



Everest Group Oracle Cloud Applications Services PEAK Matrix® Assessment 2023

Focus on Cognizant
July 2023



Introduction

- Organizations are increasingly adopting Oracle Cloud Applications (OCA) for various reasons, including legacy modernization, cost optimization, and improved stakeholder experience
- With industry-specific solutions, enterprise expectations have shifted beyond traditional back-office modernizations using ERP and SCM modules to innovations around customer and employee experience
- To help enterprises adopt OCA effectively, providers are skilling talent across products and forming partnerships with Oracle, leading cloud vendors, and specialist technology partners to develop innovative solutions
- In this research, we present an assessment of 21 service providers featured on the [Oracle Cloud Applications Services PEAK Matrix® Assessment 2023](#)
- The assessment is based on Everest Group's annual RFI process for calendar year 2023, interactions with leading services providers, client reference checks, and an ongoing analysis of the OCA services market

The full report includes the profiles of the following 21 leading service providers featured on the OCA services PEAK Matrix:

- **Leaders:** Accenture, Cognizant, Deloitte, Infosys, TCS, and Wipro
- **Major Contenders:** Argano, Birlasoft, Capgemini, DXC Technology, Eviden, Genpact, HCLTech, IBM, LTIMindtree, Mastek, and Tech Mahindra
- **Aspirants:** 4i apps solutions, Aspire Systems, Huron Consulting Group, and Jade Global

Scope of this report



Geography
Global



Providers
21



Services
Oracle Cloud Application
services

Introduction and scope

Everest Group recently released its report titled, Oracle Cloud Applications Services PEAK Matrix® Assessment 2023. This report analyzes the changing dynamics of the Oracle Cloud Applications 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 Oracle Cloud Applications services into the categories of Leaders, Major Contenders, and Aspirants. The PEAK Matrix® is a framework that provides an objective, data-driven, and comparative assessment of Oracle Cloud Applications Services providers based on their absolute market success and delivery capability.

Based on the analysis, **Cognizant emerged as a Leader and a Star Performer**. This document focuses on **Cognizant's** Oracle Cloud Applications Services experience and capabilities and includes:

- Cognizant's position on the Oracle Cloud Applications Services PEAK Matrix® 2023
- Detailed Oracle Cloud Applications Services profile of Cognizant

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 the service provider capability for an ideal fit.

Oracle Cloud Applications services PEAK Matrix® characteristics

Leaders

Accenture, Cognizant, Deloitte, Infosys, TCS, and Wipro

- Leaders have credible proof points of transformational engagements in various industries globally. These engagements are backed by a strong delivery network and a large pool of resources
- They have developed IP solutions that cover the entire consulting, implementation, and managed services value chain, thereby accelerating time-to-market for their clients
- They have invested in building a scaled talent pool of Oracle-certified practitioners to cater to complex OCA engagements
- Leaders are characterized by their strong advisory capabilities; they have proof points of end-to-end transformation along with change management support

Major Contenders

Argano, Birlasoft, Capgemini, DXC Technology, Eviden, Genpact, HCLTech, IBM, LTIMindtree, Mastek, and Tech Mahindra

- Major Contenders are distinguished by their focus on pure-play implementation and managed services engagements. They have capabilities and proof points to support both greenfield and brownfield engagements
- They have made reasonable investments in developing accelerators and frameworks. However, their portfolio of Oracle-certified solutions is relatively less impactful in comparison to that of the Leaders

Aspirants

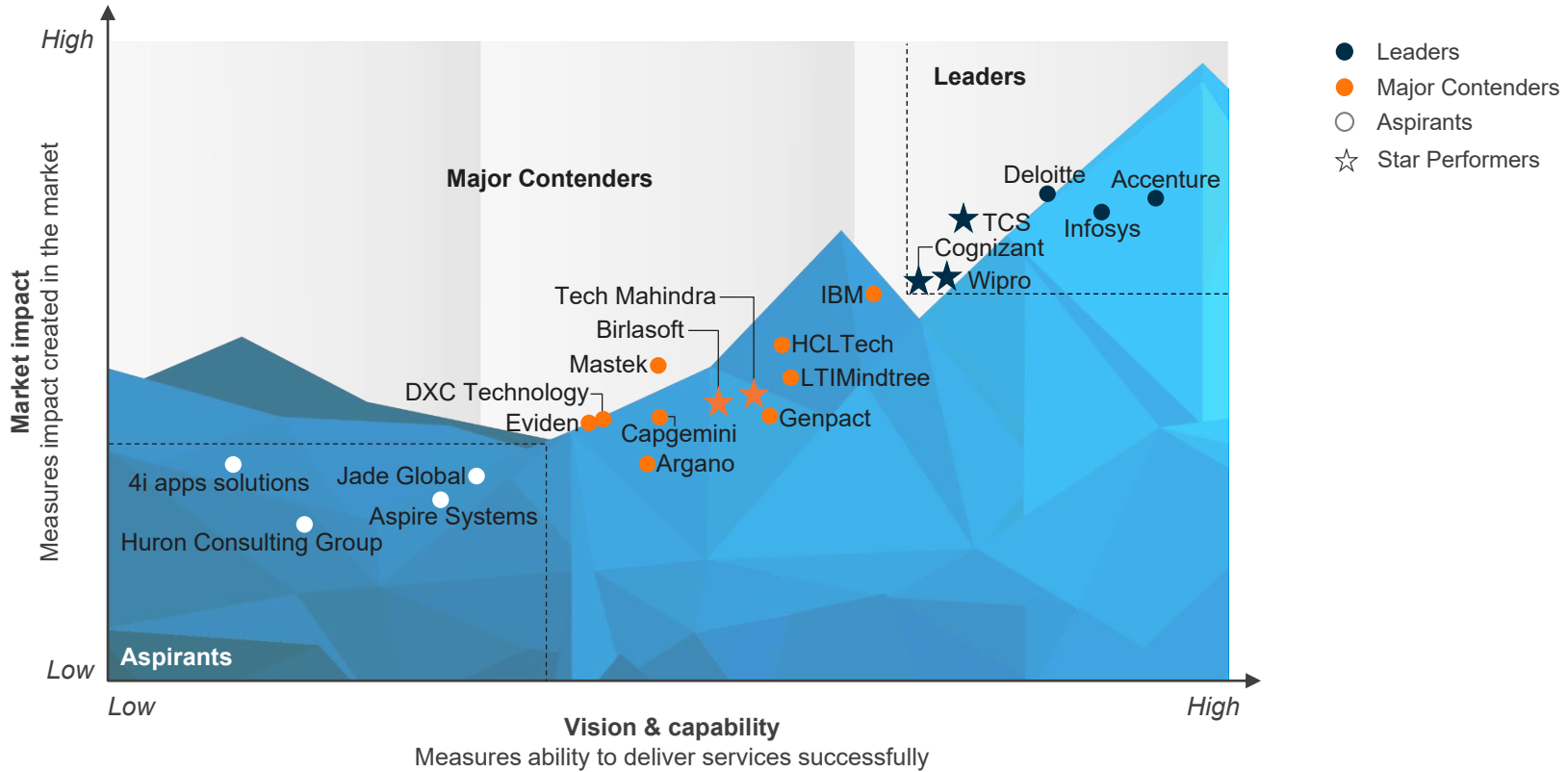
4i apps solutions, Aspire, Huron Consulting Group, and Jade Global

- Aspirants have developed their delivery capabilities with a focus on specific geographies such as MEA and LATAM. They enjoy language, industry, and cultural advantage over some of the Leaders and Major Contenders in these regions
- They offer pricing discounts and exhibit strong account management throughout the engagement
- Aspirants lack scale of talent and in-house IP investments for OCA engagements

Everest Group PEAK Matrix®

Oracle Cloud Applications Services PEAK Matrix® Assessment 2023 | Cognizant is positioned as a Leader and a Star Performer

Everest Group Oracle Cloud Applications Services PEAK Matrix® Assessment 2023^{1,2}



1 Assessments for Accenture, Capgemini, Deloitte, Eviden, Huron Consulting Group, and IBM exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with healthcare buyers
 2 Eviden is an Atos business
 Source: Everest Group (2023)

Cognizant profile (page 1 of 5)

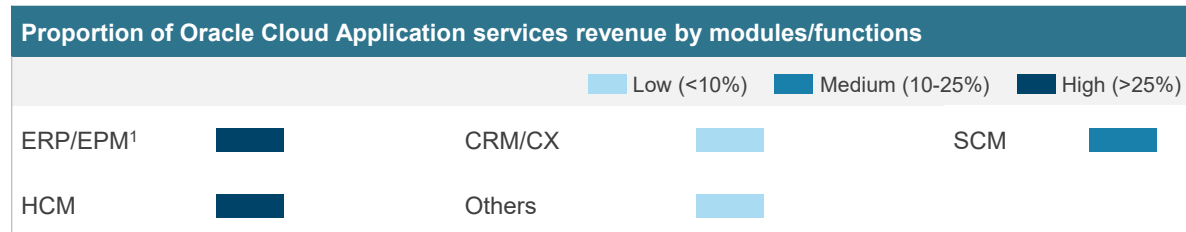
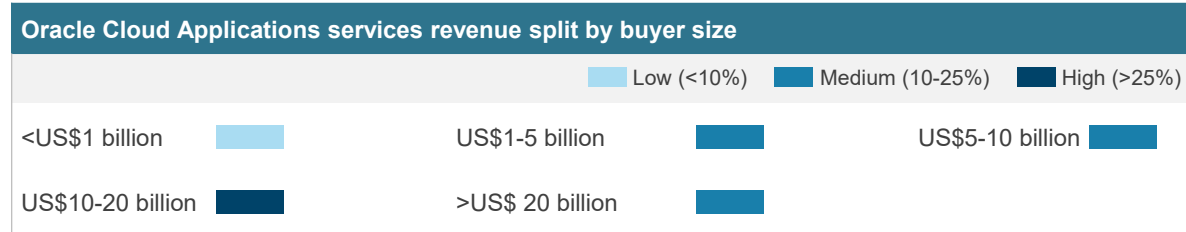
Overview

Vision for Oracle Cloud Applications services

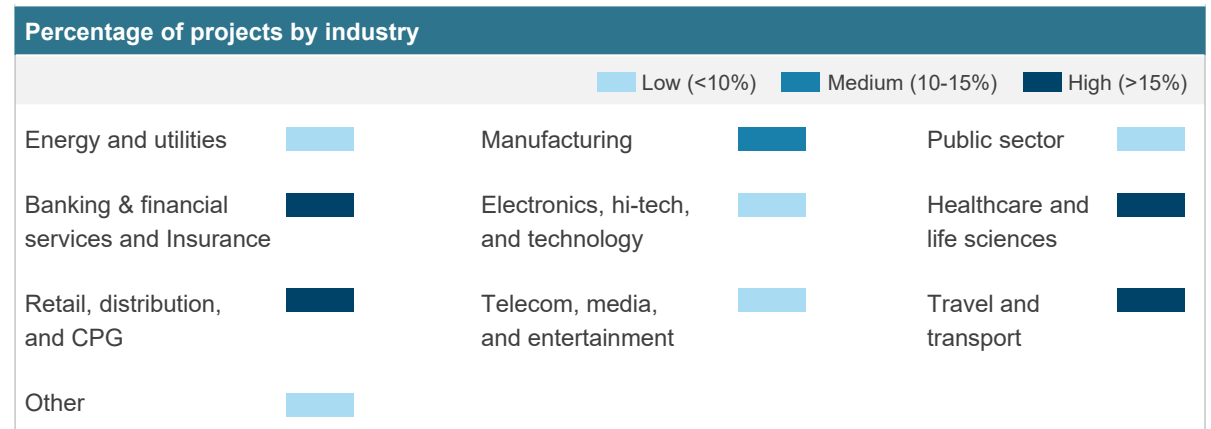
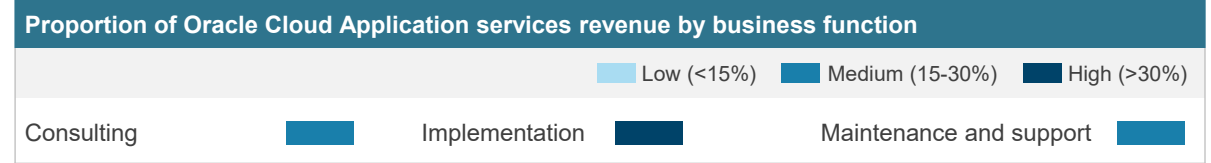
Cognizant's vision is to lead their customers' cloud modernization journey by leveraging Oracle cloud applications, platforms, and infrastructure. It has adopted a cloud-first, consulting-led strategy that aligns with future business requirements and Oracle's growth strategy.

Number of projects completed in 2022: 1,200+

Number of Oracle Cloud Applications experts: 6,800+



¹ Oracle ERP Cloud & EPM Cloud revenues are tracked under one category (ERP Cloud)



Cognizant profile (page 2 of 5)

Key solutions

Proprietary solutions (representative list)

Solution name	Industry in focus	Focused Oracle Cloud Applications module	Details
Cloud Central Integration (CCI)	Across all industries	All Cloud modules	It is a subscription-based offering of pre-built integrations and support framework leveraging Oracle PaaS technologies for SaaS applications. It delivers 25-33% of savings in integration efforts
Cloud process assets library (L1 to L3/ L4)	Across all industries	All Cloud modules	It is a repository of ERP, HCM, and SCM processes from L1 to L3 / L4 developed based on Cloud standard processes. It reduces CloudMap phase (consulting efforts) by 20%
Cloud configurator	Across all industries	All Cloud modules	It is an AI-enabled algorithm that identifies potential configuration gaps based on the expectations of the Cloud product. It reduces configuration cycle time by 20-25%
Digital Cloud+	Across all industries	All Cloud modules	It is a REST API-based integration framework for enterprise chat bots & mobile apps, which leverages next-generation technologies such as AI / IOT / blockchain for business use cases
Cognizant AppLens™	Across all industries	All Cloud modules	It is an AI-based platform which provides intuitive insights into Oracle patches. It presents various post implementation evolution options, resulting in low-risk upgrades, and focus on business value

Oracle-certified solutions on Oracle marketplace compatible with Oracle Cloud Applications (representative list)

Solution name	Industry in focus	Focused Oracle Cloud Applications module	Details of investment
Modernize back office processes and IT infrastructure	Across all industries	All Cloud modules	Cognizant is helping companies simplify and modernize core business processes with Oracle Cloud, enabling them to achieve critical business objectives and outcomes in today's digital era.
Ticket integration flow between Zendesk and Salesforce	Across all industries	All Cloud modules	A pre-built integration flow for enabling automated incident or ticket management between Zendesk and Salesforce, powered by Oracle Integration Cloud Service (OIC).
Cognizant® Social media lead integration	Across all industries	All Cloud modules	A prebuilt integration, build on Oracle Integration Cloud that automates the synchronization of leads generated from social media advertising to Salesforce.com.

Cognizant profile (page 3 of 5)

Investments and partnerships

Key investments (representative list)

Investment name	Focused Oracle Cloud Applications module	Details
Talent	All Cloud modules	Cognizant's digital learning platform OCTANE was developed in collaboration with Oracle University. It is among the top organizations in the world with the highest number of Oracle Cloud certifications.
CoEs - Network of Collaboratory	All Cloud modules	Cognizant has invested in design space and labs to help fast-track solutions with innovative technologies and ideas.
CoEs - R&D labs	HCM, ERP, EPM, SCM	Cognizant has co-created with the customers through its dedicated R&D and innovation divisions. They have innovation centres, digital studios, labs, collaboratory and customer briefing centres located all over the world
Annual flagship event - Oracle Community Connect (OCC)	All Cloud modules	Cognizant has invested in OCC, an annual flagship event by Cognizant Oracle Practice, organized at different offshore locations in collaboration with Oracle Corporation, Oracle University and Cognizant business units. The event is attended by its customers, experts from Oracle across their alliance, university, product, and industry groups. It is the only SI globally to bring Oracle, customers, and innovators in technology, outreach and associates on a single platform through OCC.

Key partnerships (representative list)

Partner ecosystem

Oracle	Oracle University	HighJump
UKG (Kronos)	ADP	AWS

Cognizant profile (page 4 of 5)

Case study

Case study 1

Implemented 63+ Oracle Cloud modules to help client to reduce cost

Business challenge

The client was facing challenges with the siloes of legacy applications which resulted in inefficient business processes, lack of transparency, high capital costs, and railcar maintenance costs. Legacy systems were at end of life or required costly upgrades to become current, opening the option to invest in systems modernization and deploy a single integrated application platform across all business functions.

Solution

Cognizant implemented 63+ Oracle Cloud modules in three phases. It leveraged its Cognizant SwiftCloud railroad framework, a solution for configurations, reporting and fast formulae to address USRRB requirements for railroad taxes and payroll. It automated mobile solution for inventory transactions thus providing improved efficiency. It also leveraged complex real-time supply chain management integrations which enabled end-to-end supply chain visibility.

Impact

The key benefits achieved are as follows:

- Reduced costs as customer was able to decommission their 23 disparate legacy applications
- Avoided Capital cost: railcar betterment processes re-engineered to facilitate the increase in railcar assets' life span in Oracle EPM
- AP processing due to streamlined flows improved by 23%
- Financial closing process improved by 27%
- Increased life in months index for railcars by 32%

Case study 2

Enhanced order processing efficiency by 2X with Oracle pricing

Business challenge

The client was facing challenges in its disjointed infrastructure which hindered organizational performance and scalability. The client wanted to streamline procurement and supplier management and enhance collaboration with suppliers. They wanted to optimize financial operations and reduce costly customization and needed to modernize enterprise applications while continuing to beat the competition.

Solution

It implemented the Oracle ERP & SCM Cloud, decommissioning SAP in time to avoid approximately US\$1M in license renewal fees and operational costs. Furthermore, a touchless procurement process was deployed for a retail business, managing the approval process and reducing resource overhead by nearly 15%. Additionally, the integration of customer purchasing, and accounts payable processes enabled invoice tracking in seconds rather than hours, as well as real-time closure of purchase orders.

Impact

- 210+ telco-specific processes harmonized across supply chain leading to about US\$3M in savings
- 50% reduction in B2B Sales Order processing time leveraging Oracle pricing and improving accuracy.
- Scalable platform for M&A – complete integration of telecom business under 12 months
- Savings of over US\$2M in overall IT and operational costs by moving from legacy apps to the cloud
- Enhanced order processing efficiency by 2X with Oracle pricing
- Automated the entire asset capitalization process using Oracle PaaS solutions, freeing the finance team to focus on other strategic priorities

Cognizant profile (page 5 of 5)

Everest Group assessment – Leader and Star Performer

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

Strengths

- While Cognizant has proof points of executions across diverse industries, clients can benefit from its relatively higher focus on BFSI, retail, distribution, and CPG industries
- It has made investments in developing several IP tools/solutions, such as Digital Cloud+ and Cognizant AppLens, to accelerate implementation timelines for its OCA clients
- Cognizant has a higher number of OCA-certified professionals indicating its readiness for large complex OCA engagements
- Clients appreciate its solutioning flexibility, technical expertise, and domain knowledge

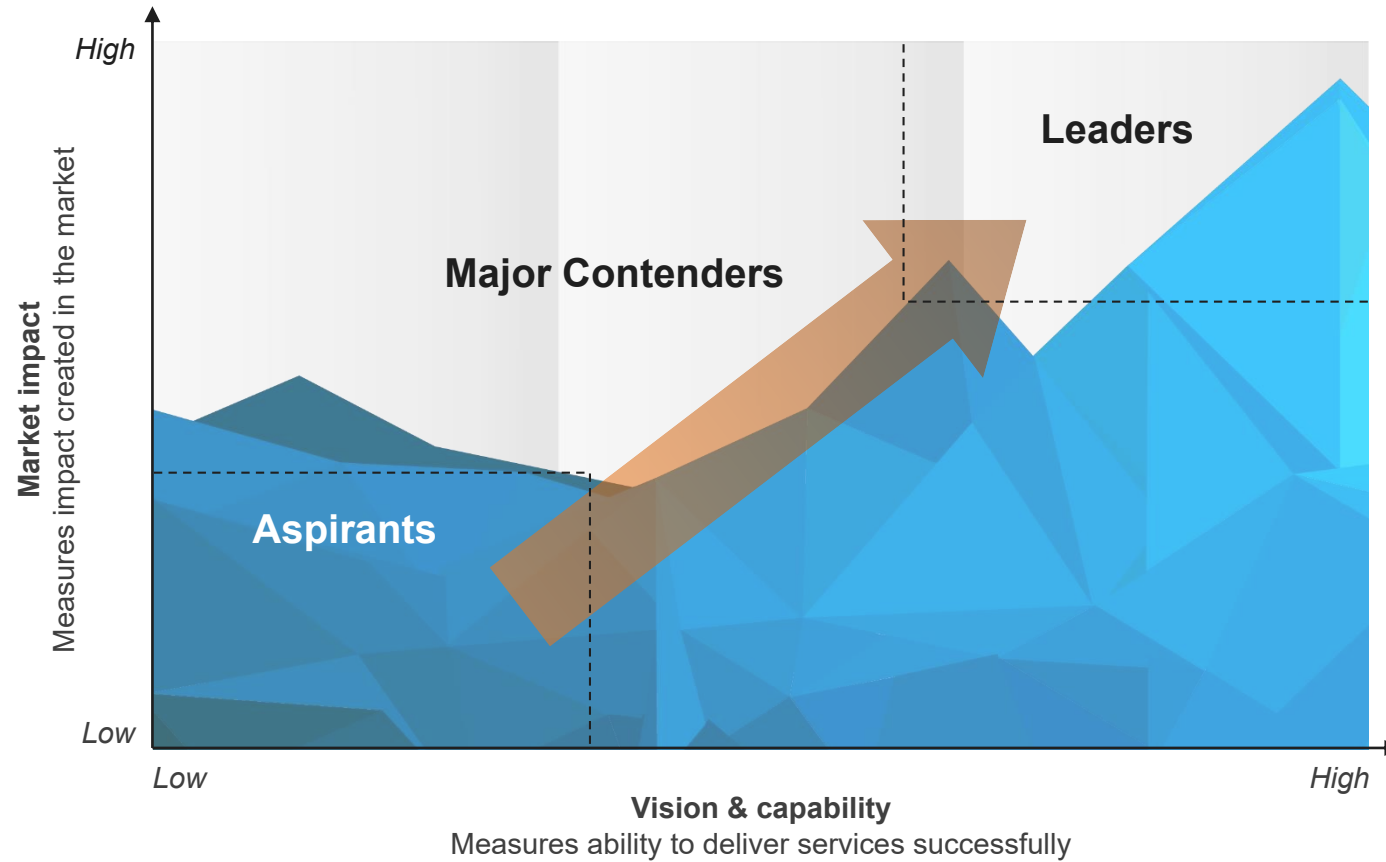
Limitations

- While Cognizant is a strong executioner of the OCA transformation roadmap, its ability to handle end-to-end transformation is relatively low owing to its limited consulting leverage and OCM capabilities
- The current portfolio of clients is skewed toward North America and Europe; the company is yet to scale its presence in APAC, LATAM, and MEA regions

Appendix

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

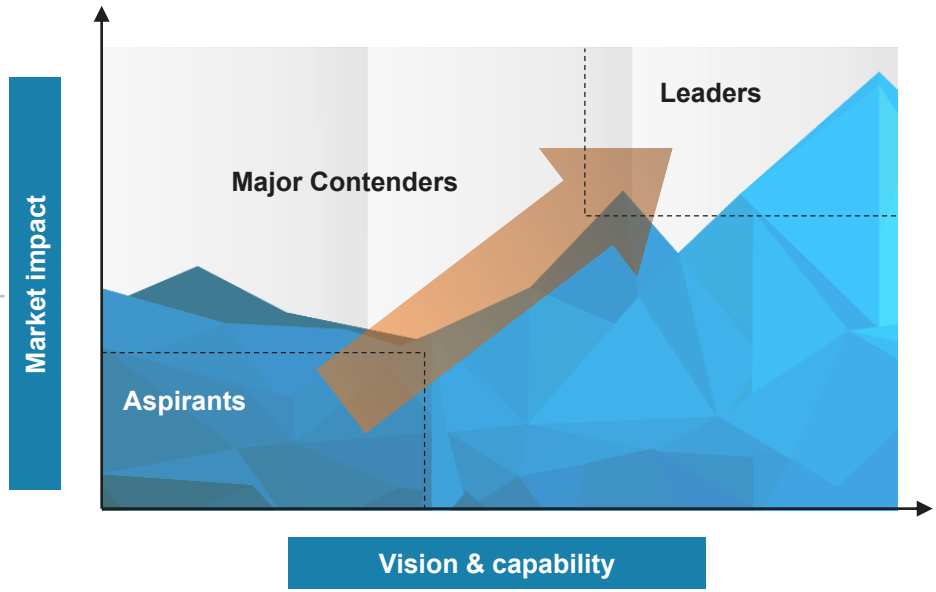
Everest Group PEAK Matrix



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



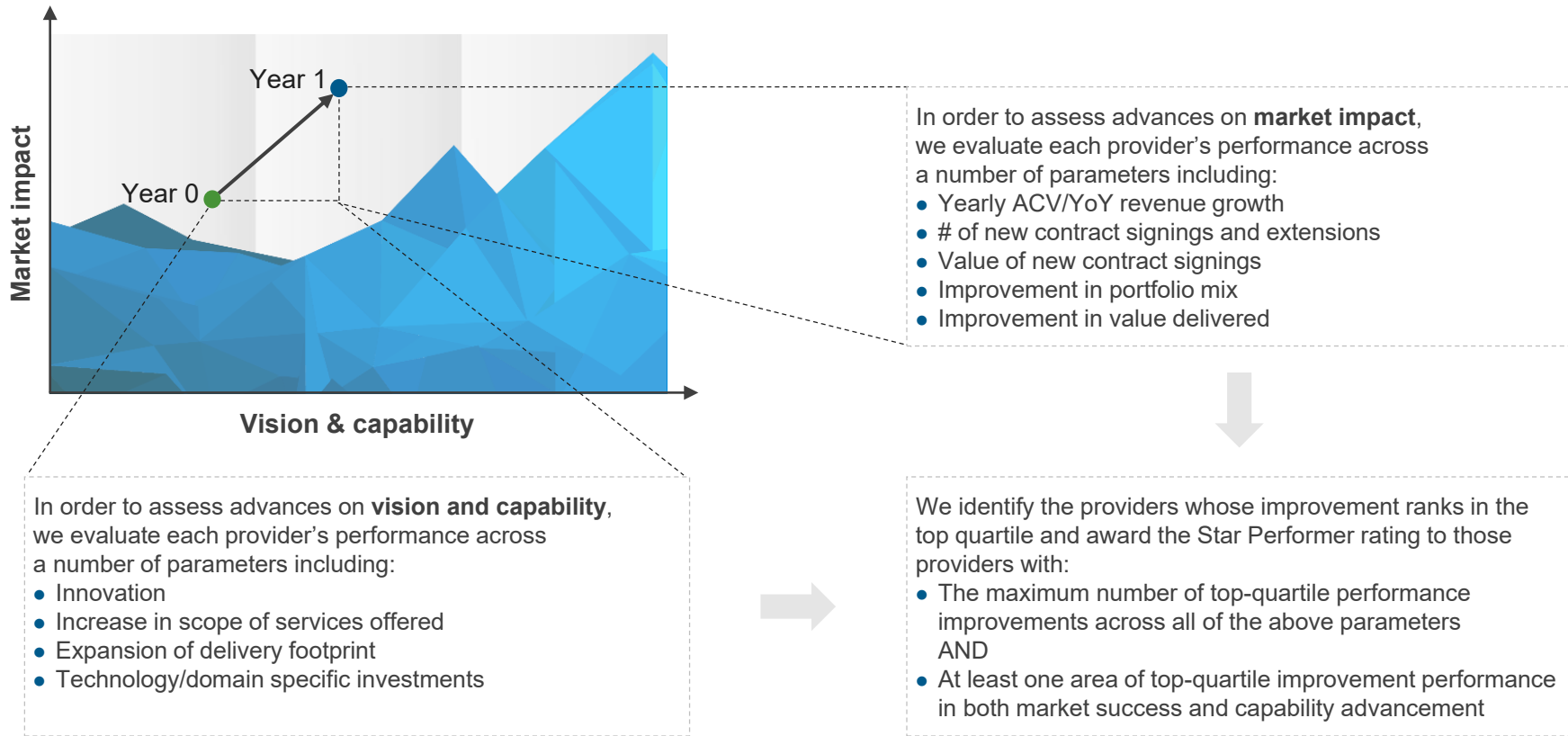
Measures ability to deliver services successfully. This is captured through four subdimensions

- 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

Everest Group confers the Star Performers 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



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

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 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.



Everest Group®

With you on the journey

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