



Everest Group Private Equity (PE) IT Services PEAK Matrix® Assessment 2024

Focus on Accenture

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Introduction

As the digital landscape continues to evolve, IT services are becoming an indispensable element for private equity firms and their portfolio companies seeking to drive value creation and operational excellence. The transition from traditional IT management to a strategic, value-driven approach is critical in this sector. Private equity firms recognize the potential of robust IT services to enhance portfolio performance, streamline operations, and achieve competitive advantages. Advanced technologies such as Artificial Intelligence (AI), Machine Learning (ML), data analytics, and cloud computing are at the forefront of this transformation, enabling more informed decision-making and operational efficiency.

However, realizing the full potential of IT services in private equity requires a strategic assessment of technological infrastructure, a clear understanding of value propositions, and meticulous management of integration risks. Adopting a proactive approach to IT service management ensures that private equity firms not only stay ahead of the technological curve but also foster sustainable growth and scalability within their portfolio companies.

In this research, we present an assessment of 17 services providers featured on the [Private Equity \(PE\) IT Services PEAK Matrix® Assessment 2024](#). Each provider profile provides a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading private equity IT service providers, client reference checks, and an ongoing analysis of the sustainability services market.

The full report includes the profiles of the following 17 service providers featured on the Private Equity (PE) IT Services PEAK Matrix® Assessment 2024:

- **Leaders:** Accenture, Deloitte, EY, Infosys, Persistent Systems, and PwC
- **Major Contenders:** Apexon, Cognizant, KPMG, Mphasis, Ness Digital Engineering, and Rackspace
- **Aspirants:** Endava, EPAM, GFT, Tech Mahindra, and Zensar Technologies

Scope of this report

Geography: Global

Industry: Market activity and investments of 17 leading private equity IT service providers

Services: Private equity IT services

Private Equity IT services PEAK Matrix® characteristics

Leaders

Accenture, Deloitte, EY, Infosys, Persistent Systems, and PwC

- The private equity IT services Leaders have established a successful business by having a strong vision and strategy for the private equity services, establishing a dedicated practice, undertaking thought leaderships, and presence across conferences and technology events to position themselves in this market
- Leaders are highly proactive in taking their innovations and next-generation service offerings to private equity clients and their portfolio companies to help them scale their business with emerging technology
- Leaders have a highly balanced portfolio and continue to invest in technology and services capability development as they serve across the PE deal life cycle from origination to exit

Major Contenders

Apexon, Cognizant, KPMG, Mphasis, Ness Digital Engineering, and Rackspace

- Major Contenders are in the process of bolstering their private equity vision by setting up dedicated private equity practice and practice leaders, focusing on the underlying role of technology and platforms to orchestrate scalable private equity services
- Major Contenders continue to invest in providing offerings across different parts of the value chain including deal origination, performance improvement, and exit strategies
- They focus on capitalizing their engineering and technology capabilities to enable faster value realization for their clients and further ramp up their dedicated private equity practice; few players are able to bring their learnings from themselves being PE owned into ongoing engagement

Aspirants

Endava, EPAM, GFT, Tech Mahindra, and Zensar Technologies

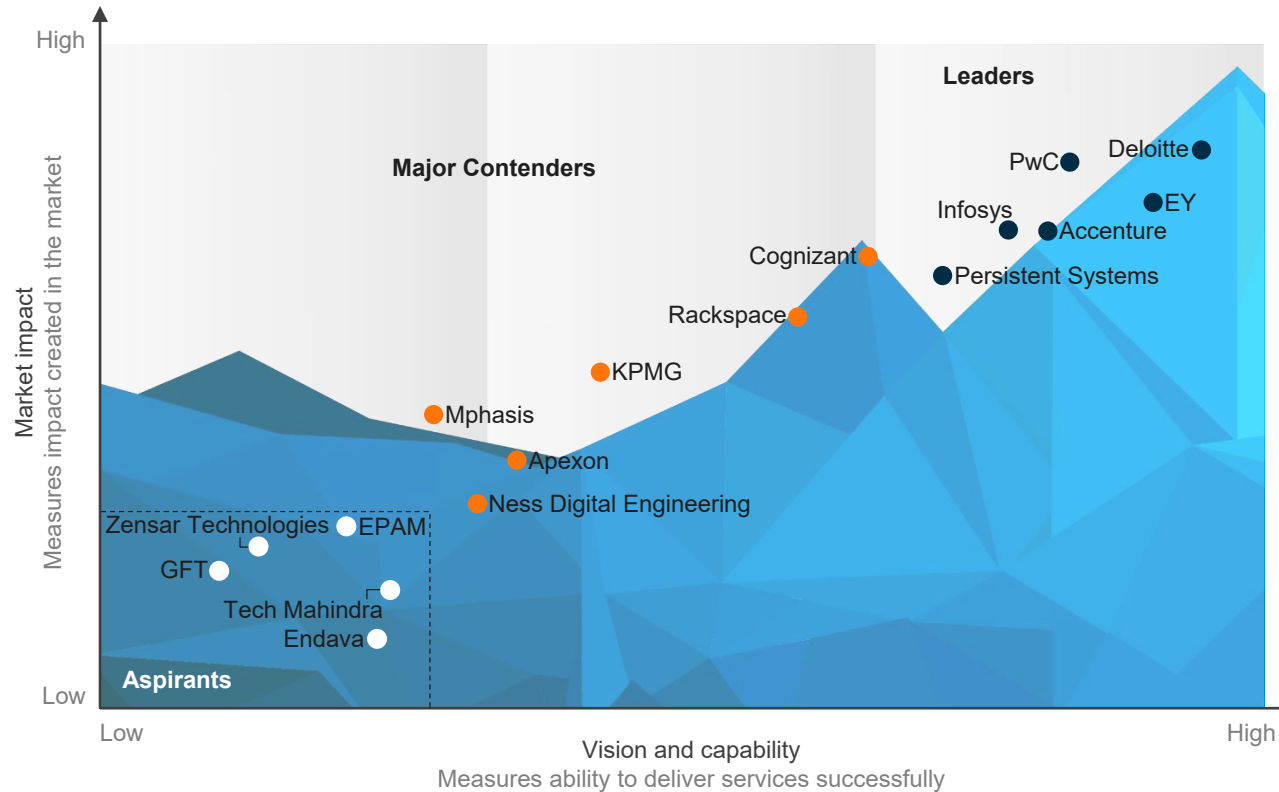
- Aspirants are focused largely on serving portfolio companies than private equity firms directly
- They have the technology capabilities and talent to serve as technology enablers in the private equity IT services journey of portfolio companies in limited geographies and largely on cost takeouts or transformation pieces
- The ability to leverage partner ecosystem and in-house IP in PE construct is limited for Aspirants

Everest Group PEAK Matrix®

Everest Group Private Equity (PE) IT Services PEAK Matrix® Assessment 2024 | Accenture is positioned as a Leader

Everest Group Private Equity (PE) IT Services PEAK Matrix® Assessment 2024^{1,2}

- Leaders
- Major Contenders
- Aspirants



¹ Assessments for Accenture, Endava, EPAM, GFT, KPMG, and Tech Mahindra excludes provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with buyers. For these companies, Everest Group's data for assessment may be less complete

² Assessments for EY and PwC includes partial inputs from the service providers and are based on Everest Group's estimates that leverage Everest Group's proprietary data assets, services providers' public disclosures, and interaction with buyers

Source: Everest Group (2024)

Accenture profile (page 1 of 4)

Overview

Vision for private equity IT services

Accenture's private equity consulting and services leverage technology to help firms navigate increased investment complexity and intense competition. By focusing on operational value creation through new revenue generation, cash management, and cost optimization, Accenture enables firms to achieve substantial returns. This approach combines traditional strategies with new capabilities for speed, expertise, and operational strength across various disciplines.

Private equity IT services revenue (CY 2023)

<US\$100million	US100-250 million	US\$250-\$500 million	>US\$500 million
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Number of active clients for private equity IT services

<5	5-10	10-15	>15
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Private equity IT services revenue mix (CY 2023)

● N/A (0%) ● Low (1-20%) ● Medium (20-40%) ● High (>40%)

Revenue by geography

- North America
- Asia Pacific
- United Kingdom
- Latin America
- Europe
- Middle East & Africa

Revenue By IT services segment

- Application services
- Digital services
- Infrastructure services

Revenue by buyer size

- Small (annual client revenue <US\$5 billion)
- Very large (annual client revenue US\$50-100 billion)
- Medium (annual client revenue US\$5-20 billion)
- Mega (annual client revenue >US\$100 billion)
- Large (annual client revenue US\$20-50 billion)

Accenture profile (page 2 of 4)

Case studies

[NOT EXHAUSTIVE]

CASE STUDY 1

Implemented a solution for innovative, reliable, and enterprise-grade open-source solutions for a PE-backed firm

Business challenge

The client faced problems with complex legacy systems, manual processes, and the necessity for change. Transitioning from Micro Focus required the client to establish new business processes and IT systems from scratch under significant time pressure. Each month of continued reliance on Micro Focus's systems under the transitional service agreement incurred additional costs, emphasizing the urgency for the client to become independent for both strategic and economic reasons.

Solution

Accenture designed and built a greenfield, end-to-end IT landscape for the client, entirely running in the cloud. It helped to assemble applications for core business processes, using standard functionality to minimize customization. It included SAP S/4HANA public cloud for procurement, accounting, and billing; Adobe Marketo for marketing; Salesforce Sales & Service Cloud for sales; Workday HCM for HR; an analytics and reporting engine based on AWS S3 and Power BI; and enterprise integration via Dell Boomi for smooth and flexible integration across the architecture.

Impact

- Enabled effective cross-selling that has resulted in an increase in sales by 27%
- Enhanced innovation and productivity
- Integrated with order to cash/core finance integration in three months

CASE STUDY 2

Supported a PE-owned telco provider with strategic managed services and in managing order fallout and optimizing processes

Business challenge

A PE-owned telco provider needed to transition six million households from copper to fiber while managing order fallout and optimizing processes.

Solution

Accenture provided strategic managed services to address the client's challenges, initially focusing on order fallout management and expanding to support the comprehensive fiber rollout. This involved implementing business process managed services to enhance operational efficiency, providing technology enablement for the fiber rollout, and offering a collaborative partnership to integrate both business process and technology improvements.

Impact

- Enabled an overall increase in enterprise value
- Improved delivery timelines and CX
- Ensured continuity and visibility for future ownership transitions

Accenture profile (page 3 of 4)

Offerings

Proprietary IP/solutions/frameworks/accelerators/tools built to deliver private equity IT services



Product	Details
Environment Management Dashboard	It is an end-to-end environment management system for trading platforms within a self-service portal. The tool acts as a single point of access for managing multiple environments and supports infrastructure provisioning, data import, and application deployment.
Accenture Reformx	It streamlines change and release management for Murex, enabling businesses to leverage the platform's customizable features. It offers automated version control, complete visibility, and audit trails throughout the development and release phases.
Accenture Configuration Tool for Calypso	It is an end-to-end configuration management tool designed specifically for Calypso development projects. It simplifies and streamlines the configuration process from beginning to end, offering fully automated version control capabilities.
Accenture MxMon	It is a system monitoring tool, designed for Murex platforms. This tool centralizes early warning alerts and real-time monitoring, gathering end-to-end metrics. Its primary function is to minimize system failures and offer detailed performance analysis tailored for Murex systems.

Key investments in partnerships/alliances/talent/certifications/CoEs/ M&As/JVs, etc., to deliver private equity IT services

Name	Type of investment (year)	Details of investment
Impendi	Acquisition (2024)	Acquired Impendi, a sourcing and procurement services provider specializing in PE clients, enhancing its offerings for this sector; its procurement analytics enable clients to track spending, identify savings opportunities, enhance supplier diversity, and conduct due diligence and investment research, resulting in faster value realization from its investments
Partners in Performance	Acquisition (2024)	Acquired Partners in Performance to enhance productivity for asset-intensive industry clients; this acquisition strengthens Accenture's ability to deliver improved operational performance and efficiency, providing clients with tailored solutions to boost productivity and maximize asset value
Mindcurv	Acquisition (2024)	Acquired Mindcurv, a company specializing in cloud-native digital experience, data analytics, and commerce services; this acquisition, undisclosed in terms, was facilitated by PE firms Genui and Primepulse. It expands the tech-powered creative group's offerings in commerce services globally










Accenture profile (page 4 of 4)

Everest Group assessment – Leader

Measure of capability:  Low  High

Market impact

Vision and capability

Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
								

Strengths

- Provides end-to-end technology services across the entire private equity value chain, with demonstrated capabilities ranging from strategy to execution
- Dedicated practice and leadership for private equity supported by an extensive partnership ecosystem
- Optimal mix of onshore-offshore delivery models enables Accenture to drive effective conversations around IT services for private equity clients and portfolio companies
- Acquisitions such as Impendi, The Shelby Group, and Insight Sourcing have strengthened sourcing and procurement services for private equity companies

Limitations

- Given its wider capabilities across IT services, articulation of private equity services capabilities covering all themes and capabilities from various teams needs refinement
- Ability to get involved in due diligence to support clients on technology scalability and risk assessment pieces is limited because of its market position
- Market messaging to drive client awareness around its ability to deliver private equity services is limited vis-à-vis peers

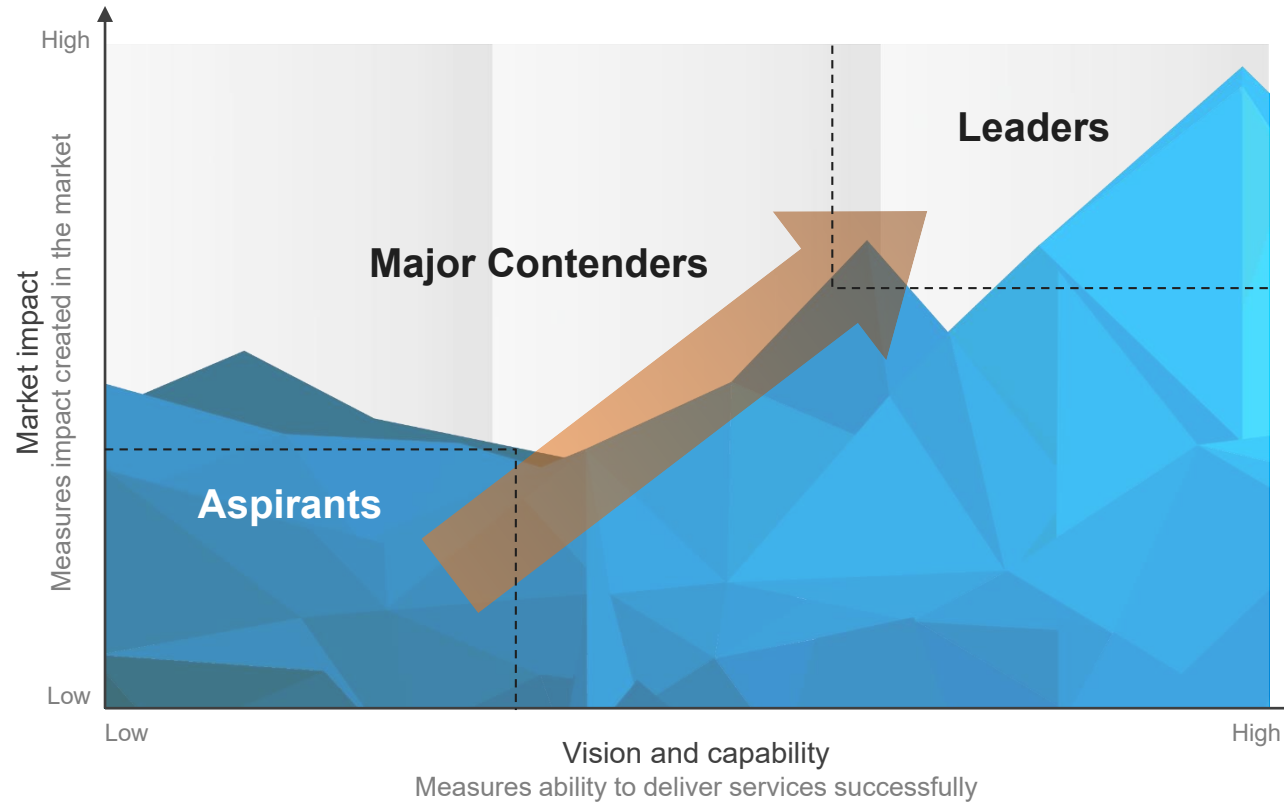
Appendix

PEAK Matrix® framework

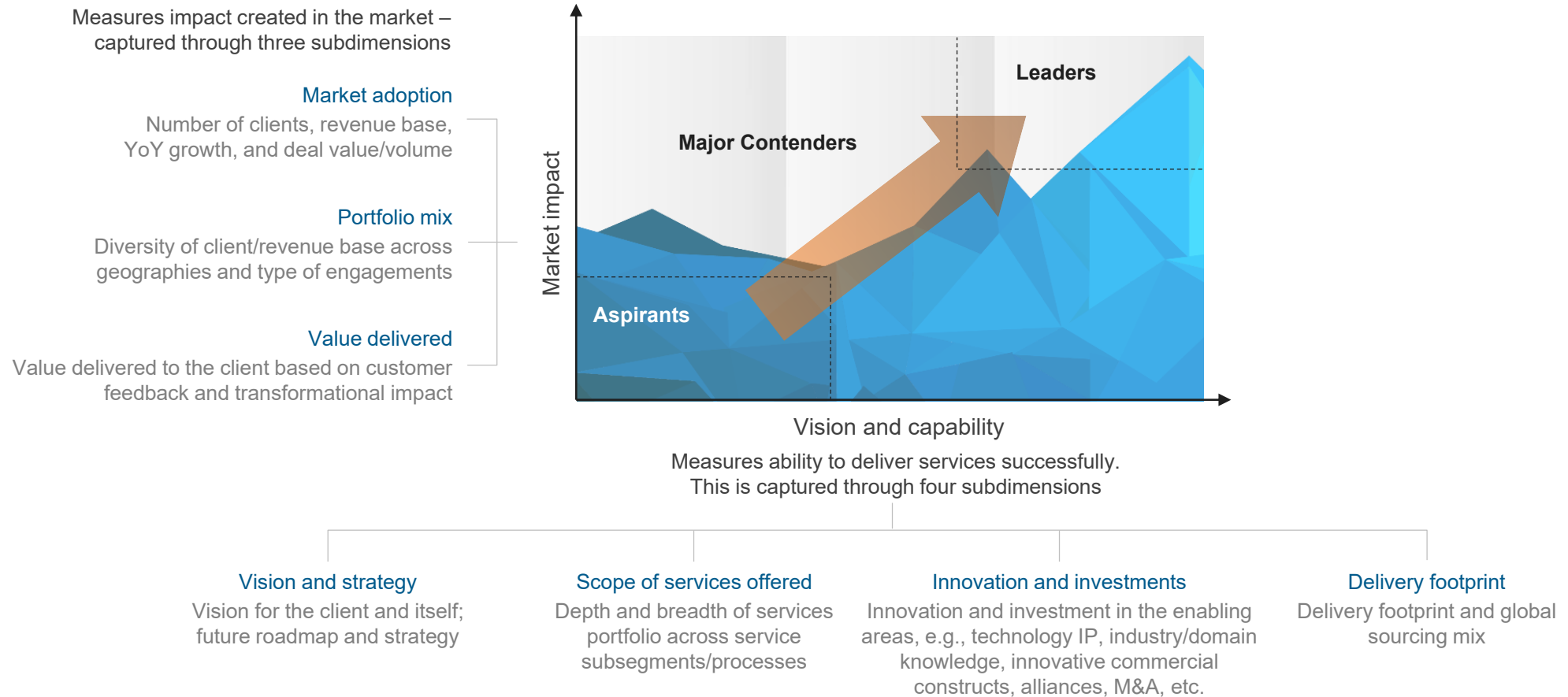
FAQs

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

Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions



FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: 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.

Q: Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?

A: 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.

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

A: 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.

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

A: 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 included in our research reports

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

A: 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

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

A: 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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