ISG Provider Lens™

AWS - Ecosystem Partners

AWS SAP Workloads

U.S. 2021

Quadrant Report

A research report comparing provider strengths, challenges and competitive differentiators

Customized report courtesy of:

LTI Let's Solve

December 2021

About this Report

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The research and analysis presented in this report includes research from the ISG Provider Lens™ program, ongoing ISG Research programs, interviews with ISG advisors, briefings with services providers and analysis of publicly available market information from multiple sources. The data collected for this report represents information that ISG believes to be current as of September 2021, for providers who actively participated as well as for providers who did not. ISG recognizes that many mergers and acquisitions have taken place since that time, but those changes are not reflected in this report.

All revenue references are in U.S. dollars ($US) unless noted.

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ISG Provider Lens™

ISG Provider Lens™

ISG Provider Lens™ delivers leading-edge and actionable research studies, reports and consulting services focused on technology and service providers' Strengths and weaknesses and how they are positioned relative to their peers in the market. These reports provide influential insights accessed by our large pool of advisors who are actively advising outsourcing Player8s as well as large numbers of ISG enterprise clients who are potential outsourcers.

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EXECUTIVE SUMMARY

In the past two quarters, industries have normalized and formalized their technology strategies around cloud adoption as a top priority after the COVID-19 pandemic. New cloud strategies, models and methodologies are already operational to accommodate swiftly changing market demands. Recent adoption trends around multi-cloud use, verticalization of solutions and infusing intelligence and analytics were spotted in our comprehensive discussion with technology companies, service providers and consulting firms. The past 18 months can be equally segmented into three phases: adopt, adapt and accelerate. Adopting a preferred technology service provider was a step toward evaluating and onboarding the technology competencies as part of the business strategy. Adaptation was included in the transition and migration approach from the traditional infrastructure and application setup to the new virtualized tenancy. The accelerated phase is where the relationship between the technology service provider (TSP) and the managed service provider (MSP) is nurtured to build solutions and components at pace.

The market and hyperscalers have responded with equal traction and pace to work collectively on virtualizing the infrastructure operations. Digital and business transformation themes are being built on a cloud foundation, a quintessential and enabling element for AI, automation, data engineering and analytics capabilities. Increasing technology adoption demand spikes the need for skilled resources to support and manage large-scale cloud transformation programs. AWS is aggressively promoting and sponsoring its platform certifications to build a talent pool and competency levels. Simultaneously, enterprises have already started to build teams that are aligned with all major hyperscalers, with AWS being the most preferred choice by the enterprise community.

In the post-pandemic world, hyperscalers predominantly focused on accelerating the development of technology-agnostic solutions and products. AWS has launched programs and initiatives to invite talent and expertise from various industries to develop technology-wide offerings. The natural response to growing demand is to scale the product portfolio, envisioning the vast array of customers. On the other hand, the inorganic approach is to constantly look for mergers and acquisitions of firms already producing exceptional solutions. AWS has been vigilant in acting on both organic and inorganic pathways to gain a competitive advantage.

AWS Managed Services

The AWS managed services market is mature and fast-growing, with increasing competition. This has served as the basis for most new entrants. However, the competition is getting intense, with patented solutions and cloud operations frameworks, integrated operations value chains across CloudOps and FinOps to DevSecOps, MLOps and DataOps, pre-trained industry-specific “cloud-in-a-box” microservices bundles and accelerators. The race for the cloud-relevant and agile talent pool that is ready to upskill and reuse knowledge at the same time is rapidly becoming intense. The key focus areas in the intellectual properties (IPs) and frameworks have been around autonomous AI- and machine learning-driven cloud operations and orchestration (CloudOps), centralized multi-tenancy platforms, performance analytics and financial management of cloud operations (FinOps). The leading players are infusing automation into every phase of cloud management, from monitoring to optimization. The MSPs are investing in building diverse product lines and skillsets that cover the business space. The roles and expectations for MSPs are proliferating. They are not just limited to basic support and maintenance but are expected to contribute as E2E cloud operations partners focusing on governance, risk and compliance (GRC) attributes.

AWS SAP Workloads

SAP is one of the most preferred ERP platforms and is closely integrated with AWS. Every major platform is driving customers to become cloud-native, and SAP is one of them. With business services being critical, almost all business applications are going through modernization. MSPs are compelled to build capabilities to participate in SAP AWS integration programs. AWS has a wide array of SAP-certified assets and solutions to integrate with almost every module and SAP function. Providers are building function-specific and industry-focused migration toolkits and offering provisioning and operation for SAP systems such as SAP HANA or platforms on AWS and their management. Use cases combining AWS data lakes and big data tech stacks and cloud storages such as S3, combined with the predictive data analytics capabilities from S/4HANA, are becoming mainstream in all strategic enterprise data value realization and transformation programs. There is growing demand for implementing AWS and optimizing processes and business flows as part of platform management using a combination of their custom services, SAP and AWS.

AWS Data Analytics and Machine Learning

For enterprise-wide transitions, regardless of where they are conducted from, data is the most valuable asset. Machine learning enables faster and more efficient analysis of various forms of data within and across an expanding variety of systems and applications. AWS extends its data analytics and machine learning services to its ecosystem to openly connect and leverage the capabilities that can be integrated with proprietary systems. Leveraging AWS SageMaker plus Lex and Poly, along with their augmented natural language processing (NLP) capabilities and Hugging Face has helped increase data science adoption, including big data and advanced analytics. They are being used to build data platforms, linguistic AI and visualization systems. More businesses are realizing the importance of incorporating machine learning and AI into business applications to analyze and learn from the vast amount of data accessible. The target is to provide insight into untapped areas and help teams make educated process-related decisions in processes such as migration, directly impacting efficiency, economics and effectiveness.

AWS Internet of Things (IoT Services)

IoT has gained traction across industries, as it helps capture data that was impossible to get before. Most providers are working toward building IoT accelerators that combine with AWS IoT services. AWS IoT solutions cover many technological components, including sensors, devices, networks, security and management systems, allowing providers and clients to extract many types of data. This builds a data pool, wherein IoT analytics is applied to achieve reliability, performance and productivity data directly, leading to cost benefits. The coverage of AWS IoT spans from device software, core and connectivity to futuristic networks, 5G and control services. This helps provide applications and interfaces to connect AWS IoT devices without provisioning a server. For various types of devices from diverse consumer, commercial and industrial sectors, device management solutions help register, monitor and configure devices easily. Enterprise clients are seeking such one-stop solutions that enhance the experience, improve performance and deliver value.

AWS Migration Services

The digital-first approach is emerging in the market. However, many large organizations with complex systems cannot react quickly to such changing business contexts. This prompted the push to rationalize and modernize existing enterprise software and infrastructures, pointing toward cloud migration. Transitioning data, services and systems is a critical and complex task that needs careful calibration of activities. This space has enormous potential to improve using emerging technologies. The hybrid cloud strategy introduces a need for dexterity in managing data and system migration, and this is an opportunity for the MSPs to claim. MSPs have built robust platforms to design, define, conduct and support lift-and-shift activities. Products leveraged by Amazon can help track the application migration process, gather specifications and performance data, and migrate from other hyperscalers to AWS. Providers have proprietary cross-platform solutions to integrate with AWS and run custom and open-scale migration.

AWS Consulting Services

Digital business transformation is leading enterprise agendas, and the scope of technology inclusion is expanding. In-depth technology and business process consulting services, such as technology, management and implementation consulting guidance, can create a difference in the organizational outputs and outcomes. By design, AWS consulting and advising services are strategically distinct, with an explicit focus on establishing state-of-the-art accelerators and developing industry-specific solutions and other service offers and packages. Consulting partners have built a comprehensive and modular approach to the AWS consulting space, catering to a wide range of requirements. Consulting discovers, evaluates and rationalizes various aspects, from customer journey to product recommendations. As this is a vast space and business case, roadmaps and delivery models guide the business strategy. Consulting firms have also developed their global business services faculty by providing all expertise in one offering. A combination of industry specialists, technologies and management experts is an effective approach to consider.

Introduction

Simplified illustration

AWS - Ecosystem Partners 2021	
AWS Managed Services	AWS SAP Workloads
AWS Data Analytics and Machine Learning	AWS Internet of Things (IoT) Services
AWS Migration Services	AWS Consulting Services

Source: ISG 2021

Definition

Amazon Web Services (AWS) continues to grow its presence and influence as a global provider of IT-as-a-service. As a result, its AWS Partner Network (APN) is expanding significantly, as providers of technologies and services leverage AWS to develop and deliver an expanding array of enterprise IT and business services. Primarily, AWS certified partners help customers find strategies for fast, secure and sustainable public cloud solution deployments. Ecosystem partners address all types of customer queries related to architecture, implementation, migration, and professional operation of XaaS solutions based on AWS infrastructures and platforms.

ISG reports strong demand for digital transformation engagements, which, in turn, is driving global contracts for cloud products and services, including those for infrastructure-as-a-service (IaaS) and platform-as-a-service (PaaS). According to the 1Q21 ISG Index™, the global market has grown 11 percent in combined market annual contract value (ACV) to reach its current value of $17.1 billion year-over-

Definition (cont.)

year, while the as-a-service ACV has increased by 17.2 percent to reach $9.9 billion during the same period. Concurrently, the IaaS market grew by 18 percent to reach $7.2 billion, while the SaaS market grew by 7 percent to reach $2.7 billion.

The ISG Provider Lens AWS Ecosystem Partners 2021 study analyzes the AWS partner landscape in Australia, Brazil, Germany and the U.S. in terms of their portfolio attractiveness and competitive strength in each market. ISG consultants and user clients can use this information to evaluate current supplier relationships and the potential for establishing new relationships, with objective insights.

Scope of Report

Our AWS Ecosystem 2021 study examines and positions providers in the following six quadrants based on their AWS competencies, solution types and related services.

Provider Classifications

The provider position reflects the suitability of IT providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the IT service requirements from enterprise customers differ and the spectrum of IT providers operating in the local market is sufficiently wide, a further differentiation of the IT providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions IT providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between $20 million and $999 million with central headquarters in the respective country, usually privately owned.
- **Large Accounts:** Multinational companies with 5,000 or more employees or revenue above $1 billion, with activities worldwide and globally distributed decision-making structures.

Provider Classifications

The ISG Provider Lens™ quadrants are created using an evaluation matrix containing four segments (Leader, Product & Market Challenger and Contender), and the providers are positioned accordingly.

Leader

Leaders have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

Product Challenger

Product Challengers offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

Market Challenger

Market Challengers have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

Contender

Contenders offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in both products and services and a sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

Provider Classifications (cont.)

Each ISG Provider Lens™ quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star. Number of providers in each quadrant: ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).

Rising Star

Rising Stars have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

Not In

The service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.

AWS – Ecosystem Partners - Quadrant Provider Listing 1 of 4

	AWS Managed Services	AWS SAP Workloads	AWS Data Analytics and Machine Learning	AWS Internet of Things (IoT) Services	AWS Migration Services	AWS Consulting Services
1Strategy	Not in	Not in	Product Challenger	Not in	Contender	Not in
2nd Watch	Product Challenger	Not in	Product Challenger	Not in	Not in	Product Challenger
Accenture	Leader	Leader	Leader	Leader	Leader	Leader
Allcloud	Contender	Not in	Not in	Contender	Contender	Contender
Arvato Systems	Not in	Not in	Not in	Not in	Not in	Market Challenger
Asavie	Not in	Not in	Not in	Product Challenger	Not in	Not in
Atos	Product Challenger	Not in	Market Challenger	Not in	Market Challenger	Not in
Ayla Networks	Not in	Not in	Not in	Contender	Not in	Not in
Blue Sentry	Contender	Not in	Not in	Not in	Contender	Contender
Brillio	Not in	Not in	Not in	Not in	Contender	Contender
Cambridge Technology	Contender	Not in	Not in	Not in	Not in	Product Challenger
Capgemini	Leader	Leader	Leader	Leader	Leader	Leader
Cascadeo	Contender	Not in	Not in	Not in	Not in	Not in
Clearscale	Not in	Not in	Contender	Contender	Contender	Contender
Cloudhesive	Product Challenger	Not in	Not in	Not in	Not in	Not in

AWS – Ecosystem Partners - Quadrant Provider Listing 2 of 4

	AWS Managed Services	AWS SAP Workloads	AWS Data Analytics and Machine Learning	AWS Internet of Things (IoT) Services	AWS Migration Services	AWS Consulting Services
Cloudreach	Product Challenger	Not in	Not in	Not in	Rising Star	Contender
Cloudticity	Not in	Not in	Contender	Not in	Not in	Product Challenger
Cognizant	Leader	Leader	Leader	Leader	Leader	Leader
Deloitte	Leader	Leader	Leader	Leader	Leader	Leader
DLT Solutions	Contender	Not in	Not in	Not in	Not in	Not in
DXC Technology	Product Challenger	Market Challenger	Not in	Leader	Market Challenger	Leader
Ensono	Product Challenger	Not in	Contender	Not in	Not in	Not in
EPAM	Not in	Not in	Not in	Market Challenger	Not in	Not in
Genpact	Not in	Not in	Leader	Not in	Not in	Not in
HCL	Leader	Leader	Not in	Leader	Leader	Leader
Hexaware	Not in	Not in	Not in	Leader	Not in	Leader
Hitachi Vantara	Market Challenger	Not in	Not in	Not in	Not in	Market Challenger
IBM	Market Challenger	Not in	Market Challenger	Market Challenger	Not in	Market Challenger
Informatica	Not in	Not in	Leader	Not in	Not in	Not in
Infosys	Leader	Leader	Leader	Not in	Leader	Leader

AWS – Ecosystem Partners - Quadrant Provider Listing 3 of 4

	AWS Managed Services	AWS SAP Workloads	AWS Data Analytics and Machine Learning	AWS Internet of Things (IoT) Services	AWS Migration Services	AWS Consulting Services
Lemongrass	Not in	Product Challenger	Not in	Not in	Not in	Not in
LTI	Leader	Leader	Leader	Leader	Leader	Leader
Lumen	Product Challenger	Not in	Not in	Not in	Not in	Not in
Mindtree	Not in	Not in	Leader	Not in	Not in	Not in
Mphasis	Not in	Rising Star	Rising Star	Product Challenger	Product Challenger	Leader
Navisite	Not in	Contender	Not in	Not in	Not in	Not in
nClouds	Not in	Not in	Contender	Not in	Contender	Not in
N-iX	Not in	Not in	Contender	Not in	Not in	Not in
NTT DATA	Market Challenger	Not in	Market Challenger	Market Challenger	Market Challenger	Market Challenger
Pariveda	Not in	Not in	Not in	Contender	Not in	Not in
Persistent	Not in	Not in	Not in	Rising Star	Not in	Not in
Protera	Not in	Contender	Not in	Not in	Not in	Not in
PwC	Not in	Market Challenger	Not in	Not in	Not in	Not in
Rackspace Technology	Leader	Market Challenger	Leader	Market Challenger	Leader	Market Challenger
Reply	Not in	Not in	Not in	Contender	Not in	Not in

AWS – Ecosystem Partners - Quadrant Provider Listing 4 of 4

	AWS Managed Services	AWS SAP Workloads	AWS Data Analytics and Machine Learning	AWS Internet of Things (IoT) Services	AWS Migration Services	AWS Consulting Services
Slalom	Not in	Not in	Contender	Not in	Contender	Contender
Smartronix	Contender	Not in	Not in	Not in	Product Challenger	Not in
TCS	Leader	Leader	Not in	Leader	Leader	Leader
Tech Mahindra	Leader	Rising Star	Rising Star	Leader	Leader	Leader
TechEdge	Not in	Contender	Not in	Not in	Not in	Not in
Techwave	Not in	Contender	Not in	Not in	Not in	Not in
TensorIoT	Not in	Not in	Not in	Product Challenger	Not in	Not in
ThingLogix	Not in	Not in	Not in	Product Challenger	Not in	Not in
To The New	Product Challenger	Not in	Product Challenger	Not in	Not in	Rising Star
Trianz	Product Challenger	Not in	Not in	Not in	Not in	Product Challenger
Unisys	Market Challenger	Not in	Not in	Not in	Not in	Not in
Virtusa	Not in	Not in	Product Challenger	Rising Star	Rising Star	Product Challenger
Vision33	Not in	Contender	Not in	Not in	Not in	Not in
Wipro	Leader	Leader	Leader	Leader	Leader	Leader

AWS - Ecosystem
Partners Quadrants

ENTERPRISE CONTEXT

AWS SAP Workloads

This report is relevant to enterprises across all industries in the U.S. for evaluating providers offering AWS SAP implementation and integration services.

In this quadrant report, ISG highlights the current market positioning of providers of SAP implementation and integration services on AWS in the U.S. and how they address the key challenges faced by enterprises. In the past few years, the implementation of SAP S/4HANA has been one of the critical milestones either as a greenfield or brownfield implementation.

The pandemic impacted SAP S/4HANA adoption as enterprises decelerated their transformation initiatives and instead focused more on cost efficiency. The SAP's new RISE with SAP campaign bundles existing SAP assets by offering business transformation to enterprises, thus accelerating their cloud adoption.

Service providers continue their focus to integrate agile and DevOps processes into SAP Services, across development, implementation and managed services. Providers have developed their own internal and proprietary tools to deliver SAP S/4HANA services.

The complexity of SAP S/4HANA is directly proportional to the size of an enterprise as most of the large enterprise implementations take place at a global level involving multiple regions, hence, the projects become complex. Therefore, large enterprises prefer providers with a skilled workforce, high integration capabilities and a global presence.

Who should read the report:

IT leaders should read this report to better understand the relative strengths and weaknesses of the providers of SAP on AWS services that would help them lead the digital transformation drive in their enterprises.

Sourcing, procurement and vendor management professionals should read this report to develop a better understanding of the current landscape of SAP service providers in the U.S.

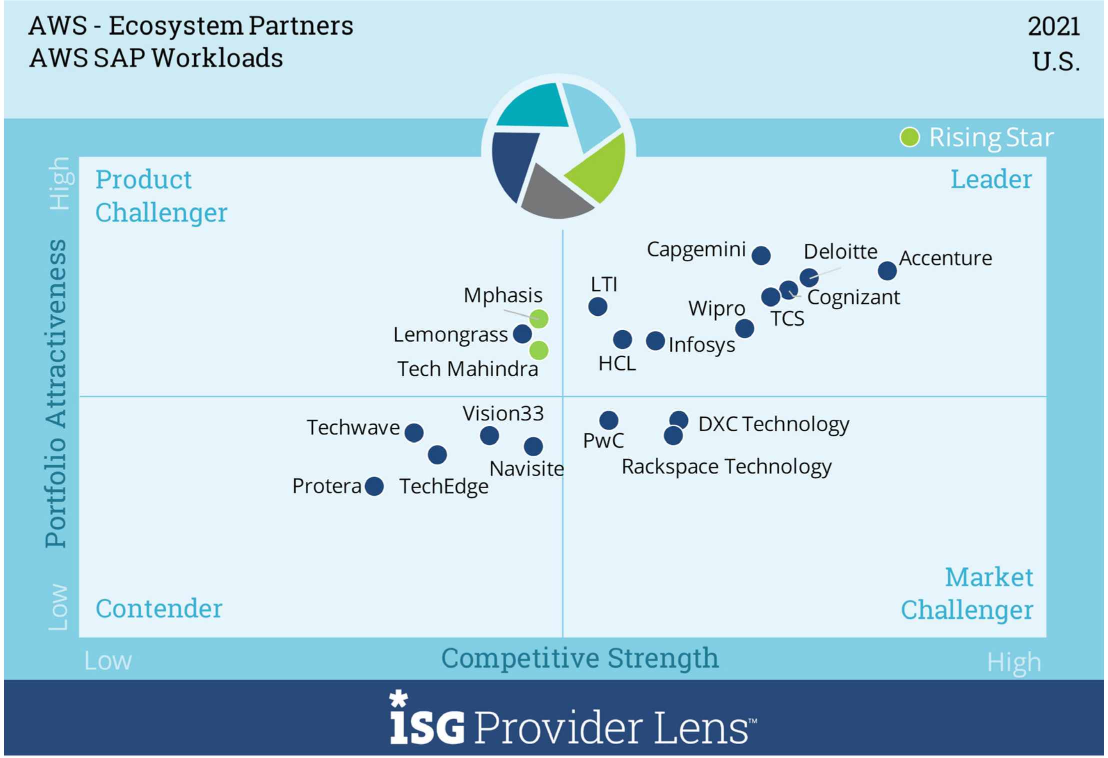
SAP leaders should read this report to understand the positioning of SAP providers, learn how those providers' offerings can impact an enterprise's ongoing transformation initiatives, and discover the benefits they can achieve by moving to the cloud.

AWS SAP WORKLOADS

Definition

This quadrant assesses the service providers that offer provisioning and ongoing operation for SAP systems such as SAP HANA or platforms on AWS and their central management. These service providers not only help implement AWS as a sheer hardware replacement or hardware extension (IaaS) in the customer companies, but also to optimize, design and develop new processes and business flows as part of platform management through a combination of their own services, SAP services and AWS. This group of professional IT service providers is, thus, responsible for implementing and ensuring subsequent operation.

Service providers in this category need AWS-provided certifications plus SAP certification and/or partnership to stay current with SAP products, technologies, licensing and platform changes, and their effects on customer IT landscapes, applications, and business processes.



Source: ISG Research 2021

AWS SAP WORKLOADS

Eligibility Criteria

- Breadth and depth of service portfolio with regard to the implementation, customization, provisioning, and support of SAP application and services
- Number and locations of staff resources for SAP offerings on AWS
- Awareness and number of customers of the service provider for SAP applications and services provisioning and support on AWS
- Number and reputation of references for provisioning and supporting SAP applications and services on AWS
- Experience and number of relevant certifications, including AWS-certified SAP Competency
- Pricing model suitability, maturity and adaptability
- Dedicated resources (including business units) around DevOps, automation and cloud-native application design

Observations

Key observations about the providers, M&A and brief pointers about the quadrant Leaders and Rising Stars:

- **Accenture's** innovative approaches such as data lake accelerators, combined with AWS SAP services, help clients with complex and heterogenous data environment-related challenges and leverage integrated data and analytical competencies across all source systems.
- **Capgemini** is one of the first global system integrators to be on the AWS MAP for SAP Program, which offers a prescriptive framework and investments.
- **Cognizant** offers consulting and infrastructure services. It also helps clients in architecting and executing SAP adoption on AWS and technical operations.
- **Deloitte** Cloud Platform (DCP) offers turnkey services designed to accelerate the digital transformation with the SAP HANA platform.
- **HCL's** market differentiating proposition, ASM 2.0 framework, offers a new dimension to application operations, encompassing lean thinking and custom support models with DevSecOps-based team structure, supported by system reliability engineering (SRE) practices.

AWS SAP WORKLOADS

Observations (cont.)

- **Infosys** Cobalt, with more than 40,000 assets, accelerates the cloud journey and offers a set of services, solutions and platforms that act as a force multiplier for cloud-powered enterprise transformation.
- **LTI's** Accelerated Migration Platform for SAP Workloads Framework (LTI LAMPS) enables enterprises across industry segments to migrate faster to AWS with its discovery module, build and deployment module and validation module.
- **TCS** Crystallus, a preconfigured solution, offers different industry and business solutions, line of business solutions and decision solutions aligned to the RISE with SAP migration program.
- **Wipro** Cloud Studio for SAP infrastructure as code accelerates instant provisioning on AWS during migration and post-migration run operations.
- **Mphasis** (Rising Star) combines technical and platform capabilities in cloud and SAP, powered by consultative approaches stemming from Mphasis Stelligent with proven DevOps competencies, to make the SAP to AWS cloud migration journeys of its clients seamless, consistent and reliable.
- **Tech Mahindra** (Rising Star) delivers SAP on AWS across diverse client landscapes, while leveraging a plethora of AWS tech services such as CloudHSM, CloudTrail, CloudWatch, Lambda, AWS Identity and Access Management, Elastic and Network Load Balancer, Transit Gateway and Amazon Machine Images (AMI) for different availability zones.

LTI

Overview

LTI is a global technology company headquartered in Mumbai, India. It has 36,000 employees across 31 locations in the U.S., Europe and Asia Pacific. It generated $1.8 billion revenue in 2020 and serves more than 430 clients, including 71 Fortune 500 companies. It is an AWS SAP Competency Partner as well as an Advanced Consulting Partner for AWS.

Strengths

Techno-functional knowledge: LTI delivers large-scale and complex SAP to AWS migration services with a combined techno-functional knowledge-driven approach. In this integrated approach, LTI is uniquely positioned to deliver operational efficiencies with seamless scaling on demand and speed, while staying consistent on security and governance aspects. Its specialist talent pool with hundreds of trained and certified AWS Cloud Architect teams enable clients' SAP workloads to move to AWS, with state-of-the-art migration solutions.

Increased client business agility: LTI excels at delivering the SAP to AWS services in a consistent manner across production and non-production SAP workloads in the enterprise client landscape, with pretrained, prebuilt, knowledge-augmented accelerators from its cloud center of excellence. It offers a holistic journey of SAP to AWS across infrastructure and applications and business-critical process chains. The target outcomes it delivers at client scenarios focus on increasing client business agility and resilience with elastic infrastructure and lower TCO.

Caution

Given LTI's positions of strength in making its SAP to AWS migration services industry-leading in terms of efficiency and effectiveness, opportunities exist to increase and scale up market visibility into these unique strengths, with more expansive storyboarding and communications regarding client successes.

2021 ISG Provider Lens™ Leader

LTI offers market-leading holistic SAP to AWS migration services with knowledge-powered accelerators and state-of-the-art migration solutions.

Methodology

METHODOLOGY

The research study "ISG Provider Lens™ 2021 AWS - Ecosystem Partners" analyzes the relevant software vendors/service providers in the U.S. market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

The study was divided into the following steps:

1. Definition of AWS - Ecosystem Partners market
2. Use of questionnaire-based surveys of service providers/vendor across all trend topics
3. Interactive discussions with service providers/vendors on capabilities and use cases
4. Leverage ISG's internal databases and advisor knowledge and experience (wherever applicable)
5. Detailed analysis and evaluation of services and service documentation based on the facts and figures received from providers and other sources.
6. Use of the following key evaluation criteria:
   - Strategy and Vision
   - Innovation
   - Brand Awareness and presence in the market
   - Sales and partner landscape
   - Breadth and Depth of portfolio of services offered
   - Technology Advancements

Authors and Editors

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Dr. Tapati Bandopadhyay has been an inventor, builder, practitioner and researcher in AI, intelligent automation and related domains, for 25+ years. She has been a global practice leader and executive-level advisor & consultant, in AI-automation-cloud and services management, covering MLOps, AIOps, CloudOps, DataOps, ModelOps & DevOps metrics-driven practices and data and AI story-building and story-telling practices and tools. As an ISG Lead Analyst on AWS and in AI-ML, consulting & managed services, she is responsible for defining and leading the ISG Provider Lens branded research projects, for the US market.

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Ashwin Gaidhani has a comprehensive view of IT shared-managed services portfolio, and digital business transformation initiatives. As an ISG Research Partner and SME in the field of IT Services, and transformative technologies, he is presently working with the AWS Provider Lens team. Ashwin comes with an immense business technology experience especially revolving around emerging capabilities (AI-IA), work design methodologies and implementation frameworks.

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Partner and Global Head - ISG Provider Lens™

Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry. Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor. Now as a research director, Partner and Global Head — ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.

ISG Provider Lens™ | Quadrant Report
December 2021

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