NTT DATA with its suite Nucleus has the right tools to offer its clients an appealing offering.

Infosys has been awarded End 2020, one of the biggest infrastructure outsourcing deals in Germany, and has the opportunity to roll out its solutions, including the AIOps suites, based on Nia™ and other IPs. The deployment of the long-term program will help to structure Infosys.

TCS is leveraging its MFDM™ Framework and ignio™ solution into the German market. TCS's experience managing complex networks is also widely acknowledged in the market and gives the company additional credentials.

T-Systems manages a high volume of cloud business in Germany, in addition to traditional Infrastructure management. The company has the experience and the necessary operation to manage a heavy workload and has a robust set of AI-powered tools.

Wipro owns a local datacenter in Germany, and resolved the big issue of local data residency, creating a condition to succeed in the market with infrastructure services. The company has won important clients and references which allows moving further.

Leader

"Apart from enabling successful transformation, Capgemini also excels in IT Infrastructure management."

Florian Scheibmayr

Capgemini

Overview

Capgemini is headquartered in Paris and operates in 50 countries. It has over 340,700 employees across 300+ global offices. In FY21, the company generated $21.9 billion (+14.6 percent YoY) in revenue, with applications & technology as its largest segment. It offers intelligent automation solutions through a proprietary platform called Enterprise Automation Fabric. It has more than 600 clients globally supported by over 30,000 employees and automation. In Germany, Capgemini has 14 offices in major cities.

Strengths

Stardust model for establishing a digital core: With Stardust, Capgemini has developed a comprehensive model to measure the digital maturity of clients and enable its consultants to put together a roadmap of actions needed to bring a company to the next level of digital transformation.

AI implementation and managed services experience: Capgemini's hyperautomation implementation services take a structured approach to transform IT operations. This includes setting up a Center of Excellence for AIOps and establishing a factory model setup; offering guidance on piloting and architecture definition; to finally handing over, running, and maintaining a managed service model.

Dedicated offerings within ADMnext and Enterprise Automation Fabric: By leveraging its frameworks, ADMnext and Enterprise Automation Fabric, Capgemini transforms clients' organizations with the use of AIOps, creating a dynamic roadmap and transforming traditional IT into more proactive and predictable operations. With AIOps and its automated update and self-healing mechanisms, mean time to detect (MTTD) or mean time to resolve (MTTR) can be reduced significantly.

Caution

Capgemini is a brand is recognized for its application-centric IT services. It may need to focus on marketing activities to create more brand awareness, educating the market on its new capabilities related to AIOps.

Appendix

Methodology & Team

The ISG Provider Lens™ 2022 – Intelligent Automation – Services and Solutions analyzes the relevant software vendors/ service providers in the U.S. market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology

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The research and analysis presented in this report includes research from the ISG Provider Lens program, ongoing ISG Research programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of November 2022, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

All revenue references are in U.S. dollars ($US) unless noted.

The study was divided into the following steps:

1. Definition of Intelligent Automation – Products and Platforms market
2. Use of questionnaire-based surveys of service providers/ vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities & use cases
4. Leverage ISG's internal databases & advisor knowledge & experience (wherever applicable)
5. Use of Star of Excellence CX-Data
6. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & other sources.
7. Use of the following key evaluation criteria:
   * Strategy & vision
   * Tech Innovation
   * Brand awareness and presence in the market
   * Sales and partner landscape
   * Breadth and depth of portfolio of services offered
   * CX and Recommendation

Lead Author

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Ashwin Gaidhani has a comprehensive view of IT shared-managed services portfolio and digital business transformation initiatives with approximately two decades of experience. As an ISG Research Partner and subject matter expert in the field of enterprise services and digital technologies, he is presently contributing as a Lead Author with the ISG Provider Lens™ team. Ashwin comes to this work with business and technology experience revolving around service management, digital governance, emerging capabilities (artificial intelligence and intelligent automation), work design methodologies and implementation frameworks. He is a highly qualified and experienced ITIL expert with lifecycle experience in operations, delivery, consulting and advisory for large corporations, including end-user, ITSP, and technology product companies. He effectively partners with C-level executives and tactical leaders to institutionalize digital business transformation and strategic initiatives.

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Jan Erik Aase brings extensive experience in implementation and research for service integration and management of both IT and business processes. He has more than 35 years of experience, is highly skilled at analyzing vendor governance trends and methodologies, adept at identifying inefficiencies in current processes, and capable of advising the industry. Jan Erik has experience in all four sides of the sourcing and vendor governance lifecycle — as a client, an industry analyst, a service provider and an advisor. Now as the Research Director, Principal Analyst and Global Head of ISG Provider Lens™, he is well positioned to assess and report on the state of the industry and make recommendations to both enterprises and service provider clients.

ISG Provider Lens™

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Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit www.isg-one.com.

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