Everest Group PEAK Matrix™ for Workday Human Capital Management (HCM) IT Service Providers 2019

Focus on Accenture

July 2019

Everest Group®

PE∧K MATRIX™

Introduction and scope

Everest Group recently released its report titled "[Workday Human Capital Management (HCM) IT Services – PEAK Matrix™ Assessment and Market Trends 2019: HCM on Cloud the New Paradigm – Workday Leads the Way](#)." This report analyzes the changing dynamics of the Workday HCM IT services landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 12 service providers on the Everest Group PEAK Matrix™ for Workday HCM IT services into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of Workday HCM service providers based on their absolute market success and delivery capability. Everest Group also identified 3 service providers as the "2019 Workday HCM IT Services Market Star Performers" based on the strongest forward movement demonstrated on the PEAK Matrix year-on-year.

Based on the analysis, **Accenture emerged as a Leader and Star Performer**. This document focuses on **Accenture's** Workday HCM IT services experience and capabilities and includes:

- Accenture's position on the Workday HCM IT services PEAK Matrix
- Accenture's year-on-year movement on the Workday HCM IT services PEAK Matrix
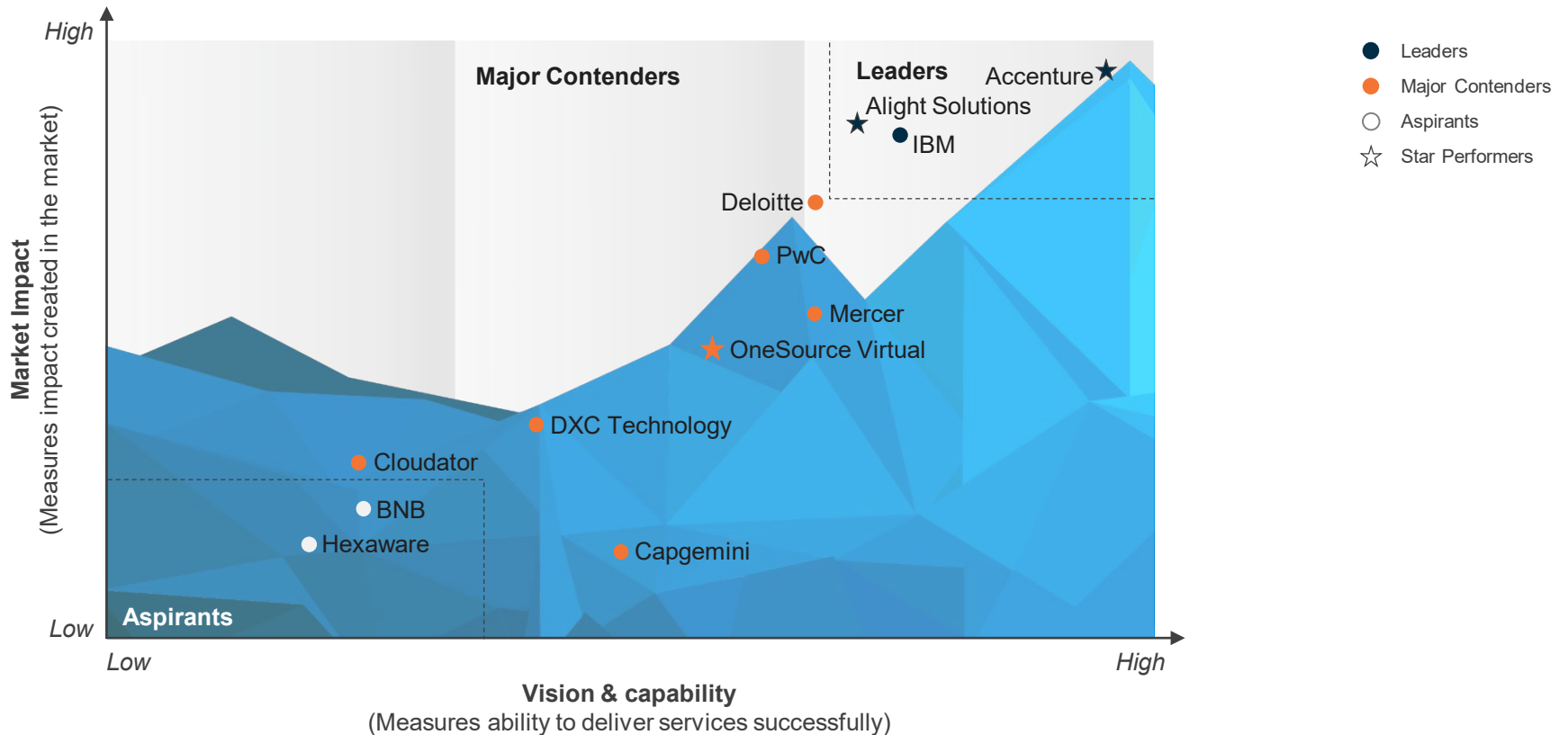- Detailed Workday HCM IT services profile of Accenture

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.

Everest Group PEAK Matrix™

Workday HCM IT Services PEAK Matrix™ Assessment 2019 | Accenture positioned as Leader

Everest Group Workday HCM IT Services PEAK Matrix™ Assessment 2019[1]

Legend:
- ● Leaders
- ● Major Contenders
- ○ Aspirants
- ☆ Star Performers

Axis labels:
- 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

Quadrants: Major Contenders, Leaders, Aspirants

Plotted companies: Accenture, Alight Solutions, IBM, Deloitte, PwC, Mercer, OneSource Virtual, DXC Technology, Cloudator, BNB, Hexaware, Capgemini

1 Assessments for Deloitte, Mercer, and PwC excludes 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 buyers. For these companies, Everest Group's data for assessment may be less complete

Source: Everest Group (2019)

Overview

Strengths	Areas of improvement
• Consistent value delivery through proprietary solutions under aggressive timelines and budgets • Strong project execution and undisrupted service delivery	• Accenture needs to further enhance its capabilities to drive clients around industry best practices of adopting Workday • Expand integration services portfolio and develop expertise around talent relating to the same; enhance focus on payroll integration

Overview of services: Accenture offers services across all phases of Workday deployment and augments the deployment process using in-house IP and solutions. Accenture's services focus is on consulting and implementation with the majority of its operations in North America and Europe. Accenture has been a Workday partner since 2008.
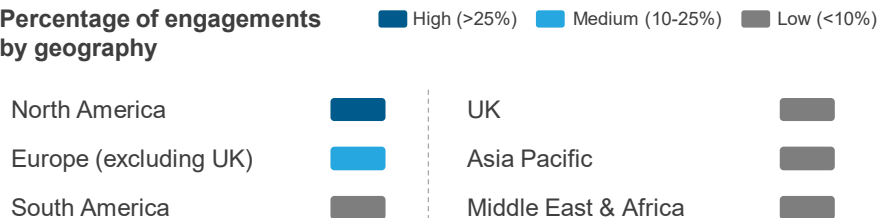
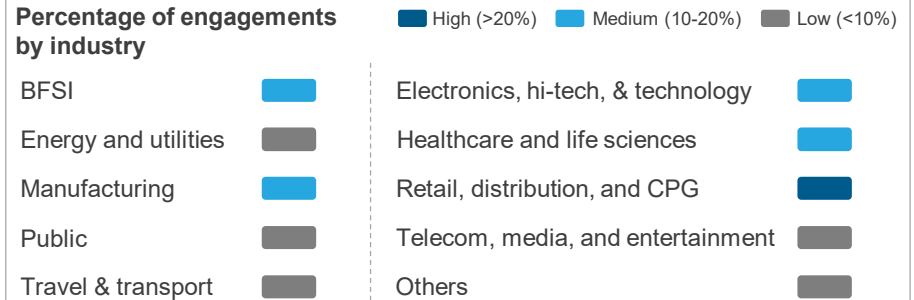### Workday HCM IT services revenue

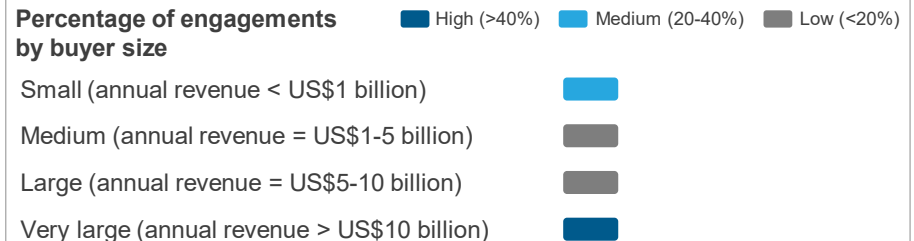| <US$25 million	US$25-100 million	US$100-200 million	>US$200 million

Percentage of Workday services' scope by revenue

Legend: ■ >50% ■ 20-50% ■ <20%

- Consulting ■ (20-50%)
- Implementation ■ (>50%)
- Management and support ■ (<20%)

Percentage of engagements by industry

Legend: ■ High (>20%) ■ Medium (10-20%) ■ Low (<10%)

Industry	Level	Industry	Level
BFSI	Medium	Electronics, hi-tech, & technology	Medium
Energy and utilities	Low	Healthcare and life sciences	Medium
Manufacturing	Medium	Retail, distribution, and CPG	High
Public	Low	Telecom, media, and entertainment	Low
Travel & transport	Low	Others	Low

Percentage of engagements by geography

Legend: ■ High (>25%) ■ Medium (10-25%) ■ Low (<10%)

Geography	Level	Geography	Level
North America	High	UK	Low
Europe (excluding UK)	Medium	Asia Pacific	Low
South America	Low	Middle East & Africa	Low

Percentage of engagements by buyer size

Legend: ■ High (>40%) ■ Medium (20-40%) ■ Low (<20%)

Buyer size	Level
Small (annual revenue < US$1 billion)	Medium
Medium (annual revenue = US$1-5 billion)	Low
Large (annual revenue = US$5-10 billion)	Low
Very large (annual revenue > US$10 billion)	High

Solutions, investments, and partnerships

Vision: Accenture's vision is to help clients understand the benefits of Workday transformation, focus on partnering with them to drive innovation, and extend Workday with pre-built industry solutions. It aims to expand global talent across local markets, thus enabling both local and global delivery and embed Workday in all areas of Accenture's strategy, consulting, and operational services. Accenture also aims at enhancing clients' experience by driving innovation on Prism Analytics, Workday Planning, and Workday Cloud Platform.

Proprietary solutions (representative list)

Solution name	Details
Transformation Compass	Proprietary tool to gather inputs, which helps develop business cases and align stakeholders to clients' Workday deployment goals
Workday Readiness Assessment	Solution that helps clients understand their organization's strengths and areas of implementation risk prior to implementation kick-off
Job Architecture Accelerator	Architecture accelerator that can evaluate the client's current state, prioritize, and craft a job architecture roadmap
Global Considerations Tool	Repository of common legal and regulatory requirements from over 85 countries
Keystone Tenant	Starter Workday environment to build foundational Workday tenant and visualize future state

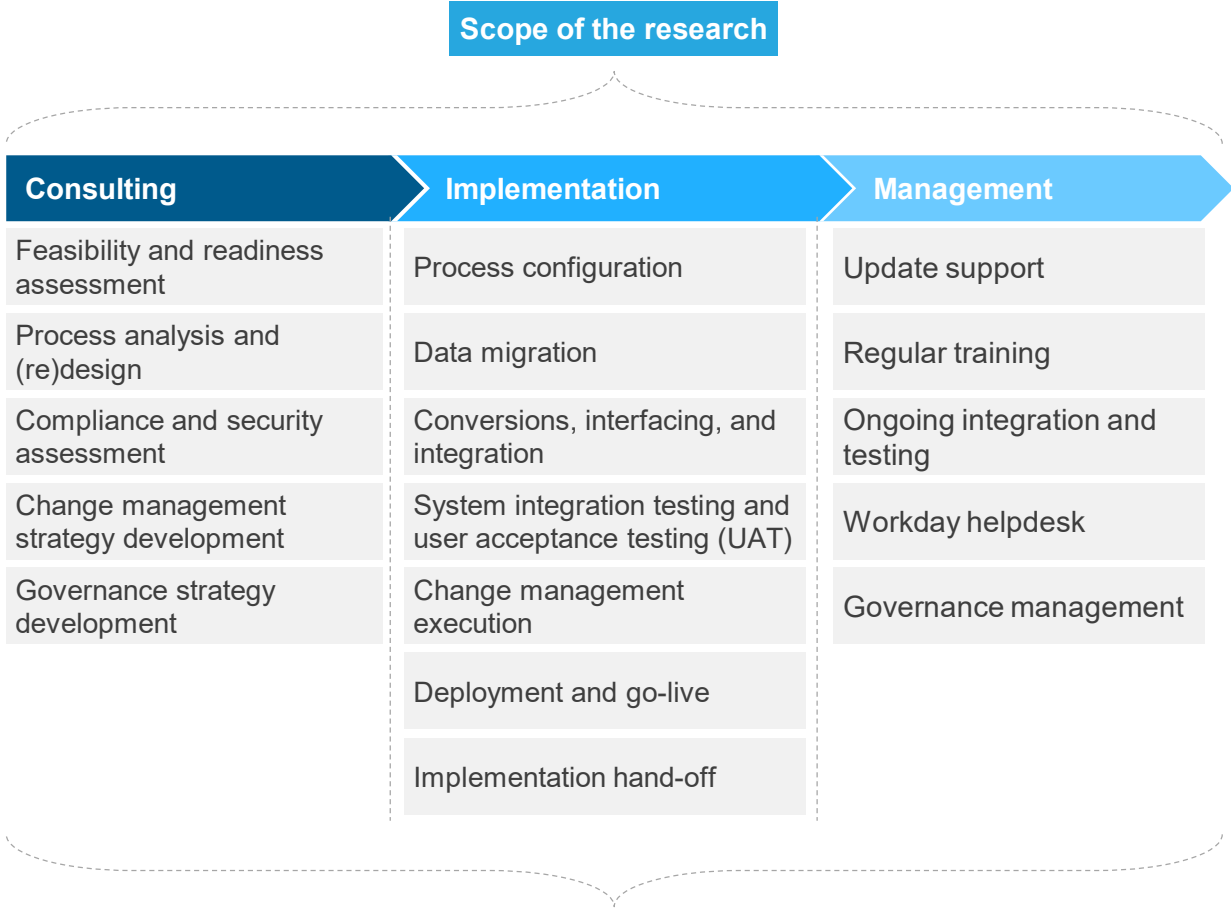**Workday IT services investments and other activities** (representative list)

Theme	Details
Transformation and advisory training	Training for senior practitioners to become Workday transformation advisors
Accenture SaaS academy	Strengthened approximately 10% of Workday workforce's consultative skills annually
Workday "New"	Heavily invested in incubating and co-creating Workday emerging technology solutions with clients
Acquisition	Acquired DayNine to help organizations deploy customized Workday solutions that transform human capital management
Workday certifications	Over 750 multiple Workday certifications across HCM functions

Appendix

Everest Group's Workday-based HCM process value chain

Workday services value chain

Scope of the research

Consulting	Implementation	Management
Feasibility and readiness assessment	Process configuration	Update support
Process analysis and (re)design	Data migration	Regular training
Compliance and security assessment	Conversions, interfacing, and integration	Ongoing integration and testing
Change management strategy development	System integration testing and user acceptance testing (UAT)	Workday helpdesk
Governance strategy development	Change management execution	Governance management
	Deployment and go-live	
	Implementation hand-off	

Workday HCM Information Technology (IT) services

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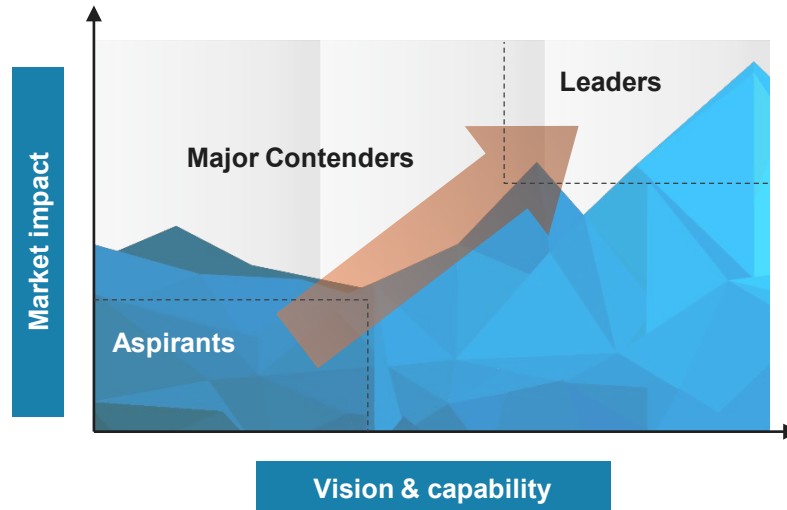
Everest Group PEAK Matrix
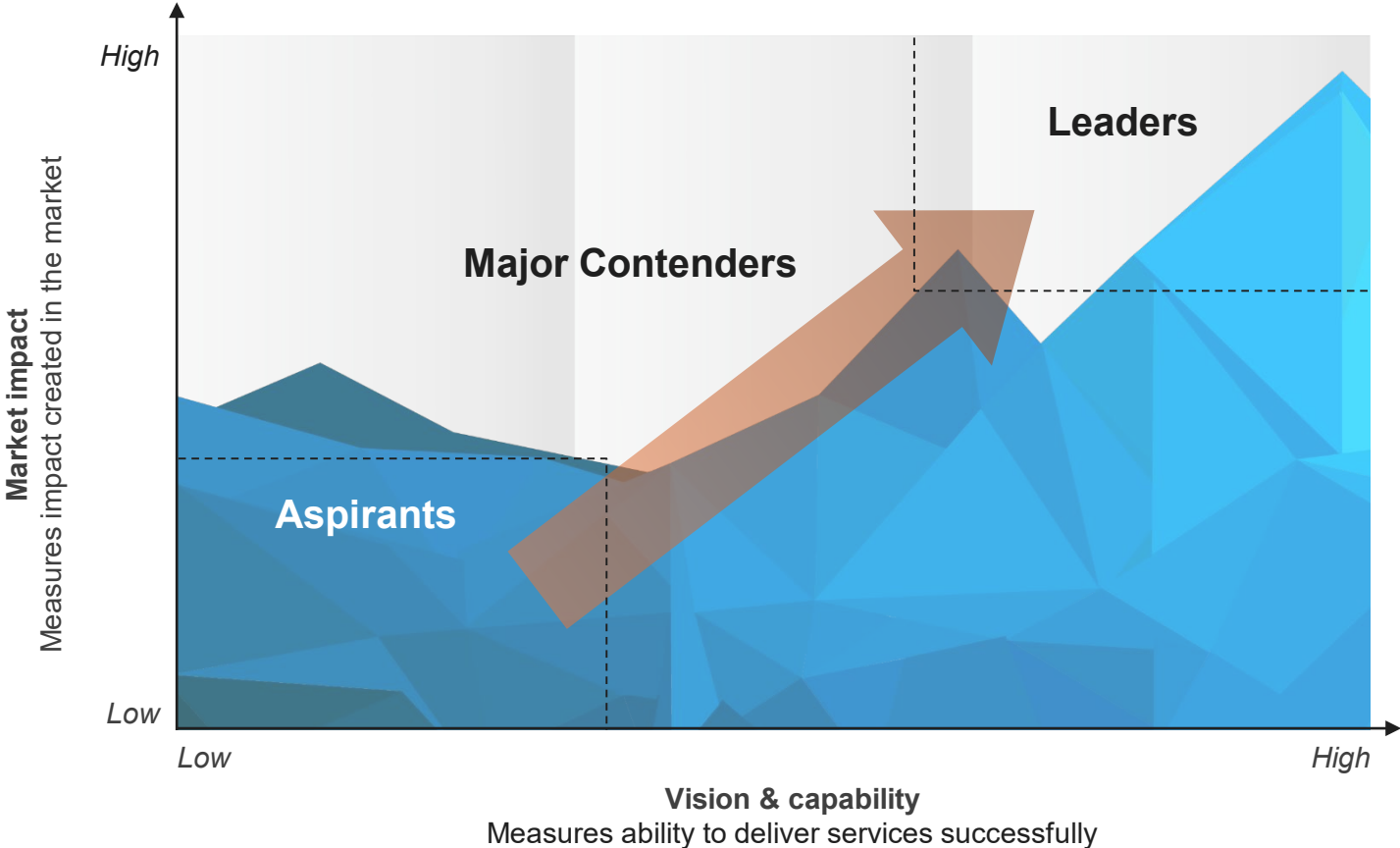
Services PEAK Matrix™ evaluation dimensions

Measures impact created in the market – captured through three subdimensions
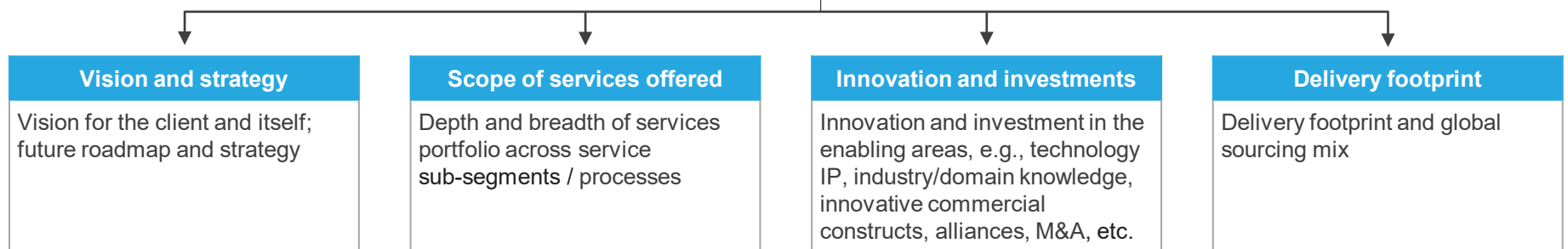
Market adoption
No. of clients, revenue base, and YOY growth, deal value/volume

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

Market impact (vertical axis)

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 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 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
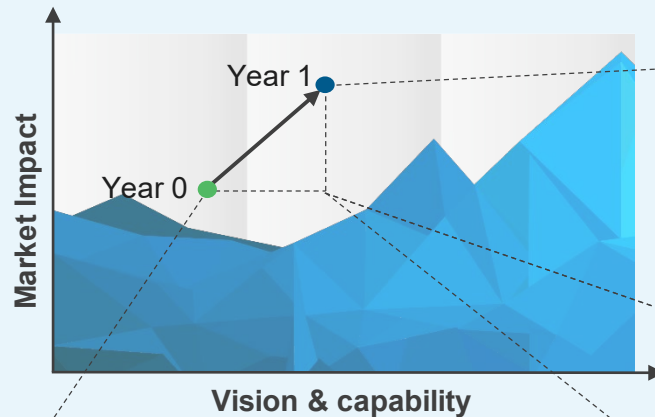
In order to assess advances on **market impact**, we evaluate each service provider's performance across a number of parameters including:
- Yearly ACV/YOY revenue growth
- # of new contract signings and extensions
- Value of new contract signings
- Improvement in portfolio mix
- Improvement in value 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

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 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

Everest Group®
R E S E A R C H

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.

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

New York
info@everestgrp.com
+1-646-805-4000

Toronto
canada@everestgrp.com
+1-416-388-6765

Stay connected

Website

www.everestgrp.com

Social Media
@EverestGroup
@Everest Group

Blog

www.everestgrp.com/blog/