Everest Group®

Everest Group Cybersecurity Services PEAK Matrix® Assessment 2024 – Europe

Focus on TCS

November 2024

PEAK MATRIX®

Introduction

Data security and governance laws in Europe are increasingly stringent and dynamic, especially as new technologies such as generative AI gain traction. The rise of digital transformation trends, coupled with regulations such as the AI Act with special provisions for gen AI, presents unique challenges for European enterprises. These businesses face region-specific cybersecurity needs due to Europe's diverse cultural, linguistic, and operational landscape, which demands tailored solutions from service providers.

Simultaneously, the rapid adoption of cloud computing, IoT, and remote work has significantly expanded the attack surface, heightening vulnerability to complex cyber threats such as data breaches and ransomware. To address these challenges, service providers are developing advanced cybersecurity solutions such as AI-driven threat detection, zero trust frameworks, SASE, and autonomous Security Operations Centers (SOCs). Additionally, they are investing in talent development and automation to bridge the skills gap. As the digital landscape continues to evolve, the focus on proactive and adaptive security measures is expected to drive ongoing growth in the cybersecurity sector.

In this research, we present an assessment and detailed profiles of 28 cybersecurity service providers from the European region, featured on the Cybersecurity Services PEAK Matrix® Assessment 2024 – Europe. The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading cybersecurity service providers, client reference checks, and ongoing analysis of the cybersecurity services market.

The full report includes the profiles of the following 28 leading cybersecurity service providers featured on the **Cybersecurity Services PEAK Matrix® Assessment PEAK Matrix 2024 – Europe:**

- **Leaders:** Accenture, Deloitte, Eviden, EY, HCLTech, IBM, NTT DATA, TCS, and Wipro
- **Major Contenders:** BT Group, Capgemini, Cognizant, Computacenter, DXC Technology, Fujitsu, Infosys, Kyndryl, LTIMindtree, Orange Cyberdefense, Sopra Steria, Tech Mahindra, Telefonica, and T-Systems
- **Aspirants:** CyberProof, Reply, Stefanini, Tietoevry, and Yash Technologies

Scope of this report

Geography: Europe

Industry: all-encompassing industries globally

Services: cybersecurity services

Use cases: only publicly available information (~90 distinct use cases) has been used for the entire analysis in this report

Cybersecurity services PEAK Matrix® characteristics

Leaders

Accenture, Deloitte, Eviden, EY, HCLTech, IBM, NTT DATA, TCS, and Wipro

- Leaders in cybersecurity aim to stay at the forefront of key cybersecurity segments such as Identity and Access Management (IAM), cloud security, Managed Detection and Response (MDR), Operational Technology (OT) security, and application security by delivering comprehensive, end-to-end cybersecurity solutions that build trust and confidence among enterprises, ensuring that they are well-prepared to tackle emerging threats
- Leaders demonstrate exceptional proactiveness by driving innovations and introducing next-generation cybersecurity solutions including SASE, quantum security, gen AI security, and decentralized identity, among others
- Leaders offer co-innovative cybersecurity solutions, driven by a strong partnership ecosystem with the leading technology providers in the region along with localized delivery centers

Major Contenders

BT Group, Capgemini, Cognizant, Computacenter, DXC Technology, Fujitsu, Infosys, Kyndryl, LTIMindtree, Orange Cyberdefense, Sopra Steria, Tech Mahindra, Telefonica, and T-Systems

- Major Contenders present formidable competition to market leaders, making a significant impact with consistent YoY growth and delivering sustainable value to their cybersecurity clients
- These participants consistently invest in building IP, accelerators, and point solutions, while expanding services to address gaps. However, their portfolios are not as comprehensive as those of industry leaders, which is evident in their more limited market impact
- These players are focused on building cybersecurity service offerings with specialized resources, domain expertise, and competitive pricing

Aspirants

CyberProof, Reply, Stefanini, Tietoevry, and Yash Technologies

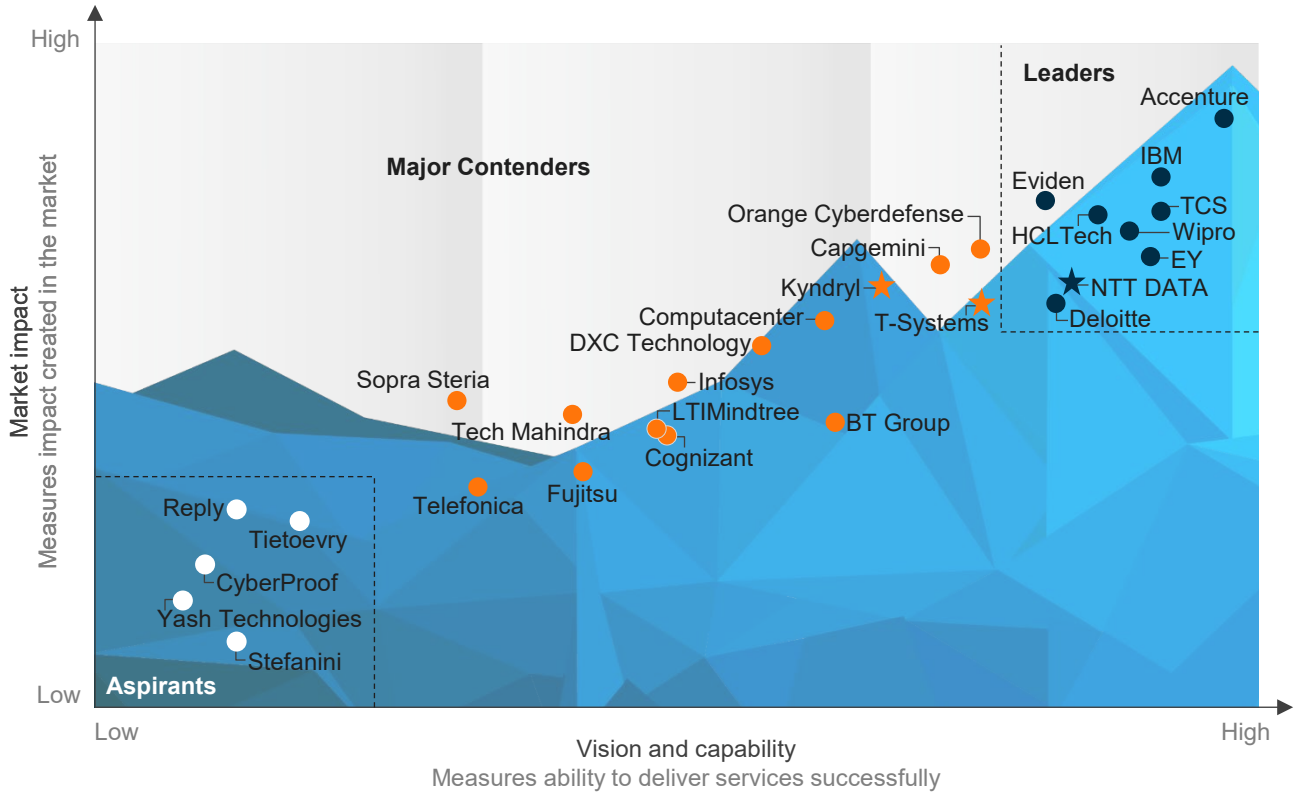
- The cybersecurity business of the Aspirants is still in its early stages and does not cater to the large or mega clients in the domain. These providers specialize in limited segments of cybersecurity, offering a narrow scope of services
- These providers are actively broadening their cybersecurity capabilities by leveraging strategic services, enhancing skills, and developing IP-driven solutions to better serve their clients
- These providers cater to enterprises across Europe by offering regional delivery footprints, making them the preferred choice for businesses seeking localized capabilities in specific segments of cybersecurity implementation

Everest Group PEAK Matrix®

Cybersecurity Services PEAK Matrix® Assessment 2024 – Europe | TCS is positioned as a Leader

Everest Group Cybersecurity Services PEAK Matrix® Assessment 2024 – Europe[1]

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



1 Assessments for BT Group, Capgemini, Deloitte, Orange Cyberdefense, Sopra Steria, Telefonica, Tietoevry, and T-Systems excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with the buyers
Source: Everest Group (2024)

TCS profile – Europe (page 1 of 6)

Overview

Vision

TCS believes that effective cybersecurity is vital for promoting innovation and long-term growth. Its goal is to assist businesses achieve long-term success by protecting their digital assets and giving them the confidence to lead. It provides its full range of security services and solutions to protect its clients' businesses, allowing them to concentrate on growth. It helps businesses operate with confidence by offering complete advice, implementation, and managed security services, industry solutions based on contextual knowledge, and a security-as-a-service model delivered via a worldwide network of cybersecurity delivery centers.

Cybersecurity services revenue – Europe (CY 2024)

<US$200 million	**US$200-500 million**	US$500 million-US$1 billion	>US$1 billion

Low (<10%) Medium (10-20%) High (>20%)

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, vulnerability management, and compliance
- Disaster recovery
- End-point security
- Network security
- Threat management

Adoption by buyer group

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

Adoption by geography

- UK and Ireland
- France and Southern Europe
- Benelux
- Nordics
- DACH
- Others

Note: France and Southern Europe (Spain, Italy, and Portugal); Benelux (Belgium, Netherlands, and Luxembourg); Nordics (Norway, Sweden, Finland, and Denmark); DACH (Germany, Austria, and Switzerland) and Poland
Source: Everest Group (2024)

TCS profile – Europe (page 2 of 6)

Case studies

[NOT EXHAUSTIVE]

CASE STUDY 1

Transformed the client's cloud security posture with comprehensive automation, integration, and policy validation solutions

Business challenge

The client faced significant hurdles in meeting regulated industry requirements. It struggled with inconsistent cloud security policy design, lacked a cloud security policies baseline and industry standards, and found the deployment of complex cloud security policies challenging. These issues hindered its ability to maintain effective security across its cloud infrastructure.

Solution

TCS designed and developed a comprehensive cloud security control framework using Terraform Sentinel for policy automation. It deployed Prisma Cloud based on the Cloud Cucumber framework for policy validation and designed a GCP Cloud Foundation architecture with IAC automation templates. It extended on-premise security tools to the cloud, implementing Cloud security Posture Management (CSPM), and developed guardrails for 63 GCP services. This approach ensured the integration of cloud and on-premise security tools and technologies, creating a secure and agile system delivery.

Impact

- Identified and deployed 400+ cloud security controls
- Developed and deployed 200+ run time controls
- Protected 63+ services
- Integrated security across eight cyber security domains
- Implemented policy validation using the Cucumber framework
- Generated reports capturing policy validation evidence
- Built Terraform modules for secure shared services
- Configured security services in the cloud for IAM, Networks, DLP, SIEM, Encryption, and more
- Created dashboards for weekly and monthly security reviews

CASE STUDY 2

Implemented effective data privacy and protection strategy for compliance with the UK data protection act

Business challenge

The client faced significant compliance challenges with the UK data protection act. With rising consumer demand for data privacy, the company was at high risk legally and financially due to its handling of large volumes of sensitive data. The client needed to implement an effective data privacy strategy to delete/archive unwanted data, review access, and implement controls to protect both structured and unstructured data across its IT systems.

Solution

TCS developed and implemented a comprehensive data privacy and protection strategy for the client's legacy and modern web applications. This included creating data protection policies with data classification and retention guidelines. TCS also enhanced web application security by performing Vulnerability Assessment and Penetration Testing (VA/PT), defining a secure SDLC framework, and improving secure coding practices. Access management was strengthened through role-based access, periodic recertifications, and audits. Additionally, TCS designed a centralized logging system for the application portfolio and integrated it with a Security Information and Event Management (SIEM) solution.

Impact

- Implemented data classification and retention policies for approximately 90 applications to ensure regulatory compliance including UK DPA and GDPR preparation
- Improved management decision-making by creating a security roadmap based on revenue, reputation, regulatory risk, business value, and cost considerations
- Improved data security controls, governance, and processes, including monitoring and reporting

TCS profile – Europe (page 3 of 6)

Solutions

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Proprietary solutions / IP / Products

Solutions	Details
TCS Cyber Defense Suite (CDS) – cyber intelligence	It offers cyber observability-as-a-service to its consumers. It provides flexibility/adaptability by including the organization structure (conglomerate, M&A, heavily regulated), kind of business, risk appetite, and security goals, and assists enterprise executives in setting benchmarks, identifying gaps, measuring progress, and communicating with stakeholders.
TCS CDS – data security services – consent management solution	It is a TCS IP that focuses on privacy by providing GDPR consulting and compliance management services. It automates consent collecting and assures compliance with all local and international data privacy and consumer rights legislation. It enables the management of both consent management and data subject rights automation on a single platform, with seamless migration and effective governance, resulting in a 50% reduction in compliance costs and a 30% acceleration of technology deployment.
TCS CDS – cyber vigilance	It provides customers with threat detection and response capabilities through its MDR service. SIEM, threat Intel platform, and SOAR are the key service components, with threat surface management, deception, threat hunting, IR, and digital forensics available as optional services. TCS IP is a cloud-native, integrated, and machine learning-based solution that ensures lower MTTD and MTTR (playbook automation). It allows cyber resilience by enabling firms anticipate and withstand cyber threats.
TCS CDS – identity security	It provides full cyber security controls to customers in the IGA, PAM WAM, CIAM, and secret management domains for worker, partner, and consumer identities using an as-a-service paradigm. It incorporates TCS IP in the form of an integrated architecture and control set, automation for factory-based app/endpoint onboarding, pre-built integrations and workflow templates, compliance reports, and so on.
TCS CDS – vendor risk management	TCS offers both VRM assessment and cyber risk score services, which together provide customers with a 360-degree perspective of vendor-related cyber risk. The client analyzes the risk associated with the vendor or supplier by utilizing a combination of assessment-based and scoring services with suitable weightages. For certain providers, the client uses scoring services; for other types of vendors, survey-based evaluations may be given more importance.
Policy-as-a-code framework	TCS has a number of industry-specific cloud security frameworks that are applied using **Policy as Code** for cloud governance. These frameworks cover a variety of sector domains including BFSI, healthcare, and others, where the applicable industry-specific regulations are put into place to ensure that security compliance requirements are satisfied.
TCS's security-as-a-service platform	It is a platform that provides proactive defense with 360-degree view and predictive intelligence.
TCS cyber insights platform on AWS	It makes use of Amazon Security Lake to integrate many security technologies into a single setting to generate AI-powered insights.
TCS BlueTick	It is a web-based portal that facilitates the evaluation of an organization's cybersecurity maturity and produces metrics that are understood by C-Suite executives, boards of directors, and CISOs. Its numerous pre-built assessment templates make it possible to start security assessments right away. These templates ensure adherence to numerous regulations including GLBA, NIST, CIS, HIPAA, STIH, PCI-DSS, HITECH, ISO/IEC, and many more. With TCS Blue Tick, its clients can assess their current level of cyber security maturity and identify areas for improvement.

TCS profile – Europe (page 4 of 6)

Investments and recent activities

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Investments

Investments	Details
Acquisition	• Acquired staff and select assets of Pramerica Systems from insurance giant Prudential Financial Inc., helping the insurer decrease expenses to battle low interest rates and the repercussions from COVID-19 • Acquired all the Deutsche Bank AG's shares of Postbank Systems AG (PBS). PBS is a comprehensive captive IT service provider that offers infrastructure support, application management, and project management to Postbank and other Deutsche Bank subsidiaries
Investment	Invested in TCS COIN™, a network of specialists from start-up, research, universities, and business worlds who collaborate on innovations for TCS' Fortune 1,000 customers. TCS COIN™ roster includes 2,500 start-ups from the US, Israel, Canada, Europe, and India, sponsored by approximately 50 academic partners including UC Berkeley, Carnegie Mellon, Cornell Tech, MIT Media Labs, and Stanford
Expansion	Made investments to broaden its reach into emerging markets such as the Middle East, APAC, and LATAM. TCS operates 13 worldwide delivery centers, along with solution centers, co-innovation garages, and labs for DFIR, VM, and red teaming. These centers are thoughtfully built to facilitate data retention, preserve data sovereignty, and provide localization in accordance with clients' specific local regulatory or legal compliance requirements. The numerous stakeholders use the center of excellence labs and security experience centers for engineering, delivery, presales for customer POCs, customer demos, testing, and more.
Innovation	Increased R&D spending as a priority, made possible by its partnerships with partners, academic institutions, and start-ups utilizing cutting-edge technologies such as robotics, IoT, analytics, and Gen AI, among others
Platform	Invested in the cybersecurity platform, TCS Cyber Defense Suite (CDS), which keeps evolving to become an integrated, flexible enterprise security-as-a-service offering. Modules can be consumed incrementally (in an OpEx-based commercial model) based on the priorities and roadmaps of the customer for cyber security, and it meets the needs of customers for cyber resiliency in hybrid, multi-cloud, and IT-OT setups across major industry verticals and geographies.
Talent	• Partnered with academic institutions to grow in a way that benefits both parties by addressing a larger market, developing talent, innovating together, and providing thought leadership • Invested in hiring cybersecurity specialists from Big 4 and other fields. These specialists work with key customer leadership, the board, and the CSO across all service lines, with a primary focus on security strategy advisory and consulting • Invested in CIT to set up labs, provide training, and develop skills to create a pool of workers with cyber skills that are ready to be deployed • Introduced its flagship STEM education program, GoIT, which benefited students all across the world since its beginning in 2009. This program, based on design thinking, introduced students to the innovation life cycle and rapid prototyping methodology

TCS profile – Europe (page 5 of 6)

Partnerships

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Partnerships

Partners	Partnership type	Details
Microsoft	Technology partnership	TCS benefits from a top-tier partnership with Microsoft, which includes a dedicated business unit with over 20,000 certified specialists on Microsoft platforms, improving collaboration and creativity.
Google	Technology partnership	TCS partnered with Google at the premier level, benefiting from a dedicated business unit with thousands trained and certified, fostering innovation and co-creation.
AWS	Technology partnership	TCS has a premier partnership with AWS, which provides abundant resources, specialized support, and continued training.
Palo Alto Networks	Technology partnership	TCS and Palo Alto Networks, operating at the top-tier innovator level, collaborate closely, boasting a dedicated practice and joint solutions with over 300 trained security engineers, focusing on cutting-edge technologies such as Security Service Edge and XDR.
Fortinet	Technology partnership	TCS and Fortinet are top-tier partners, with a dedicated practice focusing on joint solutions including Security Service Edge, XDR, and MDR. Over 40 associates are trained and certified in these areas.
Cisco (Splunk)	Technology partnership	TCS and Cisco (Splunk) engage in a top-tier partnership, where Cisco invests in TCS through a 360-degree network collaboration, enhancing mutual growth and innovation.
CrowdStrike	Technology partnership	TCS and CrowdStrike's elite partnership fosters growth through NFR Access, training, and marketing support, benefiting both entities with 120+ skilled associates.
Zscaler	Technology partnership	TCS and Zscaler have formed a top-tier partnership, exemplified by a dedicated practice focused on joint solutions. Their collaboration includes training 500+ associates in various cutting-edge technologies.
Trend Micro	Technology partnership	TCS and Trend Micro's strategic partnership offers mid-tier clients NFR and demo console access, along with training on Trend Micro Vision One XDR, branding, and positioning.
Okta	Technology partnership	TCS and Okta's mid-tier partnership amplifies with robust training, boasting 70+ trained and 25+ certified associates.
Rapid7	Technology partnership	TCS partnered with Rapid7 for continuous training to enhance its cybersecurity expertise.
Proofpoint	Technology partnership	TCS and Proofpoint collaborated to provide exploratory access to labs, infrastructure, enablement, and competency enhancement.

TCS profile – Europe (page 6 of 6)

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

- Enterprises from the BFSI sector may find TCS to be suitable with its industry-contextualized offerings and extensive delivery proof points in the vertical
- TCS has invested in GRC services with its BlueTick portal with pre-built assessment templates allowing it to provide quick compliance assessments
- Enterprises seeking service providers with global delivery capabilities for cybersecurity services may find TCS relevant, as it offers high scalability and delivery flexibility through its 150+ delivery centers and 40+ SOCs across the globe
- Enterprises from the UK and DACH region may find TCS to be a suitable partner due to its significant presence in the region
- TCS' investment in its dedicated cybersecurity consulting services enables it to enhance its industry-specific, platform-led consulting services

Limitations

- While TCS has invested in OT/IoT security, enterprises must carefully assess TCS as it lags its peers in credible delivery proof points
- Some clients have noted that TCS could benefit from stronger alignment between its delivery and technical teams
- A few clients have highlighted that there is a scope for improvement in the cultural understanding of the region for better synergy between TCS and the client
- Enterprises from HLS and the public sector must be aware of the limited presence of TCS in these verticals compared to peers
- While clients have praised TCS's technical capabilities, they expect better strategic-level assistance in cybersecurity

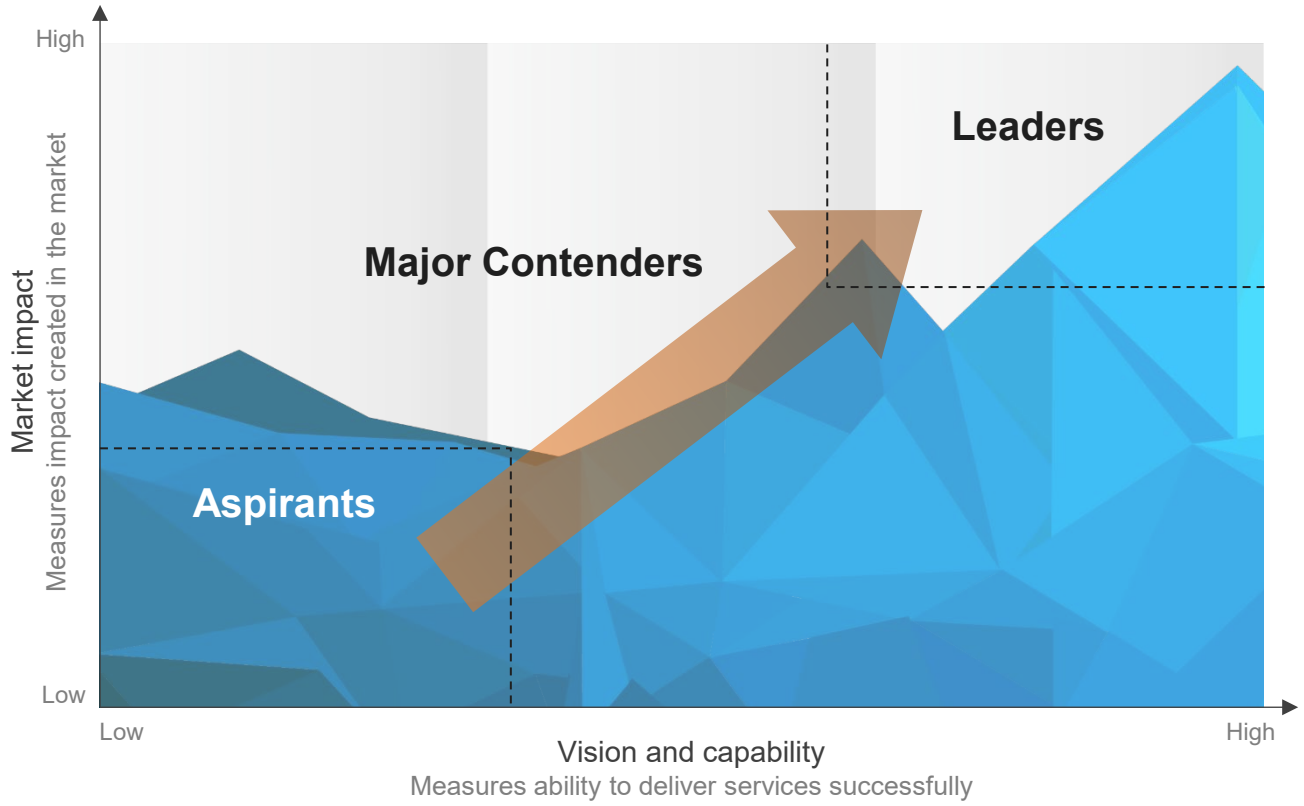
Appendix

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



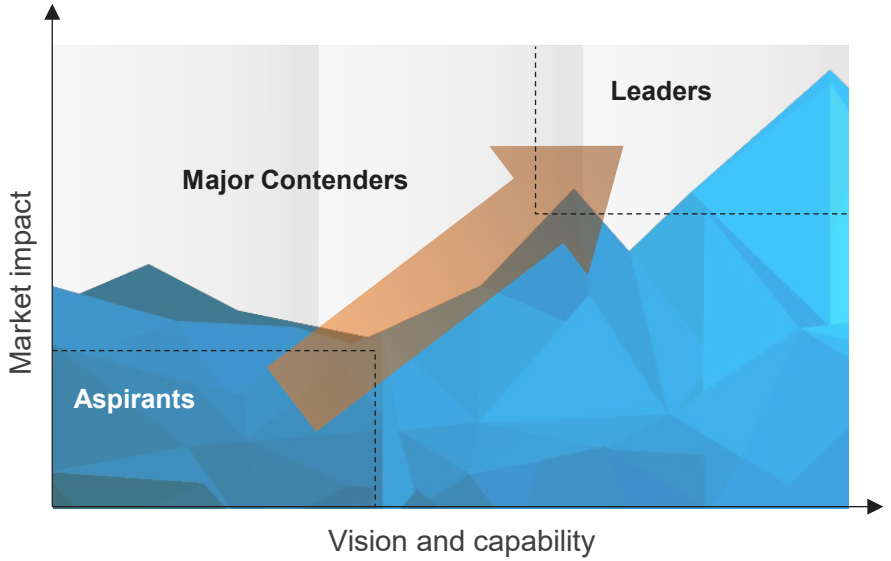
Services PEAK Matrix® evaluation dimensions

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

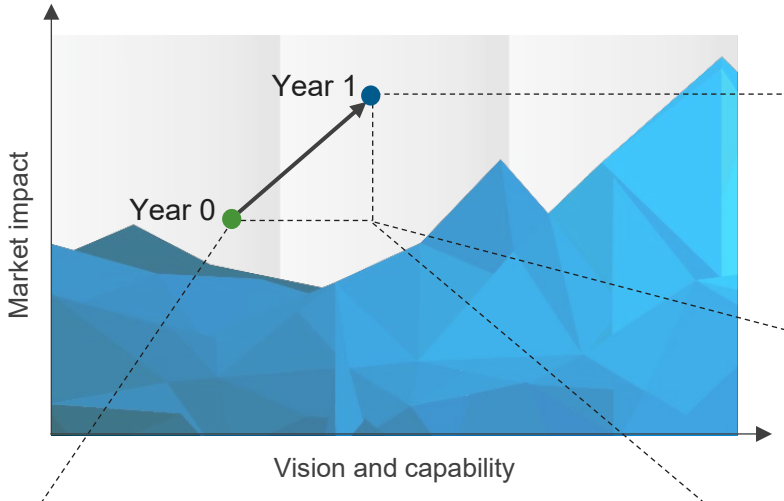
Innovation and investments
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.

Delivery footprint
Delivery footprint and global sourcing mix

Everest Group confers the Star Performer 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 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 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 providers whose improvement ranks in the top quartile and award the Star Performer rating to those 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 Performer title relates to YoY performance for a given provider and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

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 in 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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