



Everest Group Talent Readiness for Next-generation Application Services PEAK Matrix® Assessment 2025

Focus on Persistent Systems

June 2025



Introduction

The shift away from legacy systems toward agile, cloud-native, and AI-integrated applications demands a deeply skilled, versatile, adaptable, and project-ready workforce. The need for hyper-productive talent with expertise in modern architectures, DevOps, cloud- and AI-native applications, and next-generation Quality Engineering (QE) are more urgent than ever. In response, service providers are reimagining their delivery and workforce strategies. Investments in in-house learning programs, ecosystem partnerships, and technology-led workforce management are becoming pivotal to building competitive advantage. From crafting personalized learning journeys to deploying AI for smarter talent matching and productivity, the focus is on creating a flexible, collaborative, and resilient delivery engine.

In the research, we present an assessment and detailed profiles of 29 service providers featured on the Talent Readiness for Next-generation Application Services PEAK Matrix. Each provider profile facilitates a

comprehensive picture of its strengths and limitations. The assessment is based on Everest Group's annual Request for Information (RFI) process for the calendar year 2025, interactions with application service providers, client reference checks, and an ongoing analysis of the application services market.

The full report includes the profiles of the following 29 leading application service providers featured on the [Talent Readiness for Next-generation Application Services PEAK Matrix® Assessment 2025](#):

- **Leaders:** Accenture, Capgemini, Cognizant, HCLTech, IBM, Infosys, LTIMindtree, Persistent Systems, TCS, and Wipro
- **Major Contenders:** Brillio, Ciklum, Genpact, GlobalLogic, Harman DTS, Mphasis, Orion Innovation, Randstad Digital, SLK Software, Stefanini, Tech Mahindra, UST, Virtusa, and Zensar
- **Aspirants:** 3i Infotech Ltd., Dexian IT Solutions, Happiest Minds, Unisys, and VVDN Technologies

Scope of this report

Geography: global

Industry: market activity and investments of 29 leading application services providers

Services: application services

Talent Readiness for Next-Generation Application Services PEAK Matrix® characteristics

Leaders

Accenture, Capgemini, Cognizant, HCLTech, IBM, Infosys, LTIMindtree, Persistent Systems, TCS, and Wipro

- Leaders have demonstrated a strong commitment to pivoting toward being a skill-based organization, taking well-directed initiatives to integrate Gen Z with the workforce, and building an alternate talent pool
- They have established a strong Learning & Development (L&D) infrastructure, which is focused on aligning organizational needs with employee experience, driving personalized learning experiences, and building non-linear career pathways to foster a lifelong learning culture within the organization
- They are measuring multiple Key Performance Indicators (KPIs) and building a technology stack across the talent value chain, laying a strong foundation for data-driven workforce development and management, and fostering human-AI collaboration across the organization
- They are actively advancing their AI readiness by assessing the impact of AI on the existing roles, crafting personalized skilling journeys accordingly, and driving organization-wide AI literacy, setting the groundwork for a future-ready, AI-enabled workforce
- They have a scaled and healthy proportion of diverse talent pool skilled with next-generation application services skill sets across service areas and also have an optimized delivery footprint

Major Contenders

Brillio, Ciklum, Genpact, GlobalLogic, Harman DTS, Mphasis, Orion Innovation, Randstad Digital, SLK Software, Stefanini, Tech Mahindra, UST, Virtusa, and Zensar

- Major Contenders have displayed a vision to establish a skill-driven workforce management and development process, and are investing in driving diversity and inclusivity at the workplace
- They are investing heavily in developing L&D ecosystem Centers of Excellence (CoEs), innovation labs to equip the workforce with next-generation IT skills, and client academies to contextualize skilling efforts to help address enterprise-specific technology challenges
- They are investing in building a robust tech stack and have started harnessing AI to streamline and optimize workforce development and management

Aspirants

3i Infotech, Dexian IT Solutions, Happiest Minds, Unisys, and VVDN Technologies

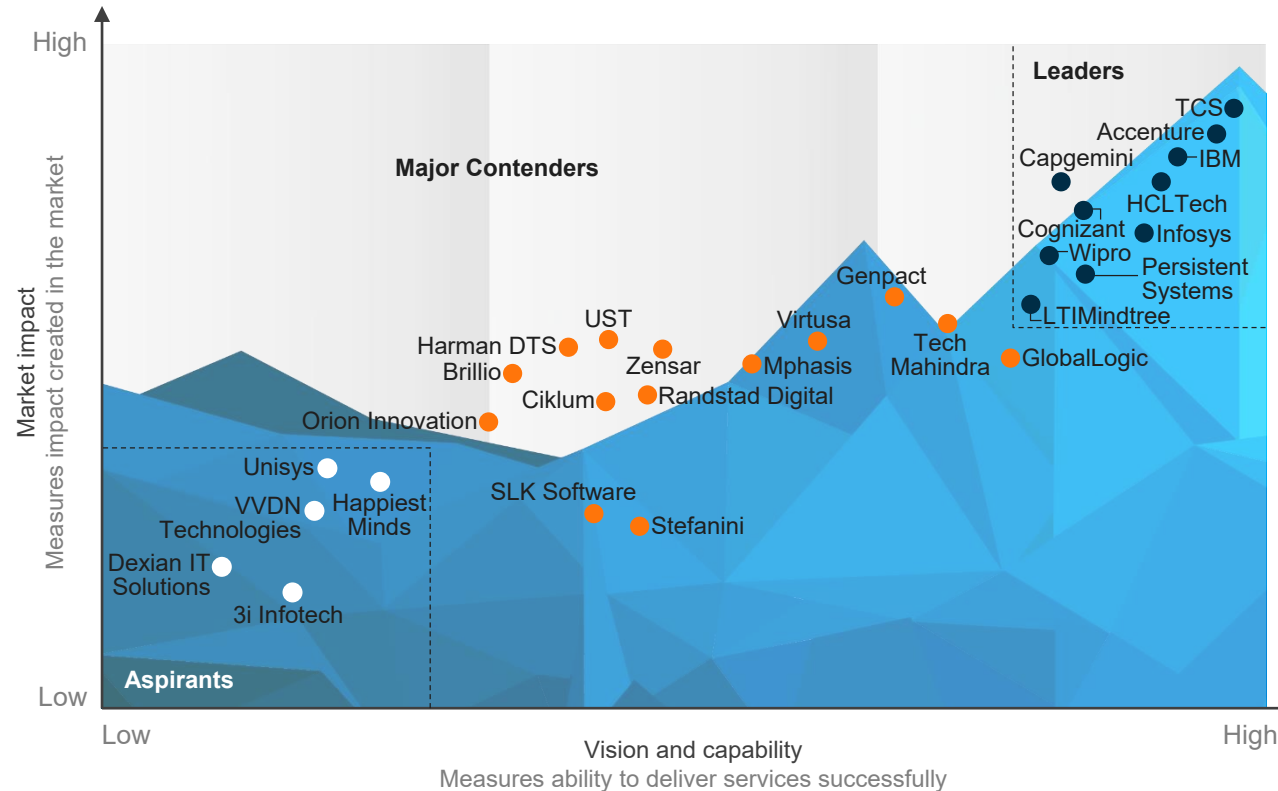
- Aspirants have established standardized processes, policies, and partner ecosystems, and have adopted traditional human resource practices to develop and manage a diverse talent pool
- They are investing in workforce upskilling and cross-skilling through in-house L&D platform partners / industry certifications to build a future-ready workforce

Everest Group PEAK Matrix®

Talent Readiness for Next-generation Application Services PEAK Matrix® Assessment 2025 | Persistent Systems is positioned as a Leader

Everest Group Talent Readiness for Next-generation Application Services PEAK Matrix® Assessment 2025¹

- Leaders
- Major Contenders
- Aspirants



¹ Assessments for Accenture, Brillio, Capgemini, Genpact, Happiest Minds, IBM, Infosys, Mphasis, Tech Mahindra, Unisys, Virtusa, Wipro, and Zensar 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 custom application service buyers
Source: Everest Group (2025)

Persistent Systems profile (page 1 of 3)

Overview

Company profile

Persistent Systems is a global services and solutions company specializing in digital engineering and enterprise modernization across industries. With over 23,200 employees in 19 countries, it focuses on innovation and client success. It provides a wide range of services, including AI-enabled software engineering, product development, data and analytics, customer experience transformation, cloud computing, and intelligent automation.

Key talent leaders

- Dhanashree Bhat, Chief Operating Officer
- Yogesh Patgaonkar, Chief People Officer
- Varun Gautam, Head, Talent Acquisition and Talent Management
- Manoj Apte, Global Head, Learning and Development

Average learning hours per employee per year

<45	45-60	>60
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Total IT services delivery FTEs (in thousands)

1-10	10-25	25-50	50-100	100-200	200+
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Key workforce development and management related partnerships

- AWS
- Google
- Degreed
- Microsoft
- IBM
- Salesforce
- Udemy

Recent developments across the talent management value chain

Investment area	Name	Details (overview of the solution/platform/initiative/partnership)
Talent attraction and acquisition	PTalent Converse (Callify.ai)	It is a natural language processing tool deployed for efficient and quick initial screening of large talent pools
	PTalent Edge (Talview)	It is an automated interview recording, proctoring, and coding assessment platform integrated with ATS Ptalent
Talent development	PDEA 2.0	It enables anytime, anywhere learning through digital interfaces, offering over 400 curated learning pathways across more than 115 technology clusters
	Client academy	It established a joint academy with clients to provide on-the-job learning and upskilling, ensuring alignment with client-specific skills
	GenAI labs	It fostered co-innovation and hands-on learning opportunities to enhance capabilities and drive impact through generative AI solutions
Engagement and retention	PiBOT	It is a digital assistant designed to deliver a hyper-personalized experience, enabling faster and easier day-to-day transactions.
Productivity and performance	SmartQMS	It involved a generative AI-powered engineering knowledge repository designed to accelerate engineering velocity
	PIQE.AI	It is a generative AI-powered quality engineering solution with shift-left validation, achieving a 35% improvement in test coverage compared to traditional automation
Talent management	Pi Assist	It enables intelligent and predictive resource allocation based on current and projected workforce needs
	Pi Skill	It offers an AI-powered skill inventory tool that enables it to identify future skill requirements, bridge skill gaps, and optimize workforce planning by providing real-time visibility

Persistent Systems profile (page 2 of 3)

Case studies and Next-generation application services talent capabilities

CASE STUDY 1

Modernized provider-facing applications with generative AI for a leading non-profit health insurance provider

Business challenge

The client needed to modernize outdated provider-facing applications built on Microsoft Access, while addressing poorly documented functionalities that hindered efficiency and innovation.

Solution and impact

The solution involved leveraging generative AI accelerators, including the generative AI hub, to streamline documentation and provide detailed insights into existing functionalities. Documentation processes were automated to reduce the effort required for front-end modernization. This resulted in a 30% reduction in maintenance costs and a 20% increase in knowledge synthesis speed. Additionally, inter-team communication and collaboration were improved.

Next-generation application services talent distribution

By geography (top delivery center locations) ● Low (1-20%) ● Medium (20-50%) ● High (>50%)

● North America	New Jersey, Santa Clara, Dallas, Morrisville, Kanata, and Charlotte
● United Kingdom	London, Chertsey, Brentford, and Belfast
● Europe	Grenoble, Munich, Krakow, and Dublin
● Asia Pacific	Bangalore, Gurgaon, Pune, Hyderabad, Nagpur, and Goa
● Latin America	Guadalajara and Costa Rica
● Middle East and Africa	N/A

CASE STUDY 2

Transformed employee collaboration and insights with generative AI for a private equity firm

Business challenge

The client needed a platform to enhance employee collaboration and engagement, reduce lead times for extracting insights from large datasets, and enable role-based interaction among employees and subsidiaries.

Solution and impact

The solution involved developing a generative AI-powered next-generation collaboration app for knowledge sharing and engagement. An intelligent chatbot was implemented to extract actionable insights from structured and unstructured data. Managed services were provided to ensure seamless application performance and efficient chatbot management. This resulted in an 80% accuracy rate for complex queries, improved usability, and streamlined data sharing, leading to enhanced productivity.

By experience level ● Low (1-20%) ● Medium (20-50%) ● High (>50%)

● Freshers	● <3 years of experience	● 3-7 years of experience
● 7-15 years of experience	● 15+ years of experience	









By application services certifications (top partner certified FTEs by scale)

SAP	1,400+	Oracle	800+
Servicenow	1,200+		
Salesforce	1,200+		

Persistent Systems profile (page 3 of 3)

Everest Group assessment – Leader

Measure of capability:  Low  High

Market impact				Vision and capability			
Talent portfolio	Talent retention	Value delivered	Overall	Workforce strategy	People strategy	Workforce optimization lever	Overall
							

Strengths

- Persistent Systems has a well-rounded talent pool with strong capabilities across cloud-native development, API engineering, LCNC platforms, performance engineering, and security testing
- It has a relatively high employee retention rate, which indicates workforce stability, which enables it to support greater delivery continuity and long-term alignment on client engagements
- Persistent Systems leverages analytics solutions across the entire talent management value chain, which accelerates data-driven decision-making. It has adopted multiple methods to embed lean and Six Sigma approaches to enhance talent productivity and timely delivery during client engagements
- It is actively advancing AI talent readiness by assessing role-specific AI impact, deploying personalized upskilling pathways, and promoting enterprise-wide AI literacy to build a scalable, AI-enabled workforce aligned with client transformation goals

Limitations

- It has scope to rebalance its delivery footprint by expanding onshore and nearshore capabilities to improve responsiveness, enable closer client collaboration, and better meet localized delivery expectations
- While Persistent Systems demonstrates a strong commitment to upskilling, it has the opportunity to improve internal talent mobility to ensure faster and more aligned deployment of skilled resources on client engagements
- It has a strong pool of Salesforce-certified professionals; however, there remains further scope to scale certified talent across SAP, Oracle, and ServiceNow to strengthen delivery breadth across the enterprise application landscape

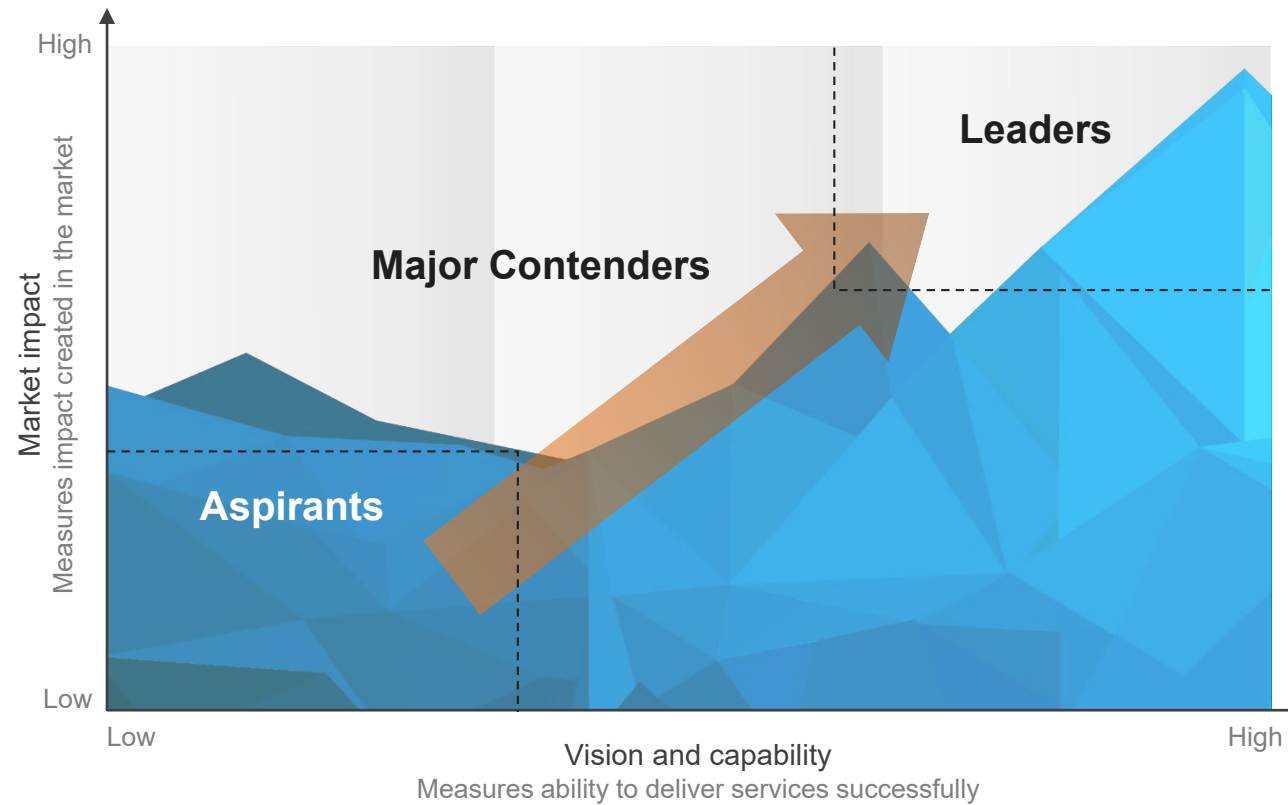
Appendix

PEAK Matrix® framework

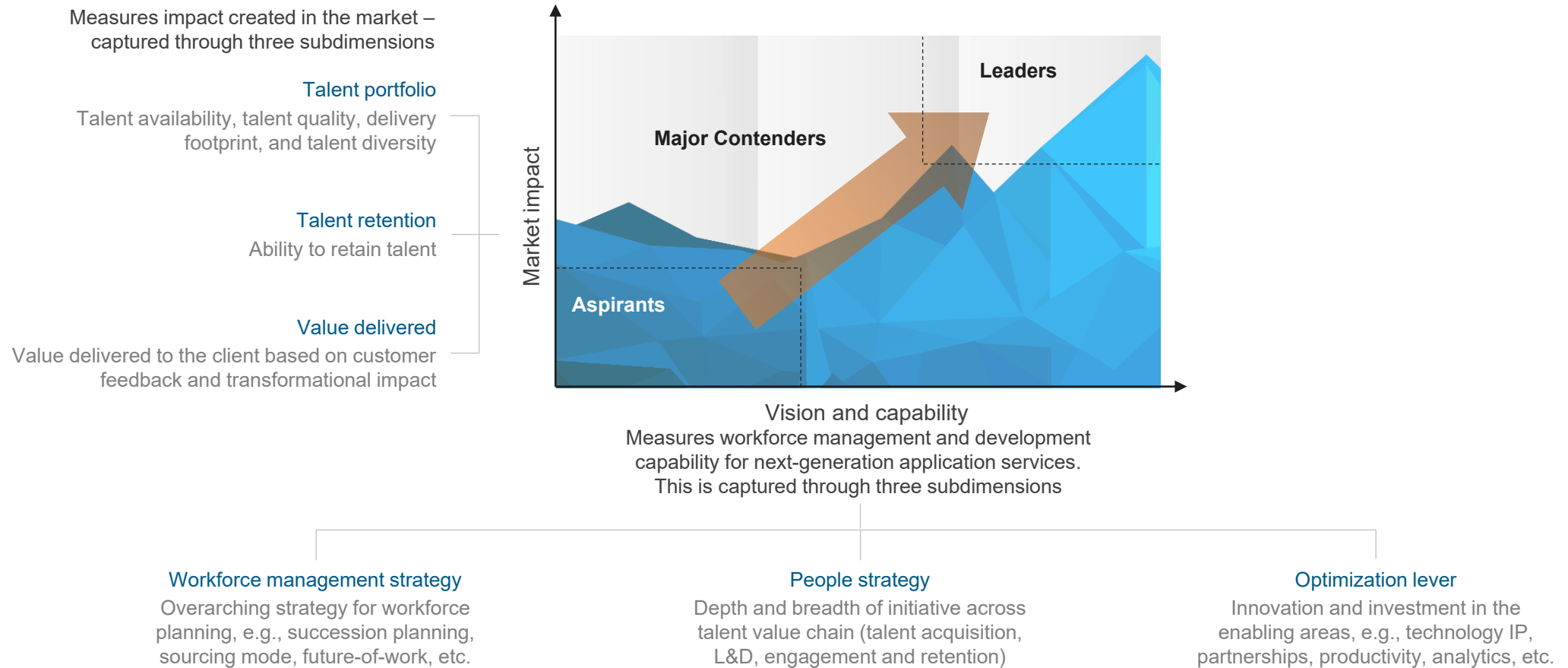
FAQs

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



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 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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