

# Everest Group PEAK Matrix™ for IT Security Service Providers

Focus on DXC Technology  
January 2019



# Introduction and scope

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Everest Group recently released its report titled “[IT Security Services PEAK Matrix™ Assessment and Market Trends: Enterprise Security Journeys and Snowflakes – Both Unique and Like No Other!](#)”. This report analyzes the changing dynamics of the IT security services landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 21 service providers on the Everest Group PEAK Matrix™ for IT security services into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of IT security service providers based on their absolute market success and delivery capability. Everest Group also identified 4 service providers as the “2018 IT Security Services Market Star Performers” based on the strongest forward movement demonstrated on the PEAK Matrix year-on-year.

Based on the analysis, **DXC Technology emerged as a Leader**. This document focuses on DXC Technology’s IT security services experience and capabilities and includes:

- DXC Technology’s position on the IT security services PEAK Matrix
- Detailed IT security services profile of DXC Technology

Buyers can use the PEAK Matrix to identify and evaluate different service providers. It helps them understand the service providers’ relative strengths and gaps. However, it is also important to note that while the PEAK Matrix is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation and requirements, and match them against service provider capability for an ideal fit.

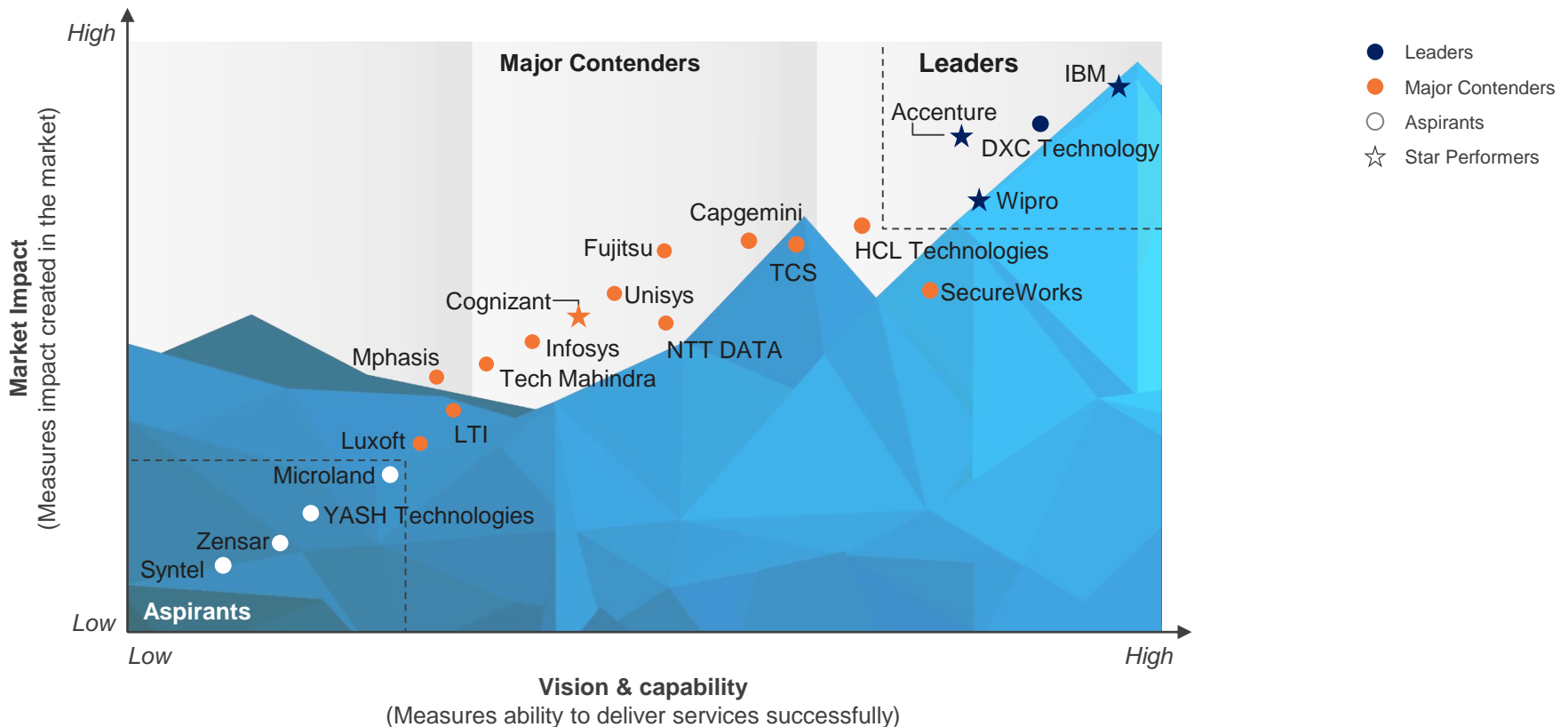
Source: Everest Group (2018) unless cited otherwise

# Everest Group PEAK Matrix™

## IT Security Services – Market Trends and PEAK Matrix™ Assessment 2019

### DXC Technology positioned as Leader

Everest Group IT Security Services – Market Trends and PEAK Matrix™ Assessment 2019<sup>1,2</sup>



1 Assessment for Fujitsu, IBM, SecureWorks, and Tech Mahindra excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers

2 PEAK positioning for Syntel is based on the assessment of its capabilities prior to the announcement of Syntel's acquisition by Atos

# DXC Technology | IT security services profile (page 1 of 2)

## IT security services overview

Strengths

- Strong focus on integrating a vertical-specific story within security
- Global scale of operations and presence to drive complex security engagements
- Strong next-generation security services portfolio through investment in IP, consulting capabilities, and global talent

Areas of improvement

- Ability to collaborate with clients and responsiveness have been cited as key improvement areas
- Enhance capabilities in delivering customization based on client environment and requirements; focus on driving co-innovation with new-age vendors

**Scope of coverage:** DXC Technology is estimated to have over 4,000 FTEs dedicated to IT security services. The company manages ~1.7 million IP addresses and over 14,500 network devices. It manages ~1.5 million end-user devices including desktops/laptops, mobile devices, etc.

IT security services revenue

<US\$200 million

US\$200-  
US\$500 million

US\$500 million-  
US\$1 billion

>US\$1 billion

Adoption by service type

High (>20%)

Medium (10-20%)

Low (<10%)

Consulting

Design & implementation

Managed services

As-a-service

Adoption by service segments

High (>20%)

Medium (10-20%)

Low (<10%)

Identity & access management

Application security

Data security

End-point security

Network security

Risk management and compliance

Cloud security

Adoption by industry

High (>20%)

Medium (10-20%)

Low (<10%)

BFSI

Technology

Manufacturing

Public

Energy and utilities

Healthcare and life sciences

Retail, distribution, and CPG

Telecom, media, and entertainment

Adoption by buyer group

High (>20%)

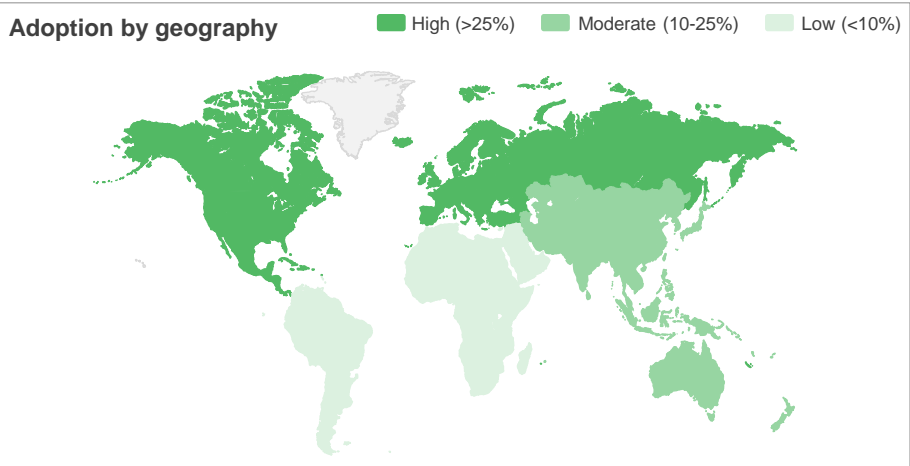
Medium (10-20%)

Low (<10%)

Small (annual revenue < US\$1 billion)

Medium (annual revenue = US\$1-5 billion)

Large (annual revenue > US\$5 billion)



Source: Everest Group (2018)

# DXC Technology | IT security services profile (page 2 of 2)

## IT security services offerings

*NOT EXHAUSTIVE*

DXC Technology's vision for IT security services is to deliver an intelligent approach to security for their customers, by matching the sophistication of its customers' defenses with that of their attackers in order to proactively neutralize threats to their business. DXC Technology helps its customers to prepare (implementing best practices and stopping attacks early with good hygiene), recognize (constant monitoring/detection to stop many attacks by breaking the attack chain), and respond (quickly and effectively respond to incidents and mitigate impact) to incidents and attacks. All of this is underpinned by DXC Technology's Cyber Reference Architecture, threat intelligence capability, and customers' IT/business context, so that it applies the correct measures to keep its clients safe.

### Proprietary solutions (representative list)

Solution	Details
Cyber Reference Architecture	A set of detailed blueprints that help clients optimize security spend by addressing their specific challenges, benchmark as-is security posture, and standardize service delivery
Intelligent Security Operations	Provides clients with tailored solutions to support their digital journey by monitoring the threat landscape. Helps clients minimize the time to recover from the breach
Endpoint and Network Security	Offers end-to-end endpoint and network security, product-agnostic approach including Endpoint Detection and Response (EDR), managed firewall, managed network services, and endpoint threat management, including architecture, design, implementation, and management
Cloud security	Leverages cloud provider and vendor security technologies to improve the overall security posture by providing vendor-neutral guidance

### IT security services partnerships (representative list)

Partner name	Type of partnership	Details
Symantec	Solution partnership	Provides key platform elements for endpoint threat management, DLP, ATP, and MSS services
Micro Focus	Solution partnership	Provides software and platform elements for DXC's security detection and threat intelligence platform
CA Technologies (acquired by Broadcom)	Solution partnership	Provides software for DXC identity and access management services for on-premise and as-a-service offerings
DXC also has partnerships with Palo Alto, Check Point, Fortinet, SailPoint, CyberArk, FireEye, McAfee, Qualys, Akamai, CrowdStrike, and others for delivering security services.		

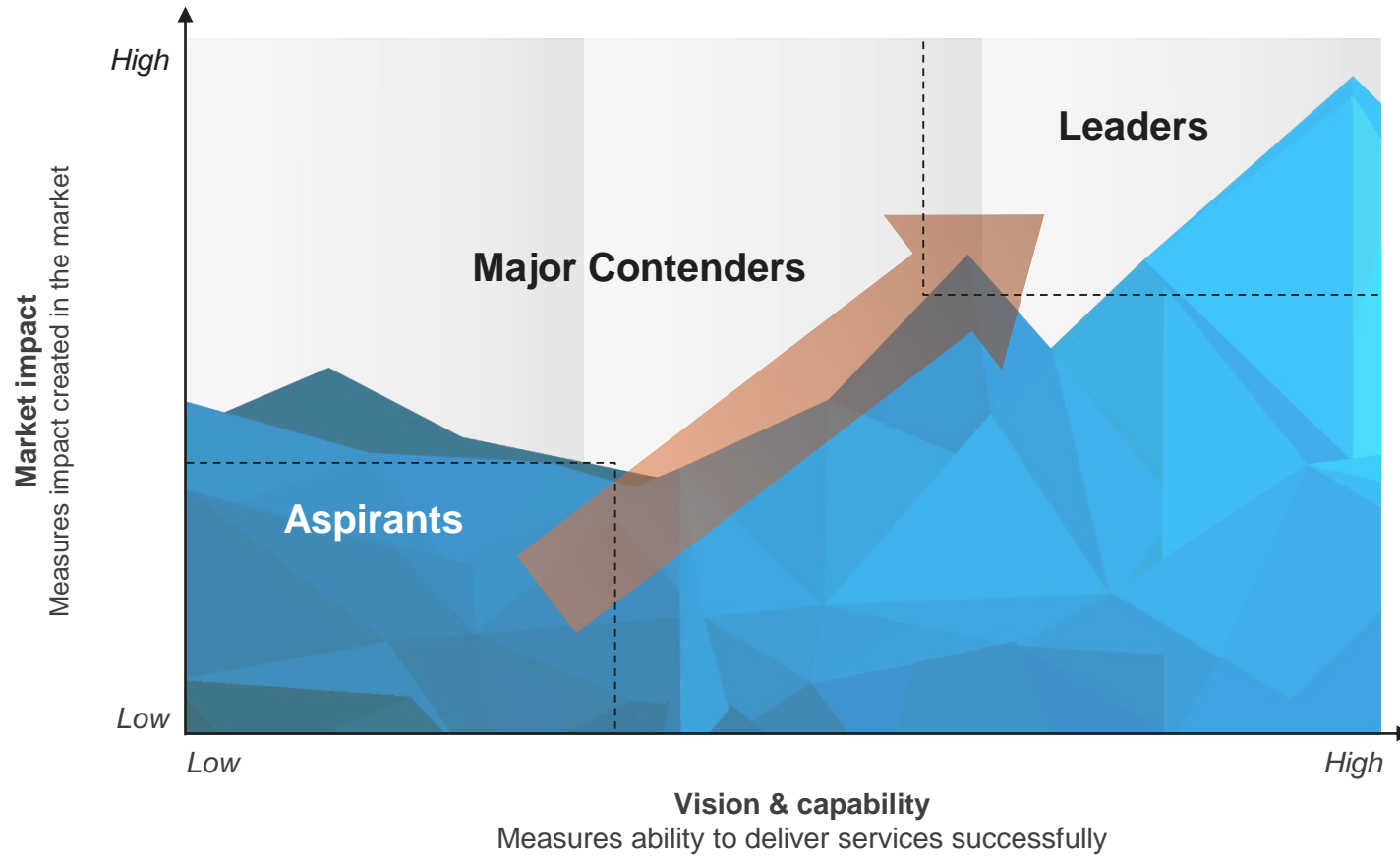
### Recent activities (representative list)

Development	Details
Strategic alliance	Building on its strategic alliance with AT&T, DXC Technology launched new security capabilities on AT&T's FlexWare. In 2017, DXC launched on-demand security Virtual Network Function (VNF), inclusive of firewall and intrusion protection services

# Appendix

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

Everest Group PEAK Matrix



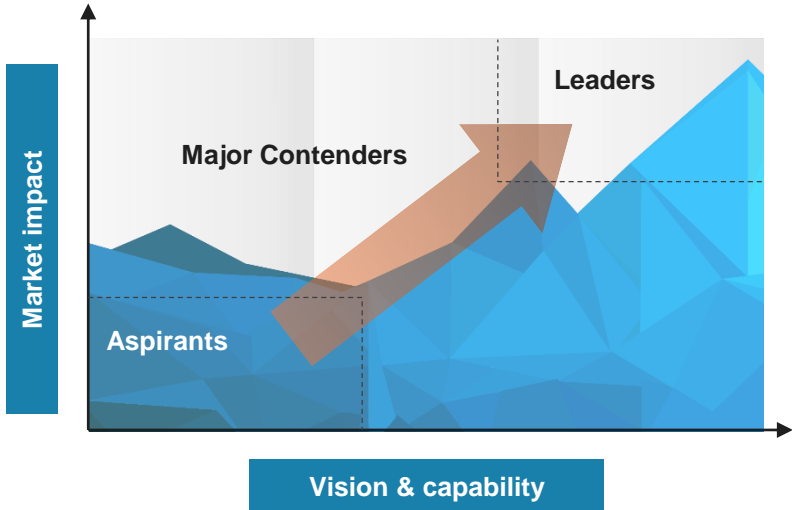
# Services PEAK Matrix™ evaluation dimensions

Measures impact created in the market – captured through three subdimensions

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

**Portfolio mix**  
Diversity of client/revenue base across geos and type of engagements

**Value delivered**  
Value delivered to the client based on customer feedback and transformational impact



Measures ability to deliver services successfully. This is captured through four subdimensions

**Vision and strategy**  
Vision for the client and itself; future roadmap and strategy

**Scope of services offered**  
Depth and breadth of services portfolio across service sub-segments / processes

**Innovation and investments**  
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.

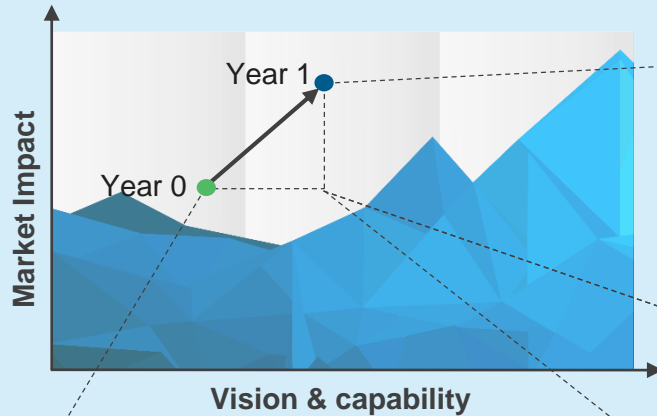
**Delivery footprint**  
Delivery footprint and global sourcing mix



# Everest Group confers the Star Performer title on providers that demonstrate the most improvement over time on the PEAK Matrix™

## Methodology

Everest Group selects Star Performers based on the relative YOY improvement on the PEAK Matrix



In order to assess advances on **market impact**, we evaluate each service provider's performance across a number of parameters including:

- Yearly ACV/YOY revenue growth
- # of new contract signings and extensions
- Value of new contract signings
- Improvement in portfolio mix
- Improvement in value delivered

In order to assess advances on **vision and capability**, we evaluate each service provider's performance across a number of parameters including:

- Innovation
- Increase in scope of services offered
- Expansion of delivery footprint
- Technology/domain specific investments

We identify the service providers whose improvement ranks in the top quartile and award the Star Performer rating to those service providers with:

- The maximum number of top-quartile performance improvements across all of the above parameters AND
- At least one area of top-quartile improvement performance in both market success and capability advancement

**Star Performers are identified by top quartile performance improvement on the X and Y axes for each segment**

*The Star Performers title relates to YOY performance for a given service provider and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.*

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## **Does the PEAK Matrix™ assessment incorporate any subjective criteria?**

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

## **Is being a “Major Contender” or “Aspirant” on the PEAK Matrix, an unfavorable outcome?**

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

## **What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?**

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

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

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

## **What is the process for a service provider / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?**

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
  - Issue a press release declaring their positioning. See [citation policies](#)
  - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
  - Quotes from Everest Group analysts could be disseminated to the media
  - Leverage PEAK Matrix branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated POC at Everest Group.

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

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality as well as serve the future expectations of enterprises



## About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

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