SAP HANA and Leonardo Ecosystem Partners
U.S. 2020

Quadrant Report

A research report comparing provider strengths, challenges and competitive differentiators

Customized report courtesy of:

Mindtree
About this Report

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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 May, 2020, 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.

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ISG Provider Lens™ Quadrant Report | July 2020
EXECUTIVE SUMMARY

S/4HANA, SAP’s intelligent and integrated ERP system running on SAP HANA, has been helping enterprises to transform their business processes through the use of artificial intelligence (AI) either on the cloud or on-premise. SAP S/4HANA aims to alleviate enterprise business process problems through its interactive interface and by applying analytics to speed insights delivery. While the on-premises edition offers more customizations and requires a greater S/4HANA management effort, the cloud edition suits enterprises seeking limited customizations, automatic upgrades and faster implementation. S/4HANA has application for a wide range of industries across both large and midsized enterprises.

ISG observes a two-tier adoption model as one of the S/4HANA trends gaining momentum in the coming months. Led by their business needs, enterprises are opting for on-premises S/4HANA with heavy customizations for their main office, and the cloud version for their satellite/regional offices or subsidiaries, which require less investment and customizations. Another potential market comprised of enterprises presently on SAP ECC but contemplating moving to S/4HANA in the future is also surfacing.

The S/4HANA certified professionals serve as one of the differentiators for providers to showcase their expertise in managing complexity and delivering services. Investments in reskilling initiatives have yielded results for providers, as they have grown the base of SAP- and S/4HANA-certified professionals in their organizations.

There is an increasing focus to integrate agile and DevOps processes into SAP services, across development, implementation and managed services. Providers are not only plainly leveraging their proprietary tools and accelerators to deliver S/4HANA services, but are integrating agile and DevOps methodologies with their frameworks to increase efficiencies and reduce the delivery time cycles. From a marketing strategy perspective, providers are undertaking region/city-specific roadshows and marketing activities to reach out to a larger spectrum of potential clients. Meanwhile, a few service providers have used a combined strategy of industry- and region-specific marketing to penetrate the U.S. market. Due to the change in the macroenvironment scenario and sentiments from COVID-19, enterprises are procrastinating their decisions to go for large-scale S/4HANA implementations and transformation. Such investments are being deferred or delayed. This is affecting a sizeable portion of the decisions in the S/4HANA landscape, while a complete hold or freeze on S/4HANA deals or decisions can be seen as a fringe development among a few companies. Enterprises are discussing activities with providers to “keep the lights on,” both from the management and investment perspectives. This is crystallizing a shorter time horizon for management decisions on S/4HANA. SAP has extended support to SAP Business Suite 7 core applications including ECC 6.0. That move, along with the unfavorable business environment due to COVID-19, could result in enterprises delaying their shift to S/4HANA and continuing with their existing ERP setup with managed services.

Service providers have adjusted to the present uncertainty due to COVID-19 and have ramped up their SAP services by enabling their workforces with remote technology for
carrying out business. They have mobilized their workforces by leveraging the work-from-home model, using remote operations tools and new collaboration methods to ensure uninterrupted service delivery to their clients. A few service providers have also come up with quick-to-deploy solutions for supply chain and other areas to help their clients remotely continue their operations.

Against the backdrop of COVID-19, enterprises could contemplate a move to cloud as a measure to rein in costs. We expect an uptake in migration to cloud in the next few months, including S/4HANA migrations and efforts from providers to facilitate such moves to cloud through frameworks and preconfigured templates.

Some of the key S/4HANA, SAP Cloud Platform (SCP) and Leonardo trends are summarized below.

- **Frameworks, tools and accelerators for S/4HANA services delivery expand**: Providers are using a host of tools, proprietary frameworks, methodologies and templates for assessments, code reconciliation, data management, testing and other components of S/4HANA conversions and transformations for their clients. Areas served by these tools include assessing IT landscape, strategizing roadmaps, improving code management and automating support services.

- **Hybrid agile and DevOps methodologies being applied**: Service providers are investing and integrating hybrid agile and DevOps approaches such as Scaled Agile Framework (SAFe) for rapid development, prototyping, deployment and faster release cycles. Providers are also using agile sprints and have dedicated centers of excellence (CoEs) for them.

- **Industry-specific solutions for transformation**: Service providers have increased their focus on creating ready-to-run templates, industry-specific solutions and preconfigured offerings for S/4HANA, SCP and Leonardo to help customers with integration and business agility. Enterprises are looking for such solutions as a differentiator for faster time-to-market and to help them become an intelligent enterprise. Several providers have also established innovation centers, labs and other facilities to showcase their solutions and provide a platform for enterprises to experience them.

- **Bots and automation in managed services increase**: With a focus on lowering cost and increasing delivery speed, service providers are increasing their use of conversational AI, automation, robotic process automation (RPA), bots and chat queries for improving operational efficiency, streamlining incident management, triage configuration and more.

- **Emerging technologies-based SAP SCP and Leonardo platform solutions get specific**: Service providers are increasingly leveraging emerging technologies such as IoT and blockchain to create ready-to-use solutions for various industries and processes such as supply chain, retail, utilities, manufacturing and others. Providers are also developing strong partnerships with SAP to co-innovate and co-develop such solutions to serve specific use cases for different industries.

- **Partnerships with hyperscalers advancing**: Most of the service providers have developed alliances or partnerships with all the leading hyperscalers to provide platform application services in areas such as archiving, backup, disaster recovery, security, compliance and monitoring. Some of the providers have developed their own platform on a hyperscaler or offer the services on their own dedicated centers.
Introduction

Definition

SAP is well known for its enterprise resource planning (ERP) software, data management products and digital focused offerings. This report compares IT service providers and their capabilities to implement, migrate, transform and manage SAP services such as SAP S/4HANA for large and midmarket companies, and their SAP application managed services, SAP managed platform services and SAP Cloud Platform and Leonardo services.

Simplified illustration

Source: ISG 2020
Definition (cont.)

Scope of Report

The SAP HANA & Leonardo Ecosystem Partners 2020 report is a comprehensive, objective analysis and evaluation of service providers. The report focuses on trends associated with SAP HANA and its market. As part of this U.S. report, ISG classified 34 providers for SAP study as either leaders, market challengers, product challengers or contenders in five areas of specialization: SAP S/4 HANA System Transformation – Large Accounts, SAP S/4 HANA System Transformation – Midmarket, Managed Application Services for SAP ERP, Managed Platform Services for SAP HANA and SAP Cloud Platform and SAP Leonardo Services.

The report outlines key trends in different SAP services and will help heads of different lines of businesses, enterprise applications, SAP services and vendor management within organizations to understand the SAP market dynamics and service provider capabilities to meet their business needs.
Provider Classifications

The ISG Provider Lens™ quadrants were created using an evaluation matrix containing four segments, where the providers are positioned accordingly.

**Leader**

The “leaders” among the vendors/providers have a highly attractive product and service offering and a very strong market and competitive position; they fulfill all requirements for successful market cultivation. They can be regarded as opinion leaders, providing strategic impulses to the market. They also ensure innovative strength and stability.

**Product Challenger**

The “product challengers” offer a product and service portfolio that provides an above-average coverage of corporate requirements, but are not able to provide the same resources and strengths as the leaders regarding the individual market cultivation categories. Often, this is due to the respective vendor’s size or their weak footprint within the respective target segment.

**Market Challenger**

“Market challengers” are also very competitive, but there is still significant portfolio potential and they clearly lag behind the “leaders.” Often, the market challengers are established vendors that are somewhat slow to address new trends, due to their size and company structure, and have therefore still some potential to optimize their portfolio and increase their attractiveness.

**Contender**

“Contenders” are still lacking mature products and services or sufficient depth and breadth of their offering, while also showing some strengths and improvement potentials in their market cultivation efforts. These vendors are often generalists or niche players.
Provider Classifications (cont.)

Each ISG Provider Lens™ quadrant may include a service provider(s) who ISG believes has a strong potential to move into the leader's quadrant.

Rising Star

Rising stars are mostly product challengers with high future potential. When receiving the “rising stars” award, such companies have a promising portfolio, including the required roadmap and an adequate focus on key market trends and customer requirements. Also, the “rising stars” has an excellent management and understanding of the local market. This award is only given to vendors or service providers that have made extreme progress towards their goals within the last 12 months and are on a good way to reach the leader quadrant within the next 12-24 months, due to their above-average impact and innovative strength.

Not In

This service provider or vendor was not included in this quadrant as ISG could not obtain enough information to position them. This omission does not imply that the service provider or vendor does not provide this service.
## SAP HANA and Leonardo Ecosystem Partners - Quadrant Provider Listing 1 of 3

<table>
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<tr>
<th>Provider</th>
<th>SAP S/4 HANA System Transformation – Large Accounts</th>
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SAP HANA and Leonardo Ecosystem Partners Quadrants
ENTERPRISE CONTEXT

SAP S/4HANA System Transformation - Large Accounts

This report is relevant to enterprises across industries in the U.S., for evaluating providers of SAP S/4 HANA consulting and implementation services for large system transformations.

In this quadrant report, ISG highlights the current market positioning of providers of SAP S/4 HANA consulting and implementation services to large accounts in the U.S., based on depth of service offering and market presence.

Enterprises are reluctant to migrate to SAP S/4 HANA owing to factors such as high costs; difficulties in data management, change management and custom code management; a shortage of talent or skill; and uncertainties about integrating with their legacy ERP systems. However, many enterprises have implemented or are implementing SAP S/4 HANA as a part of their digital transformation initiatives and are choosing the right provider to overcome the challenges and address talent/skill gaps.

Compared with other regions/countries, enterprises in U.S. are leading from front in the adoption of SAP S/4 HANA in their business processes. These enterprises have a specific IT infrastructure needs, of which easy scalability and adaptability are priorities. ISG also notes that many of these implementations take place in different cloud environments (public or private) based on the criticality of the data. A service provider can support an enterprise client by addressing the challenges (stated above) and providing them with optimal IT infrastructure and SAP security.

The complexities of an SAP S/4 HANA implementation is directly proportional to the size of an enterprise, and becomes more complex when the implementation is on a global level. Therefore, large enterprise clients prefer service providers with a skilled workforce, high integration capabilities and a global presence. Most of the large enterprise implementations occur at a global level, involving multiple regions, hence, enterprises should not only look at the depth of offering of a service provider, but also its regional presence and local expertise.

Who should read the report:

Marketing and sales leaders should read this report to understand the relative positioning and capabilities of service partners that can help them effectively harness SAP S/4 HANA services for day-to-day analysis and dashboarding.

IT and technology leaders should read this report for a clear understanding of the strengths and weaknesses of service providers in the SAP S/4 HANA ecosystem, and understand how they integrate the latest technologies/capabilities into their S/4 HANA offerings to find a competitive edge in the market.

Line of business, industry leaders and finance leaders should read this report to understand the relative positioning of the partners that can help them effectively procure SAP S/4 HANA services with respect to their business/industry and to ensure return on investment.
Definition

ISG assesses consulting and system integration service providers for developing, deploying and testing enterprise applications using SAP S/4HANA and SAP Business Suite with SAP Fiori as the user interface. The transformation includes applications planning, design and modeling, while considering the service provider’s ability to manage complexity and scale that are common characteristics among large enterprise clients. The participating providers are expected to have the frameworks, tools and accelerators to support the needs of large system transformations.
Observations

Service providers deliver S/4HANA transformations by leveraging a host of proprietary frameworks, methodology, tools and accelerators. They use them effectively to deliver services within various S/4HANA transformation areas such as assessments, discovery, migrations, conversions and development. Code reconciliation, assessments and industry-focused offerings are some of the common functional areas where providers made incremental additions to their intellectual property over last year. Several leading providers carried out tighter hybrid agile and DevOps integrations with SAP and S/4HANA services to benefit clients by enabling reduced delivery time and lower total cost of ownership. Although the COVID-19 pandemic disrupted travel and the movement of skilled resources across borders, service providers quickly ramped up their technology infrastructures and leveraged virtual desktop infrastructure (VDI) and other remote technologies to provide continued SAP S/4HANA support and services for their clients.
Observations

- **Accenture's** large base of more than 50,000 SAP practitioners and 50 delivery centers plus proprietary assets such as the myConcerto platform and SAP integration with Model Company make it a leader in SAP S/4HANA.

- **Deloitte** remains a leader through its industry expertise with focus on the finance domain, accelerators and extensive consulting capabilities for S/4HANA.

- **IBM's** partnerships with ecosystem players like SNP, Syniti, Microsoft, AWS and Google and its robust S/4HANA services across the various lifecycle stages make it a strong player in the market.

- **Infosys** offers a solid SAP S/4HANA services portfolio that is backed by its Innov8 framework for portfolio optimization, preconfigured assets and a focused go-to-market approach, making the company stand out from others in the market.

- **TCS**, with its large base of SAP S/4HANA consultants, robust services, tools and accelerators for assessments, migration and implementation, plus strong partnership with SAP, has emerged as a leader in S/4HANA domain.

- **HCL's** focused investments in the S/4HANA Move program, preconfigured Base90 industry templates, Factory model for conversions and wide range of tools make it a rising star.
ENTERPRISE CONTEXT

SAP S/4HANA System Transformation - Midmarket

This report is relevant to enterprises across industries in the U.S., for evaluating the providers of S/4 HANA consulting and implementation services for the midmarket (companies with less than 5,000 SAP users and revenues of less than $1 billion).

In this quadrant report, ISG highlights the current market positioning of providers of S/4 HANA consulting and implementation services to the midmarket in the U.S., based on the depth of service offerings and market presence.

Enterprises are reluctant to migrate to S/4 HANA owing to factors such as high costs; difficulties in data management, change management and custom code management; a shortage of talent or skill gap; and uncertainties about integrating with legacy ERP systems. However, many enterprises have implemented or are implementing S/4 HANA as a part of their digital transformation initiatives and choosing the right provider to overcome the challenges and address talent/skill gaps.

Enterprises that have adopted have specific IT infrastructure needs, of which easy scalability and adaptability are the priorities. A service provider can benefit an enterprise client by addressing the challenges (stated above) and providing them with optimal IT infrastructure and SAP security.

Midmarket clients have few complex requirements, with smaller scale of projects, compared with large enterprises. Therefore, mid-sized enterprises prefer providers with strong onshore and near shore delivery capabilities and high integration capabilities. Most of the mid-size enterprise clients may have non-SAP ERP systems, which means the mid-size clients should particularly look for service providers with migration capabilities and the ability to offer ready-to-use templates or solutions for specific micro-segments.

Who should read the report:

Marketing and sales leaders should read this report to understand the relative positioning and capabilities of service partners that can help them effectively harness SAP S/4 HANA services for day-to-day analysis and dashboarding.

IT and technology leaders should read this report to better understand the strength and weaknesses of service providers in the SAP S/4 HANA ecosystem, and understand how they integrate the latest technologies/capabilities into their S/4 HANA offerings to find a competitive edge in the market.

Sourcing and procurement managers should read this report for a clear understanding of the market and the service provider landscape of S/4 HANA offerings, and to help them identify or distinguish players based on their respective needs.
Definition

This quadrant assesses providers on their ability to offer rapid turnaround for S/4HANA implementations for clients in the midmarket (companies with less than 5,000 SAP users and revenues of less than $1 billion). Midmarket clients have fewer complex requirements and less project scale when compared to large enterprises. The participating service provider can deploy SAP solutions using multiple methodologies, including SAP’s packaged solutions for small and medium businesses (SMBs). It should use templates for S/4HANA, including industry-specific templates, to reduce the transformation cycle while leveraging standard processes. Multi-tenant S/4HANA implementations are included but not required for participating in this quadrant assessment. SAP-qualified partner-packaged solution providers are appreciated, but that certification is not required for inclusion in this quadrant.
Eligibility Criteria

- Ability to apply SAP accelerators and templates for agile S/4HANA implementations.
- Capability to deliver advisory and implementation services for midsized client enterprises.
- Availability of ready-to-use templates or solutions for specific micro-segments.
- Ability to offer onshore or nearshore delivery for local clients; offshore delivery is welcome but not required or restricted for participation in this quadrant.

Observations

Service providers have created tools and templates to execute S/4HANA conversions and migrations for midmarket enterprises looking for a transformation from their existing ERP systems. Providers have also enhanced their focus on solutions for leading verticals and have created industry-specific templates for speedy S/4HANA implementation for their clients. The provider tools and accelerators serve to reduce implementation time for midmarket clients. As part of their go-to-market strategies, a few providers have targeted regions within the U.S. based on the concentration of industries and midmarket enterprises operating there.

- **Birlasoft**, with its U.S. footprint, customer experience centers and proprietary tools and accelerators for various functions such as monitoring, code conversions, migrations and implementation, becomes a leader in midmarket S/4HANA.
- **Hexaware**, with its Triadic framework for S/4HANA, helps midmarket companies based on their company model and landscape complexity and uses in-house tools and industry solutions.
A combination of midmarket focus, Safe Passage conversion methodology, proprietary tools and accelerators for S/4HANA conversions and a three-pronged go-to-market strategy make Infosys a leader.

itelligence (an NTT DATA company) has a large midmarket footprint and offers artificial intelligence (AI)- and machine learning (ML)-led solutions for business lines and industries, coupled with tools for monitoring, code reconciliation and other functions.

Mindtree has showcased technological leadership through its in-house SAP Activate methodology, solutions, technical conversion factory for S/4HANA, project plans, cookbooks and tools that are well suited for midmarket clients, making it a leader.

Wipro’s large U.S. SAP practice uses an industry-based market approach along with co-development with SAP. Its established S/4HANA services, tools, accelerators and integrations for S/4HANA make the company a leader in the S/4HANA domain.
Mindtree is a leading IT services provider whose wide range of SAP S/4 HANA services include greenfield implementation, a technical conversion factory, SMART implementation, public cloud implementation, Central Finance implementation, S/4HANA business case and roadmap offerings and Business Suite on HANA implementation. These services are offered in combination with tools and accelerators that are available for the CPG, manufacturing, apparel and footwear, aftermarket and retail industries. A strong SAP partner, Mindtree has a history of co-innovation of SAP and also partners with several tools-based service providers such as CBS, SNP and Inventy. Mindtree grew its S/4HANA customer base in 2019.

In-house methodology for S/4HANA implementation: Mindtree uses its in-house methodology, an enhanced version of SAP Activate, for S/4HANA implementation. The company has enriched this by supporting it with accelerators. Some of Mindtree’s differentiators include industry templates, its implementation approach (hybrid with partners), business case offerings, roadmap development guidance and other advisory services.

Proprietary solutions: Mindtree offers proprietary solutions such as a technical conversion factory for S/4HANA, project plans, cookbooks powered by MAPS (Mindtree Accelerated Platform for S/4HANA), custom code remediation, testing scripts, machine learning applications, the MOTIF solution for order fulfillment and machine learning (ML) applications for maintenance for S/4HANA, S/4HANA Cloud and Business Suite on HANA.

Tooling to support rollouts: The company also offers tools and accelerators such as SAP S/4 CFIN template, S/4HANA remediation tool set, SAP semi-automatic code remediation, SAP manufacturing template, SAP consumer packaged goods template, SAP AFS and SAP aftermarket services template to accelerate implementation for midmarket clients.

With economic uncertainty looming due to COVID-19, Mindtree should reduce focus from manufacturing and consumer goods and spread to other industries to maintain a steady growth from SAP services.
ENTERPRISE CONTEXT

Managed Application Services for SAP ERP

This report is relevant to enterprises across industries in the U.S., for evaluating providers of managed application services for SAP ERP.

In this quadrant report, ISG highlights the current market positioning of providers of managed application services for SAP ERP in the U.S., and the way they address the key challenges faced by enterprise clients in the country. These providers focus on helping enterprise clients effectively manage SAP ERP, which includes SAP S/4 HANA, SAP Enterprise Central Component (ECC) and legacy R3.

In the U.S., the need for automation and increase in SAP S/4 HANA implementation drives the demand for managed application services.

Like large enterprises, small and medium-sized enterprises seek managed application services for their existing SAP ERP solutions. These enterprises face the challenge of maintaining applications (both SAP and non-SAP), managing the IT landscape, resolving tickets and customizing development based on needs. Enterprises can benefit by investing in the services of managed application providers that can help in establishing their IT landscape as per need and adding bots (automation) for quick resolution of tickets.

Many enterprises are undertaking migration initiatives to move to the latest SAP ERP version as SAP will cease support services for its legacy ERP by 2027. Hence, enterprise clients should not only look for providers that can support existing ERP but also help in migrating their existing ERP.

Who should read the report:

IT and technology leaders should read this report for a clear understanding of the strengths and weaknesses of providers offering SAP ERP managed services, and their competency in developing frameworks and tools to effectively manage their applications.

Sourcing and procurement managers should read this report for a clear understanding of the service provider ecosystem for SAP ERP Managed services in U.S., and how the various providers can be compared with each other.
Definition

This assessment considers a provider’s capability to offer managed services, including maintenance and support functions that comprise monitoring, remote support and centralized applications management for SAP S/4HANA and legacy SAP Business Suites such as ECC 6.0.

Managed application services for incidents include troubleshooting, Level 2 and Level 3 application support, user support, ticket lifecycle management, incident resolution, problem management, root cause analysis and interface with SAP product support (upon client authorization). Service requests typically include user management (add, change of user profile and disablement of user access), performance reports, database services, security (access) monitoring and license compliance. Providers that have center of excellence (CoE) certifications get better evaluations, but these certifications are not a requisite for participating in this quadrant.
Eligibility Criteria

- Ability to offer application optimization, application support and testing.
- Offer enhancements and changes pertaining to applications; apply SAP Service Pack Stacks (SPS) if required and predict the business impact of such updates.
- Capability to stabilize applications and offer SAP Basis support.
- Possess expertise in incident management, variety of ticket system tools, SAP Solution Manager and additional application documentation solutions.

Observations

Managed applications services for SAP now have service providers using automation, bots, RPA and tools to deliver services to their clients. Providers have also extended the best practices from ADM-related managed services frameworks to SAP services. Most of the leaders use framework-led delivery to bring in standardization and best practices to reduce delivery time, and pass on the benefits to the clients. Service providers also have many proprietary tools for various managed services functions such as data management, monitoring, incident management and testing, with a focus on simplifying tasks and making the operational elements intelligent.

- **Accenture’s** delivery is led through its Intelligent Enterprise Platform, Liquid Application Management and robust application management services, and is provided through its large resource base, which make the company a leader.

- **Capgemini** is a leader in application management services owing to its mix of the proprietary ADMnext delivery framework, business process-focused method, tools and bots for service automation.
DXC Technology’s investments to transform its managed services operations model to embed automation in functions have helped make it a leader in SAP managed services.

HCL has a solid digital-led delivery focus on application management services. The company showcases its leadership through its Digital AMS framework, integration automation services and a battery of internally developed tools and accelerators for workflow automation, chat and testing.

IBM has a 45-year partnership with SAP and offers end-to-end SAP managed services. IBM integrates flexibility, continuous innovation and automation in its delivery, making it stand out among other players.

TCS’ market leadership stems from its proprietary ignio™ AI.ERPOps automation product that delivers cognitive automation to manage resources, and its large array of tools for neural automation, data management and monitoring to manage SAP ERP environments.

Tech Mahindra’s automation-based AMS solution, innovation framework, performance enhancing tools and accelerators and high degree of automation differentiate it from other players in managed services.

Wipro’s strength in AMS lies in its automation-led framework that is focused on simplification and enabling intelligent operations, its Holmes-backed tools for various managed services areas, and its APEX delivery model that uses non-linearity, security and analytics.

NTT DATA’s bots-led delivery, AMS tooling to bring standardization and cost optimization, and robust managed services portfolio give it advantages against the other competitors and have helped it become the rising star in this segment.
ENTERPRISE CONTEXT

Managed Platform Services for SAP HANA

This report is relevant to enterprises across industries in the U.S., for evaluating providers of managed platform services for SAP HANA.

In this quadrant report, ISG highlights the current market positioning of providers of managed platform services in the U.S., and the way they address the key challenges faced by enterprise clients in the country. These providers focus on helping enterprise clients effectively migrate or maintain workloads either in their own datacenters or in the cloud.

Enterprises are facing the challenge of keeping their IT infrastructure updated to optimally run SAP systems without errors or downtime. While some enterprises schedule periodic updates for their infrastructure, others do on the basis of their needs. In addition, enterprises face challenges like staff shortage, difficulties in choosing the right provider, and the buy in from key decision makers within a short period of time. An enterprise can benefit from investing in managed platform providers that can manage its infrastructure with regular (end-to-end) updates and help in enhancing processes and ensuring operational efficiency.

Enterprise clients that are procuring managed platform services should consider the credentials of the service provider in terms of its capabilities in operating in the cloud and level of certifications.

Marketing, sales and field services leaders should read this report to understand the relative positioning and capabilities of partners that can help them to procure managed platform services. The report also highlights the capabilities of service providers in maintaining or migrating data in data centers and the cloud.

IT and technology leaders should read this report for a clear understanding of the strengths and weaknesses of service providers, comprehend the degree of partnership with hyperscalers and how they integrate the latest technologies/capabilities into their offerings to find a competitive edge in the market.
Definition

The initial technical barriers and client resistance to moving ERP to the cloud are gradually disappearing, forcing clients to decide among in-house hosting, traditional outsourcing, cloud IaaS and PaaS. The hosting decision follows the hardware obsolescence lifecycle, and HANA in-memory imposes a new dynamic to hardware choices, operations and tooling. This quadrant assesses providers of infrastructure services comprising hardware installs and maintenance routines, hybrid cloud management, access security, monitoring, system availability, interface performance, disaster recovery management, backup, restore, data compliance (retention and access), data breach protective measures at the data center level, job scheduling, batch processing, file transfers,
Definition (cont.)

Archiving, and all infrastructure and operations services that are required to run SAP ERP or SAP HANA applications. This quadrant analysis privileges providers that demonstrate expertise in maintaining smooth S/4HANA operations, which requires deep knowledge about the underlying in-memory database technology. Furthermore, strong capabilities in optimizing this type of application, including data volume management, are preferred assets. However, the provider should retain the capacity to support SAP HANA and legacy SAP ERP versions for clients that have old instances running simultaneously with S/4HANA.

Eligibility Criteria

- Ability of participant to offer Tier III level data center facilities (certified or not) to host S/4HANA or is a certified hyperscale cloud partner that specializes in S/4HANA.
- Should be an experienced managed data center service provider.
- Demonstrate the capacity to migrate SAP ERP and large databases from one data center to another, including the cloud.
- Minimum accreditations include ISO 27001 (security), incident management ITIL and HANA certified staff.
Almost all the service providers offer managed platform services such as monitoring, backup, archiving, disaster recovery, data management and advisory services. Some providers deliver managed platform services either through a proprietary offering on their own data centers or through hyperscalers. Almost all the service providers have partnerships with all the leading hyperscalers. The SAP HANA managed platform providers leverage internal and third party tools to carry out the different management functions.

- **Accenture’s** migration capabilities, extensive support and proprietary assets for digital platform integration make it a strong player in this segment.

- **Capgemini** differentiates itself through its “Renewable Enterprise” go-to-market approach, proprietary Capgemini Cloud Automation for SAP and dedicated management services.

- **Cognizant’s** unique mPaaS offering, partnerships with hyperscalers and services for SAP cloud advisory and assessment, implementation, migration provisioning, metering, monitoring and security make it a leader.

- **HCL** leadership differentiates from others through its broad base of platform services, partnership with hyperscalers and strong technical coverage to all the leading areas within platform services, including backup, containerization, AIOps and data management.

- **IBM’s** rich infrastructure legacy and leadership in service delivery, coupled with expertise in SAP services in areas like cloud migration, SLA management and security capabilities, make it a leader.

- **NTT DATA** partners with all the leading hyperscalers in the U.S. and provides advisory-backed SAP cloud services. The company showcases strong SAP credentials and offers a wide range of services from migration to managed support for SAP on AWS, Azure, Google Cloud Platform and NTT DATA Private Cloud.

- **TCS** emerges as a leader in platform services for SAP and is backed by its broad PaaS offering covering a wide gamut of areas such as containers, data, databases, big data, workplace, blockchain and information management, comprehensive SLAs and strong security services.

- **Wipro’s** BoundaryLess Enterprise (BLE) concept sets it apart. Wipro gives clients the resources and flexibility to build enterprise IT as a service, offers complete HANA lifecycle services and is the sole solution partner for SAP Model Company for Utilities.
ENTERPRISE CONTEXT

SAP Cloud Platform and SAP Leonardo Services

This report is relevant to enterprises across industries in the U.S., for evaluating service providers offering SAP Leonardo services and SAP cloud platform.

In this quadrant report, ISG highlights the current market positioning of providers of SAP Leonardo Services and SAP Cloud Platform in the U.S., and their capabilities in designing, developing, modifying, integrating and supporting applications for enterprise systems on the SAP cloud platform and in delivering services for digital transformation using SAP Leonardo.

Many enterprises are using multiple applications (both SAP and non-SAP) in their procurement and supply chain processes to track/backtrack or check the status of a shipped product to ensure timely delivery and improve their supply chain processes. Since these enterprises use multiple applications to check the status of a product, end-to-end, the corresponding user experience is complicated and time consuming. The enterprises need to look for providers that can integrate SAP and non-SAP applications with pre-built templates using technologies such as artificial intelligence (AI), machine learning (ML), blockchain, and analytics and create a single dashboard to enhance user experience and increase process efficiency.
Definition

This segment examines the capabilities of providers to design, develop, modify, integrate and support applications for enterprise systems on SAP Cloud Platform (SCP) and deliver services for digital transformation using SAP Leonardo. SAP Cloud Platform services include platform-as-a-service (PaaS) and application development platform-as-a-service (aPaaS) for data-based, mobile-enabled services, analytics, application development and deployment across multi-cloud platforms. SAP Leonardo services comprise artificial intelligence (AI), machine learning (ML), blockchain and IoT technologies, packaged as a platform-as-a-service that is integrated in the HANA database.
SAP CLOUD PLATFORM AND SAP LEONARDO SERVICES

Eligibility Criteria

- Demonstrate cases of delivering projects pertaining to AI, ML, blockchain or IoT using SAP Leonardo and SAP Cloud Platform (or as a standalone platform).
- Exhibit proofs of concept (PoCs) that leverage SAP Leonardo.
- Capability to deliver consulting and implementation services for SAP Cloud Platform or SAP Leonardo.

Observations

Service providers made focused investments in emerging technologies to develop solutions to help enterprises become “intelligent” and help them integrate their solutions with the S/4HANA ecosystem. Several providers have created Leonardo- and SCP-based accelerators and solutions that have an industry focus to serve specific use cases in those industries. They have been developed using some form of an innovation-led proprietary platform or approach for Leonardo and SCP. Providers also give enterprise clients an experience-led engagement by showcasing their solutions through experience centers or innovation hubs.

- **Accenture’s** leadership in SAP SCP and Leonardo can be seen through its innovation-focused investments that have led it to develop assets from its proprietary Liquid Studio along with co-innovation with SAP to create digital solutions.

- **Capgemini’s** large repository of accelerators for various industries and functions such as shipping and logistics, and its network of designers, technologists, sector experts and business partners integrated through the Applied Innovation Exchange platform, differentiate the company from other leading players.
HCL emerges as a leader in SCP and Leonardo through its cloud native approach, strong partnership with SAP on innovation engagements and a broad base of tools and accelerators that use IoT, machine learning, AI, blockchain and design thinking.

IBM has industry solutions that have been developed by leveraging cognitive, blockchain and other capabilities for a host of industries. Those, along with its IMPACT platform for intelligent workflows and 45-year partnership with SAP, make the company a leader in SAP SCP and Leonardo.

Infosys’s innovation hubs and CoEs for SCP solution creation, its Infosys Live Enterprise and Innov8 platforms for innovative SAP solution development, preconfigured SCP solutions and Leonardo-related blockchain services make the company a leader.

TCS’s innovation and demo centers offer rich experience-led engagement to clients. These innovation centers, industry-based solutions for rail and medical devices, and proprietary Digital Reimagination Framework have uniquely positioned the company as a leader.

Tech Mahindra has used its robust platform solutions to create several solutions and is on the path to enhancing its existing offerings. The company’s strong endeavors to co-innovate and co-develop new solutions is reflected in its wide array of accelerators and the innovation services developed for supply chain, logistics and other industries, making it a leader among leaders.

Wipro offers SAP SCP and Leonardo services by leveraging its innovation framework as a service across industries. The company’s industry-led solution delivery, design thinking and co-innovation labs make it stand out among leaders in this domain.
Methodology
METHODOLOGY

The ISG Provider Lens™ 2020 SAP HANA and Leonardo Ecosystem Partners research study analyzes the relevant software vendors and 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.

The study was divided into the following steps:

1. Definition of SAP HANA and Leonardo Ecosystem Partners 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. Detailed analysis & evaluation of services & service documentation based on the facts & figures received from providers & other sources.
6. Use of the following key evaluation criteria:
   - Strategy & vision
   - Innovation
   - Brand awareness and presence in the market
   - Sales and partner landscape
   - Breadth and depth of portfolio of services offered
   - Technology advancements
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Kartik Subramaniam is the Lead Analyst for ISG’s Provider Lens™ reports for Next-gen ADM and SAP HANA and Leonardo Ecosystem Partners. He brings in over 11 years of experience in primary and secondary research, advisory and consulting services from leading IT and research companies such as Accenture, IBM, IDC and TNS. Kartik has worked on research notes, briefing notes, industry speaking engagements, blogs and advisory engagements in the areas of offering in application development and maintenance, SAP, multi layered/pace layered IT/applications, cybersecurity and infrastructure services. Apart from research, Kartik also worked closely with strategy and sales teams providing insights on strategic planning for offerings and creating seller enablement deliverable through analytics at Accenture and IBM respectively.

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