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

Focus on HCLTech
November 2023

Everest Group
PEAK MATRIX®

Background of the research

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

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

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

The full report includes the profiles of the following 21 leading IAM providers featured on the Identity and Access Management Services PEAK Matrix:

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

Scope of this report

Geography
Global

Providers
21

Services
Identity and Access Management

IAM services PEAK Matrix® characteristics

Leaders

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

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

Major Contenders

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

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

Aspirants

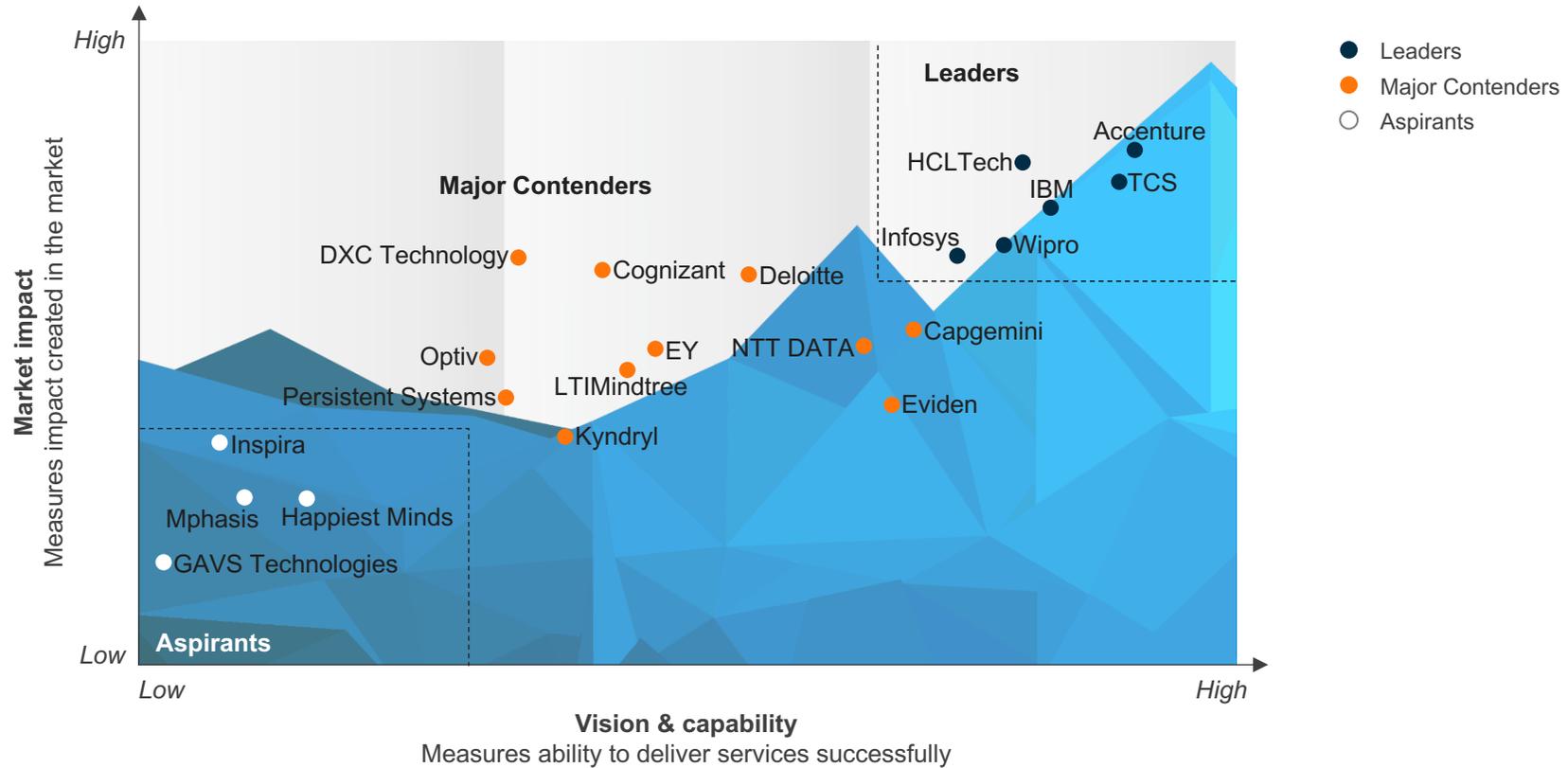GAVS Technologies, Happiest Minds, Inspira and Mphasis

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

Everest Group PEAK Matrix®
Identity and Access Management (IAM) Services PEAK Matrix® Assessment 2023 | HCLTech is positioned as a Leader

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

Legend:
- Leaders
- Major Contenders
- Aspirants

Leaders: HCLTech, Accenture, IBM, TCS, Infosys, Wipro

Major Contenders: DXC Technology, Cognizant, Deloitte, Optiv, EY, NTT DATA, Capgemini, Persistent Systems, LTIMindtree, Kyndryl, Eviden

Aspirants: Inspira, Mphasis, Happiest Minds, GAVS Technologies

Y-axis: **Market impact** — Measures impact created in the market (Low to High)

X-axis: **Vision & capability** — Measures ability to deliver services successfully (Low to High)

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

HCLTech profile (page 1 of 6)
Overview

Company mission/vision statement

HCLTech envisions being the paramount ally for businesses in their digital journeys, emphasizing the importance of immaculate Identity and Access Management (IAM) within the vast cybersecurity landscape. Its mission is to offer a holistic IAM approach that integrates seamlessly into its end-to-end cybersecurity model: dynamic, scalable, and adaptive. HCLTech prides itself on providing comprehensive IAM solutions that seamlessly blend strategy consulting, transformation, integration, and managed services. Through the dynamic security framework, it continuously innovates and fosters IP creation, ensuring that its clients benefit from the latest in IAM technology and strategies.

IAM services revenue

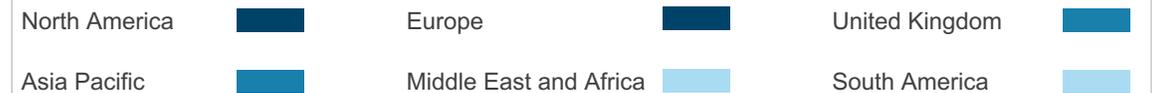| <US$50 million	US$50-250 million	US$250-500 million	>US$500 million

Legend: ▢ Low (<10%) ▣ Medium (10-25%) ▮ High (>25%)

Adoption by buyer group

Small (annual revenue <US$1 billion)	Low	Midsize (annual revenue US$1-5 billion)	Medium	Large (annual revenue >US$5 billion)	High

Adoption by service segment

Access management	High	Identity governance and administration	High	PIM/PAM	High
Others	Low				

Adoption by industry

Electronics, hi-tech, and technology	Low	Healthcare, pharma, and life sciences	Medium	Telecom, media, and entertainment	Low
BFSI	Medium	Energy and utilities	Medium	Manufacturing	Medium
Public sector	Low	Retail and CPG	Low		

Adoption by geography

North America	High	Europe	High	United Kingdom	Medium
Asia Pacific	Medium	Middle East and Africa	Low	South America	Low

HCLTech profile (page 2 of 6)
Case studies

Case study 1	Enhanced security and efficiency with centralized secrets management solution

Client: one of the largest telecom service providers in the US

Business challenge
The client required a single solution to securely handle the entire organization's secrets and sensitive information, such as digital certificates, database credentials, passwords, and API encryption keys, among other things.

Solution
HCLTech assisted the client by offering authentication, access management, PIM/PAM, managed identity as a service (MiDaaS), IGA services, iDXalytics, and iAutomate solutions.

Impact
- Improved security posture with centralized vault for access control
- Improved user experience and efficiency through automation and self-service controls
- Achieved compliance of the privileged accounts with Vault
- Improved operations efficiency and continuous

Case study 2	Streamlined Unified Access Management (UAM) and improving operational efficiency

Client: a global toy company that designs, manufactures, and markets a wide range of toys and games

Business challenge
The client faced a significant business challenge due to a backlog of unresolved tickets related to UAM, compounded by a fragmented IAM tool set. This backlog resulted in poor user experience for its customers.

Solution
HCLTech offered comprehensive managed security services tailored specifically for UAM, IAM, and PAM. Its solution encompassed iDXalytics and iAutomate.

Impact
- Added new automation options for repetitive activities and user provisioning with runbook automation
- Automated user provisioning, enrollment and deprovisioning, and log rotation actions
- Enhanced the user experience
- Simplified management processes and lower operational costs
- Reduced backlog of UAM related tickets
- Improved operational efficiency by implementing continuous improvement and shift-left practices

HCLTech profile (page 3 of 6)
Solutions, partnerships, and investments

Proprietary solutions (representative list)	
Solution name	**Details**
iMigrate	It is an accelerator based on best practices to assist clients in smoothly transitioning to a next-generation IAM solution with little disruption and expense
iAssessment	It is an assessment of the present state of the IAM based on industry standards
iAccelerate	It is a monitoring automation framework that serves to provide centralized monitoring for the numerous IAM tools existing in the customer's identity landscape through API-based connections with these tools
MIDaaS	It is an advanced IAM solution with an end-to-end managed service, with licenses, operations, and professional services owned by HCLTech. It is a centralized service with complete monitoring fabric and IAM delivery under one roof, but the delivery is supported globally via onshore, offshore, and nearshore delivery models
iAssure	It helps with centralized monitoring/alerting layer through application availability and performance monitoring, monitoring/alerting delivered as part of HCLTech MTaaS (iAssure), and standard monitoring parameters across IAM applications
iDXalytics	It provides dashboard visibility to customer on the overall IAM landscape
iAutomate	It provides RBA capabilities on certain common use cases that are powered through iAutomate (DRYiCE) framework

HCLTech profile (page 4 of 6)
Solutions, partnerships, and investments

Partnerships (representative list)	
Partner name	**Details**
Azure, Okta, Oracle, Broadcom CA, IBM, Ping, and RSA	HCLTech's IAM practice provides cloud single sign-on and federation services in collaboration with key vendors. This allows its businesses to streamline their log-in procedures and eliminates the need to keep track of each user's credentials. This includes support for a variety of prominent IDPs as well as rapid third-party application onboarding and integrations. Its SSO capabilities, supported by strong accelerators, best practices, and industry knowledge, have helped its clients increase employee productivity while lowering security threats
Thycotic, Microsoft, CyberArk, Beyond Trust, and Broadcom PAM	HCLTech provides a comprehensive spectrum of PAM services through its dedicated CoE and a team of professionals. This service provides comprehensive services such as strategy, change, and operations
SailPoint, Saviynt, IBM ISIM, RSA, Broadcom CA , SAP, and Onapsis	HCLTech provides full identity lifecycle management by employing proprietary frameworks and sophisticated processes as part of its IAM practice. This service enables organizations to supply and maintain identities for their users at any step of the identity lifecycle
Microsoft , Ping Identity , Symantec , RSA, and Okta	HCLTech offers authentication suite of services which includes multi-factor authentication to reduce enterprise risks arising from identity or credential theft. This service supports multiple leading vendors
IBM , Ping Identity, and Okta	HCLTech offers authentication suite of services that includes risk-based authentication to profile and monitor the risks attached with each authentication request. This service includes support for leading vendors coupled with its operational and technical expertise
Cyberark, Microsoft Cloudknox , Saviynt, and PANW	Provides support for cloud entitlement and permissions management across leading cloud providers and enables customers reduce the risks and problems arising from high-risk permissions and quickly detect and mitigate the cloud permissions gap
RSA, Stealthbit Technologies , Sailpoint, Inc , One Trust , BigID, Cyberark , Okta , Sailpoint , Saviynt, ForgeRock, and Microsoft	HCLTech developed strategic partnerships within identity spectrum of vendors to develop and deliver services around securing the hybrid and machine identity and securing the identity infrastructure with continuous threat detection (ITDR) as part of its IAM services portfolio that focuses specifically on advanced identity services. HCLTech has continuous engagements with these vendors to enhance its specific service offering and develop joint GTMs

HCLTech profile (page 5 of 6)
Solutions, partnerships, and investments

Other investments (representative list)	
Investment name	**Details**
Acquisitions	Acquired Confinale to aid HCLTech in the development of specialized vertical domain knowledge
Talent	University tie-ups, carved out specialized talent development program, developed certification programs, tied-up with training partners
Others	• Strengthened upstream identity services via **Fortius**, **SPADE**, **iAssessment**, and **iMigrate** • Invested extensively in automation levers & accelerators powered by **DRYiCE** • Recalibrated IAM/PAM offerings portfolio / roadmap with pre-/post-COVID-19 expectations (zero trust, fine grained authentication and authorization, and CIEM) • Expanded Universal MDR services to include **ITDR** • IAM/PAM for critical infrastructure and IOT assets – IDoT framework • Exclusive healthcare identity cloud development with strategic partnership • Exclusive blockchain enabled use cases in specific sectors • Strengthen regional iDFCs via expansion into new vistas

HCLTech profile (page 6 of 6)
Everest Group assessment – Leader

Measure of capability: ◔ Low ● High

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

Strengths

- Enterprises seeking end-to-end, converged, and managed IAM services can leverage HCLTech's MiDaaS, an umbrella framework for transformation, integration, and managed services, delivered from HCLTech's identity fusion centers using DRYiCE™ platforms

- Enterprises can leverage HCLTech's robust suite of accelerators such as iDXalytics for a unified report dashboard, iAutomate for last mile provisioning for disconnected apps, iAccelerate for application onboarding, and iValidate for data validation & transformation

- Clients have appreciated HCLTech's transparent and competitive pricing, technical knowledge of IAM products, collaborative approach, and flexibility in contracts

- Enterprises can benefit from HCLTech's substantial region-specific investments in relocating and deploying solution architects, vertical sales, pre-sales representatives, and product managers who specialize in those regions enabling it to offer tailored solutions

- HCLTech has developed a vast number of industry-specific best practices' standard operating procedures (SOP) and templates that can help enterprises from multiple sectors to address their IAM use cases

Limitations

- Enterprises should be wary that HCLTech lags its peers in delivering market-leading Organizational Change Management (OCM) in IAM modernization/transformation programs to enterprises

- Clients have expressed concerns regarding HCLTech's lack of structured methodology and time management in IAM projects

- Enterprises seeking AM or IGA services for OT environment should carefully assess HCLTech as it lags its peers in showcasing end-to-end delivery capabilities in this domain

- Enterprises specifically looking for decentralized/blockchain-based IAM services might need to validate HCLTech's capabilities given its limited delivery proof points in this area

- Some clients believe that the key stakeholders from HCLTech should assume greater responsibility in IAM engagements

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Appendix

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

Everest Group PEAK Matrix
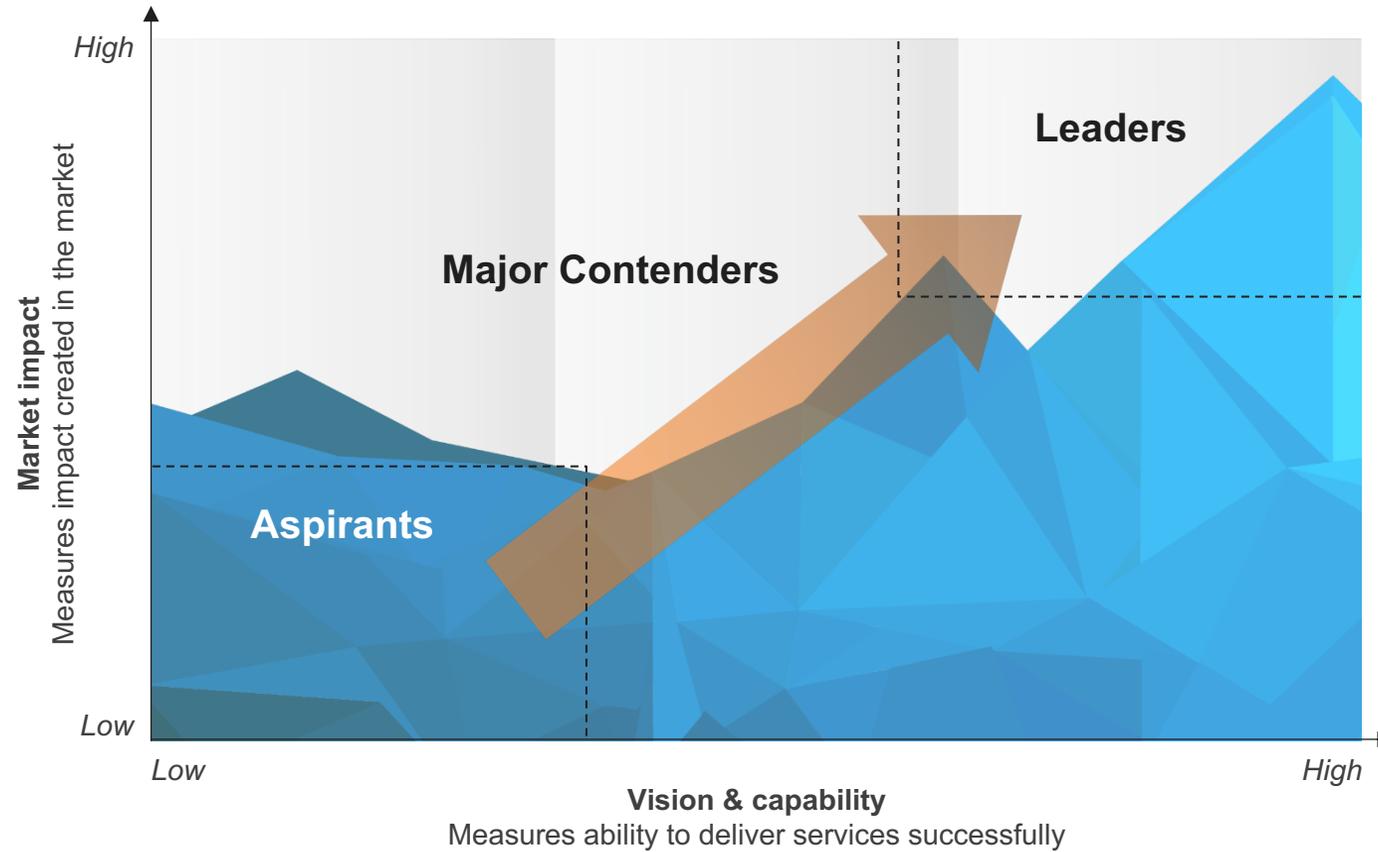
Services PEAK Matrix® evaluation dimensions

Measures impact created in the market –
captured through three subdimensions

Market adoption

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

Portfolio mix

Diversity of client/revenue base across
geographies and type of engagements

Value delivered

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

Market impact

Leaders

Major Contenders

Aspirants

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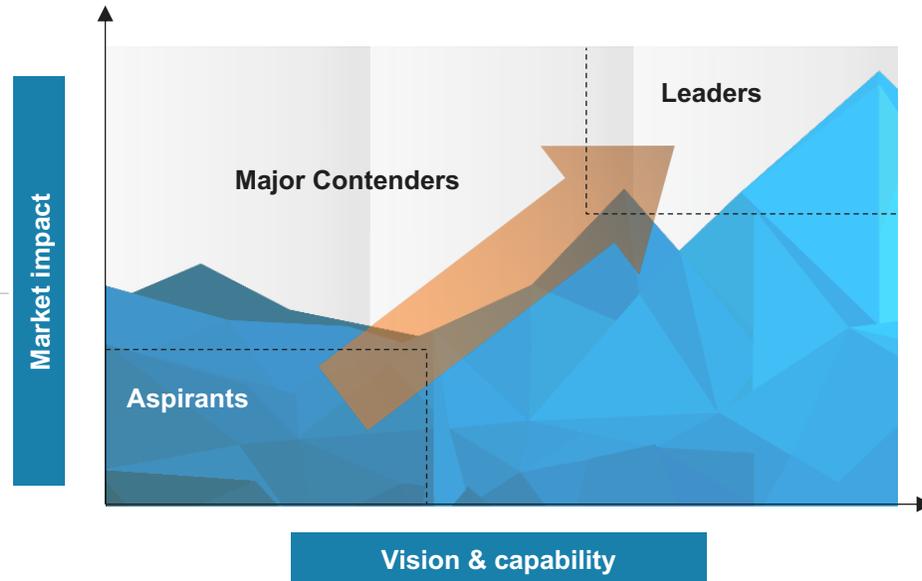
Measures ability to deliver services successfully.
This is captured through four subdimensions

Vision and strategy

Vision for the client and itself; future
roadmap and strategy

Scope of services offered

Depth and breadth of services portfolio
across service subsegments/processes

Innovation and investments

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

Delivery footprint

Delivery footprint and global sourcing mix

FAQs

Does the PEAK Matrix® assessment incorporate any subjective criteria?
Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

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

What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?
A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?
- Enterprise participants receive summary of key findings from the PEAK Matrix assessment
- For providers
  – The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
  – In addition, it helps the provider/vendor organization gain brand visibility through being in included in our research reports

What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?
- Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:
  – Issue a press release declaring positioning; see our citation policies
  – Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
  – Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or contact us

Does the PEAK Matrix evaluation criteria change over a period of time?
PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.

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With you on the journey

Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at **www.everestgrp.com**.

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