The demand for IT security services in Europe is growing in terms of technological capabilities and localized presence of cybersecurity talent. Enterprises are grappling with cybersecurity challenges arising from the new-age security threats. Coupled with the rising trend of tying executive evaluation with cyber risk management, cybersecurity has started to become a boardroom mandate rather than just being a CISO-led effort. European enterprises are looking for service providers that can offer geographically nuanced security services, especially in areas such as data security & privacy, verticalized SOCs, converged IT/OT security services, and regulatory assessment services, to make sure that enterprises are not just adhering to ever evolving EU regulations but also the localized data privacy laws.

IT security service providers too have started to tap into these demand themes and are building capabilities to deliver the geographically contextualized services. Additionally, there is a strong push from service providers to proliferate their cybersecurity consulting capabilities in an effort to be seen as a holistic security partner that can deliver end-to-end security services.

In this research, we present an assessment and detailed profiles of 28 IT service providers for the IT security capabilities in Europe region featured on the IT Security Services PEAK Matrix® Assessment 2022 – Europe. The assessment is based on Everest Group’s annual RFI process for calendar year 2022, interactions with leading IT security service providers, client reference checks, and an ongoing analysis of the IT security services market.

This report includes the profiles of the following 28 leading IT security service providers featured on the IT Security Services PEAK Matrix – Europe:

- **Leaders:** Accenture, Atos, HCL Technologies, IBM, TCS, and Wipro
- **Major Contenders:** Capgemini, Cognizant, Deloitte, DXC Technology, EY, Infosys, KPMG, Kyndryl, LTI, Microland, NTT DATA, Orange Cyberdefense, PwC, Stefanini, Tata Communications, Tech Mahindra, T-Systems, and Zensar
- **Aspirants:** Happiest Minds, ITC Secure, Mindtree, and Yash Technologies

Scope of this report

**Geography**

Europe

**Providers**

28

**Services**

IT Security Services
IT security services PEAK Matrix® – Europe characteristics

Leaders:
Accenture, Atos, HCL Technologies, IBM, TCS, and Wipro

- Leaders have gained significant mindshare among enterprise clients due to the depth and breadth of their IT security services portfolio and on-ground presence in the European geography. These players have strong focus on next-generation security themes such as data security & privacy, regulatory assessments, verticalized SOCs, IT/OT convergence, OT security, zero trust, security-embedded portfolio, SASE, and IAM
- They have a highly balanced portfolio and continue to keep pace with market dynamics through continued investments in next-generation security solutions and services capability development (internal IP/tools, partnerships, etc.)

Major Contenders:
Capgemini, Cognizant, Deloitte, DXC Technology, EY, Infosys, KPMG, Kyndryl, LTI, Microland, NTT DATA, Orange Cyberdefense, PwC, Stefanini, Tata Communications, Tech Mahindra, T-Systems, and Zensar

- These players have built meaningful capabilities to deliver IT security services. However, their service portfolios are not as balanced and comprehensive as those of Leaders (either in terms of coverage across IT security service segments, delivery mix, service type, or all)
- All these providers are making continued investments in developing internal IP and tools, as well as expanding their service and technology partner ecosystem to plug their capability gaps. This helps position them as strong challengers to Leaders in this space

Aspirants:
Happiest Minds, ITC Secure, Mindtree, and Yash Technologies

- The IT security services business of Aspirants is at a relatively early stage and is not a leading revenue generator for such players
- Nevertheless, these companies are making investments to build broader capabilities in the IT security services space to cater to buyers through service and technology partnerships as well as internal IP/tools. This is keeping them poised to be major challengers in the space
Everest Group PEAK Matrix®
IT Security Services PEAK Matrix® Assessment 2022 – Europe | Accenture positioned as Leader

Everest Group – IT Security Services PEAK Matrix® Assessment 2022 – Europe¹,²

1 Assessments for Capgemini, Deloitte, EY, IBM, KPMG, Orange Cyberdefense, PwC, and T-SYSTEMS is based on Everest Group’s proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group’s interactions with enterprise buyers
2 Analysis for LTI and Mindtree is based on capabilities before their merger

Source: Everest Group (2022)
# Accenture | IT security services – Europe

## Everest Group assessment – Leader

<table>
<thead>
<tr>
<th>Market impact</th>
<th>Vision &amp; capability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Market adoption</td>
<td>Portfolio mix</td>
</tr>
<tr>
<td>![High]</td>
<td>![Low]</td>
</tr>
</tbody>
</table>

### Strengths

- Enterprises will benefit from Accenture’s comprehensive solution set that cuts across security themes such as OT security, application security, cloud security, IAM, and zero-trust; this is further enhanced by Accenture’s continued bolt-on acquisitions.
- Enterprises looking to invest in next-generation security will find Accenture attractive due to its extensive investments in innovation and new-age solutions such as blockchain-based identities, connected car security, and digital twin security solution, CyTwin.
- Enterprise buyers looking for GDPR and OT compliance services will find Accenture’s maturity assessment tools to be valuable because of the extensive coverage of government regulations and compliances that they provide.
- Clients have appreciated Accenture for its ability to deliver complex security engagements and its deep domain and technical expertise, and see it as a strategic partner in security.

### Limitations

- A few clients have raised concerns about Accenture’s high attrition in security services.
- Despite being lauded by clients for its breadth of security offerings and its expertise, clients have raised concerns around its premium pricing and contractual flexibility.
- Enterprise buyers searching for a service provider for pure-play managed security services might not find Accenture to be a right fit, as it has more proof points on consulting and design & implementation services.
- Some clients from Europe have highlighted that Accenture needs to expand the on-ground presence of its senior management for better stakeholder handling.

---

Measure of capability: ![Low] ![High]
**Accenture | IT security services – Europe** (page 2 of 6)

**Overview**

**Vision**
Accenture believes security is central to protecting organizations and bridging the security operations and mainstream business priorities. Its mission is to help its clients and partners securely transition into an omni-connected world.

Accenture works with clients from deep practitioners to the C-suite to see security as a business accelerator, ensuring the client’s investments in transformative solutions and providing trusted 360-degree value by reimagining business cyber protection that is built for the future. Its comprehensive and industry-tailored security offerings span the entire security lifecycle from cyber strategy to cyber resilience to cyber protection. It serves as a single end-to-end security provider and its holistic perspective allows it to deliver solutions aligned to its client’s needs.

**IT security services revenue (2021)**

<table>
<thead>
<tr>
<th>Segment</th>
<th>Revenue Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;US$200 million</td>
<td></td>
</tr>
<tr>
<td>US$200-500 million</td>
<td></td>
</tr>
<tr>
<td>US$500 million- US$1 billion</td>
<td></td>
</tr>
<tr>
<td>&gt;US$1 billion</td>
<td></td>
</tr>
</tbody>
</table>

**Adoption by industry**

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

**Adoption by service segments**

- Application security
- Cloud security
- Data security
- Identity and access management
- IoT and OT security
- Risk management and compliance
- End-point security
- Network security

**Adoption by buyer group**

- Small (annual revenue < US$1 billion)
- Medium (annual revenue = US$1-5 billion)
- Large (annual revenue > US$5 billion)

**Adoption by country**

- UK & Ireland
- Nordics
- Benelux
- France & southern Europe
- DACH
- Others

**Note:** The Nordics (Norway, Sweden, Finland, and Denmark); Benelux (Belgium, Netherlands, and Luxembourg); France and Southern Europe (Spain, Italy, and Portugal); DACH (Germany, Austria, and Switzerland) and Poland

Source: Everest Group (2022)
Case studies

Case study 1
Rebuild IT and security services for a global conglomerate post-separation from its parent

Client: a global beauty products company

Business challenge
The client is required to start from the ground up to build a strong IT and security foundation. As a primary separation and transformation partner, Accenture’s scope comprised 50+ countries, and 90+ sites, including DSs, offices, studios, factories, and 700+ applications.

Solution
Accenture Security offered comprehensive security consulting, transformation, and operational services for the separation journey covering the below services:

- Security governance, risk, and compliance
- Identity and access management and security operations & monitoring
- Application security testing & DevSecOps
- Endpoint detection & response
- Infrastructure vulnerability management & penetration testing

Impact

- Delivered 20+ security stage-gate deliverables, 20 security rules, and 6 security standards
- 200+ security controls developed, with a security operations center monitoring assets 24*7
- 3500+ security threats dealt with, 500+ admin accounts secured using a privileged access management system, and 95+ IT vendor security exams performed
- Over 600 applications were evaluated utilizing inherent risk assessment
- Over 130 application segments have been added to the remote access solution
- A vulnerability management system is utilized to scan all cloud and on-premises assets

Case study 2
Manage cyber security risk exposure, threats, exposure, and vulnerabilities to deliver business objectives

Client: a global household appliances company

Business challenge
The client engaged with Accenture Security to provide end-to-end security advisory, transformation, and run services to manage their risk exposure.

Solution
Accenture conducted a rigorous evaluation of high-risk suppliers for the client, to establish their compliance with cyber security best practices in 17 categories. Accenture’s cyber fusion center operating model will then be designed, built, and operationalized to drive the maturity of Cyber Defense capabilities to monitor and safeguard assets internationally. Accenture carries out the following activities:

- Using the Cyber SOC program, providing operational help to triage and assess cyber incidents based on security use cases and allowing 24x7 security monitoring capacity.
- Providing PCI DSS support to the client information security and compliance team in order to improve customer cardholder data security across multiple payment channels internationally.
- Providing a Data Loss Prevention (DLP) plan and roadmap for the client’s investments in Microsoft products, as well as deploying the appropriate security solutions to increase the protection of intellectual property and other sensitive data and decrease the risk of insider threats.

Impact

- Improved monitoring, detection, and response to possible cyber threats, with 80 percent coverage throughout their estate and 40+ operationalized use cases
- Reduced downtime to zero, vulnerability mitigation, and moving high and very high-security exposures inside tolerance
- Reduced the possibility of substantial regulatory fines (e.g., 4% annual turnover)
- Structured security training and awareness courses have been put into action
- Boosted customer trust in the client’s brand and goods while maintaining digital workplace security
## Accenture | IT security services – Europe (page 4 of 6)

### Solutions/IP/products

<table>
<thead>
<tr>
<th>Solution name</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autonomous identity</td>
<td>Patented analytics and machine learning solution analyzes enterprise access controls and makes recommendations; licensed/sold through partner ForgeRock</td>
</tr>
<tr>
<td>Cloud identity governance &amp; administration accelerator</td>
<td>Modular, pre-built reference architectures, data models and integrations to enable cloud-based Identity, Governance, &amp; Administration (IGA) for large, highly-complex organizations</td>
</tr>
<tr>
<td>Intelligent App Sec Platform</td>
<td>The Intelligent App Sec Platform is a patented solution that enables secure application development at scale via auto-triage and auto-remediation solutions.</td>
</tr>
<tr>
<td>Secure cloud</td>
<td>A secure Cloud is a standardized approach and repeatable IP, automation, and frameworks across AWS, Azure, and Google Cloud that is delivered and deployed directly into the clients’ cloud accounts in order to enable true DevSecOps</td>
</tr>
<tr>
<td>Secure platforms</td>
<td>IP and tooling for SAP, Oracle, and Salesforce to perform fast, consistent, and accurate security assessments</td>
</tr>
<tr>
<td>Accenture delivery methods and estimators for security</td>
<td>Accenture Delivery Methods (ADM) for security provide delivery methods for common security planning and security implementation services. Estimators are available to plan and deliver large-scale, complex consulting/assessment, design/integration, and outsourcing programs</td>
</tr>
<tr>
<td>Industry security value chains</td>
<td>Presents the key operational activities, processes, or products for each industry. Critical assets, key threat actors, and sample threats are also identified</td>
</tr>
<tr>
<td>Recon darknet detection</td>
<td>An asset-based, automated solution designed to monitor and measure risks to and impact on a client’s attack surface. It is used to consistently identify existing threats directly relevant to clients’ businesses as well as uncover new and emerging threats that clients use to improve their respective security posture</td>
</tr>
<tr>
<td>Connected car security (Memority)</td>
<td>Full-featured identity factory for connected car security, focused on Gallia</td>
</tr>
<tr>
<td>IntelGraph Intelligence Portal and API</td>
<td>IntelGraph Intelligence portal combines context-rich reports, powerful visualizations, advanced searching, alerting, and a robust RESTful API to enable faster access to relevant threat data and allow efficient and easy pivoting on threat indicators</td>
</tr>
<tr>
<td>Managed Extended Detection and Response (MXDR)</td>
<td>Full suite detection, response, and remediation – including people, platform, licenses, and storage – to proactively mitigate cyber-attacks &amp; malicious activity at a lower price point</td>
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<tr>
<td>Partner name</td>
<td>Type of partnership</td>
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<tr>
<td>----------------------</td>
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</tr>
<tr>
<td>AWS</td>
<td>Technology partnership</td>
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<tr>
<td>CrowdStrike</td>
<td>Technology partnership</td>
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<tr>
<td>CyberArk</td>
<td>Technology partnership</td>
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<td>Forescout</td>
<td>Technology partnership</td>
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<td>ForgeRock</td>
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<td>Fortinet</td>
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<td>Google</td>
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<td>Micro Focus</td>
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<td>Microsoft</td>
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<td>Nozomi Networks</td>
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<td>Okta</td>
<td>Technology partnership</td>
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<tr>
<td>One Identity</td>
<td>Technology partnership</td>
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<tr>
<td>Palo Alto Networks</td>
<td>Technology partnership</td>
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<td>SailPoint</td>
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<td>Saviynt</td>
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<td>ServiceNow</td>
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<td>Splunk</td>
<td>Technology partnership</td>
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<tr>
<td>VMWare</td>
<td>Technology partnership</td>
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<tr>
<td>Zscaler</td>
<td>Technology partnership</td>
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</tbody>
</table>
## Investments and recent activities

### Investments (representative list)

<table>
<thead>
<tr>
<th>Investment name</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Acquisitions</strong></td>
<td>Invested in six acquisitions to increase the cyber defense in the Israeli market with a focus on threat intelligence and to provide cyber security and cloud and infrastructure in France and Europe including IAM capabilities in France/Gallia. Some of the recent acquisitions in cyber security and cloud space include Maglan, Ariasmore, Context Information Security, Symantec Cyber Security Services, Openmined, and Sentor.</td>
</tr>
</tbody>
</table>
| **Talent** | Accenture invested in talent in FY21 to rapidly upskill its employees, which includes cloud certifications from cloud service provider partners such as Microsoft Azure, AWS, GCP, Alibaba, VMware, Workday, Salesforce, and others  
- **Security training and certification:** programs to nurture employees in cyber security and soft skills such as ecosystem of social learning, analytics, and certifications include CISSP, CIPP, SBASA, CompTIA Security+, CompTIA CyberSec CSA, AWS, and many more  
- **Non-STEM females training:** Accenture, in cooperation with Pink Academy, offers 8-week training programs for female students with a humanistic/economic background who are eager to master security core skills in cloud security, cyber defense, and data protection, strategy, and risk |
| **Others** | Accenture features laboratories and a forum that focus on data recovery using Machine Learning, application attack prediction using graph analytics, and monthly virtual roundtables on relevant themes and periodic in-person events, respectively. |
Appendix
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 PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability

Everest Group PEAK Matrix®

- **Leaders** (High Vision & capability, High Market impact)
- **Major Contenders** (High Vision & capability, Low-Medium Market impact)
- **Aspirants** (Low-Medium Vision & capability, Low-Medium Market impact)

Vision & capability (Measures ability to deliver services successfully)

Market impact (Measures impact created in the market)
FAQs

Does the PEAK Matrix® assessment incorporate any subjective criteria?
Everest Group’s PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging 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 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 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.
Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our research also covers the technologies that power those processes and functions and the related talent trends and strategies. Our clients include leading global companies, service and technology providers, and investors. Clients use our services to guide their journeys to maximize operational and financial performance, transform experiences, and realize high-impact business outcomes. Details and in-depth content are available at www.everestgrp.com.

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