Everest Group®

Everest Group Talent Readiness for Next-generation Data, Analytics, and AI Services PEAK Matrix® Assessment 2025

Focus on **Persistent Systems**

December 2025

PE▲K
MATRIX®

Introduction

The acceleration of AI and data analytics adoption is creating a sharp demand for a highly skilled, adaptable, and project-ready workforce. Organizations now require talent with deep expertise across generative AI, reinforcement learning, Natural Language Processing (NLP), and machine learning. Proficiency in MLOps, AI ethics and explainability, and AIOps is becoming essential to scale AI initiatives effectively.

At the same time, modern data environments require talent capable of driving big data engineering, data modernization, next-generation databases, and strong data governance, compliance, and quality assurance. These capabilities ensure that AI models are powered by secure, high-quality, and trusted data. In response, firms are building in-house AI learning academies, nurturing ecosystem partnerships, and adopting AI-led workforce management tools. Investments in in-house learning programs have become central 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 33 service providers featured on the

Talent Readiness for Next-generation Data, Analytics, and AI Services PEAK Matrix® Assessment 2025.

Each provider profile provides a comprehensive picture of its strengths and limitations. The assessment is based on Everest Group's annual RFI process for calendar year 2025, interactions with data, analytics, and AI service providers, client reference checks, and ongoing analysis of the market.

The full report includes the profiles of the following 33 leading data analytics and AI service providers featured on the Talent Readiness for Next-generation Data Analytics and AI Services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, HCLTech, IBM, Infosys, LTIMindtree, Persistent Systems, TCS, Wipro

- **Major Contenders:** Ciklum, Genpact, GlobalLogic, Harman DTS, Happiest Minds, Lingaro, Mphasis, NTT DATA, Orion Innovation, Randstad Digital, R Systems, SDG Group, SLK Software, Stefanini, Tech Mahindra, UST, Virtusa, WNS

- **Aspirants:** 3i Infotech Ltd., Dexian, SG Analytics, Sonata Software, VVDN Technologies

Scope of this report

Geography: global

Industry: data, analytics, and AI service providers

Talent Readiness for Next-generation Data, Analytics, and AI Services PEAK Matrix® Assessment – scope

Research objectives

- Measure the service provider's ability to consistently acquire, develop, and sustain high-quality, productive, multi-skilled, ready to deploy, and diverse workforce to drive value for clients across next-generation IT services engagements

- Next-generation data, analytics, and AI services serve engagements involving emerging technologies that can empower enterprises to stay competitive, explore new markets, and meet the evolving needs of stakeholder

Next-generation challenges

Talent shortage and wage inflation

Evolving working mode and talent mix

Shortening half-lives of skill
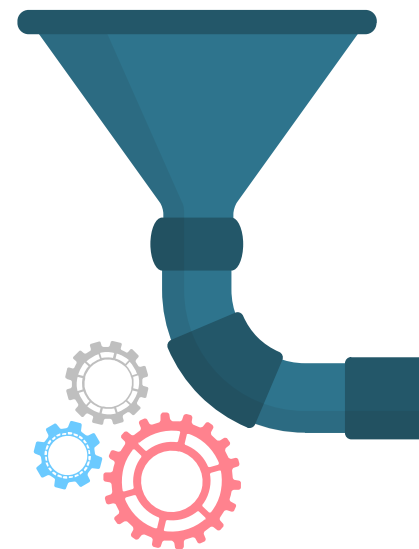
Workforce management strategy

- Skill visibility
- Demand – supply planning
- Sourcing and location model
- Risk assessment and mitigation

People strategy

- Attract and acquire
- Activate
- Engage and retain

Work optimization levers

- Technology
- Analytics
- Productivity
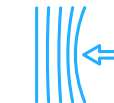
Connected, collaborative and flexible workforce

- Strong talent portfolio
- Higher retention
- Tech-enabled workforce
- Resilience to disruption

IT workforce development and management framework

Characteristics of Leaders, Major Contenders, and Aspirants

Leaders

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

- Leaders have demonstrated a strong commitment to pivot toward being a skills-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 and 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

- Leaders are measuring multiple 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 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 data analytics and AI services skill sets across service areas and have an optimized delivery footprint

Major Contenders

Ciklum, Genpact, GlobalLogic, Harman DTS, Happiest Minds, Lingaro, Mphasis, NTT DATA, Orion Innovation, Randstad Digital, R Systems, SDG Group, SLK Software, Stefanini, Tech Mahindra, UST, Virtusa, WNS

- They have displayed a vision to establish a skills-driven workforce management and development process, and are investing in driving diversity and inclusivity at the workplace

- Major Contenders are investing heavily in developing L&D ecosystem 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 technology stack and have started harnessing AI to streamline and optimize workforce development and management

- Major Contenders are developing a diverse talent pool with growing skills in next-generation data analytics and AI services, supported by a moderate delivery presence and the gradual adoption of third-party certifications

Aspirants

3i Infotech Ltd., Dexian, SG Analytics, Sonata Software, 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

- Aspirants are in the process of strengthening their talent pool in next-generation data analytics and AI services, with a relatively limited delivery footprint and selective adoption of third-party certifications

Everest Group PEAK Matrix®

Talent Readiness for Next-generation Data, Analytics, and AI Services PEAK Matrix® Assessment 2025 | Persistent Systems is positioned as a Leader

Everest Group Talent Readiness for Next-generation Data, Analytics, and AI Services PEAK Matrix® Assessment 2025[1,2,3,4]

- Leaders
- Major Contenders
- Aspirants
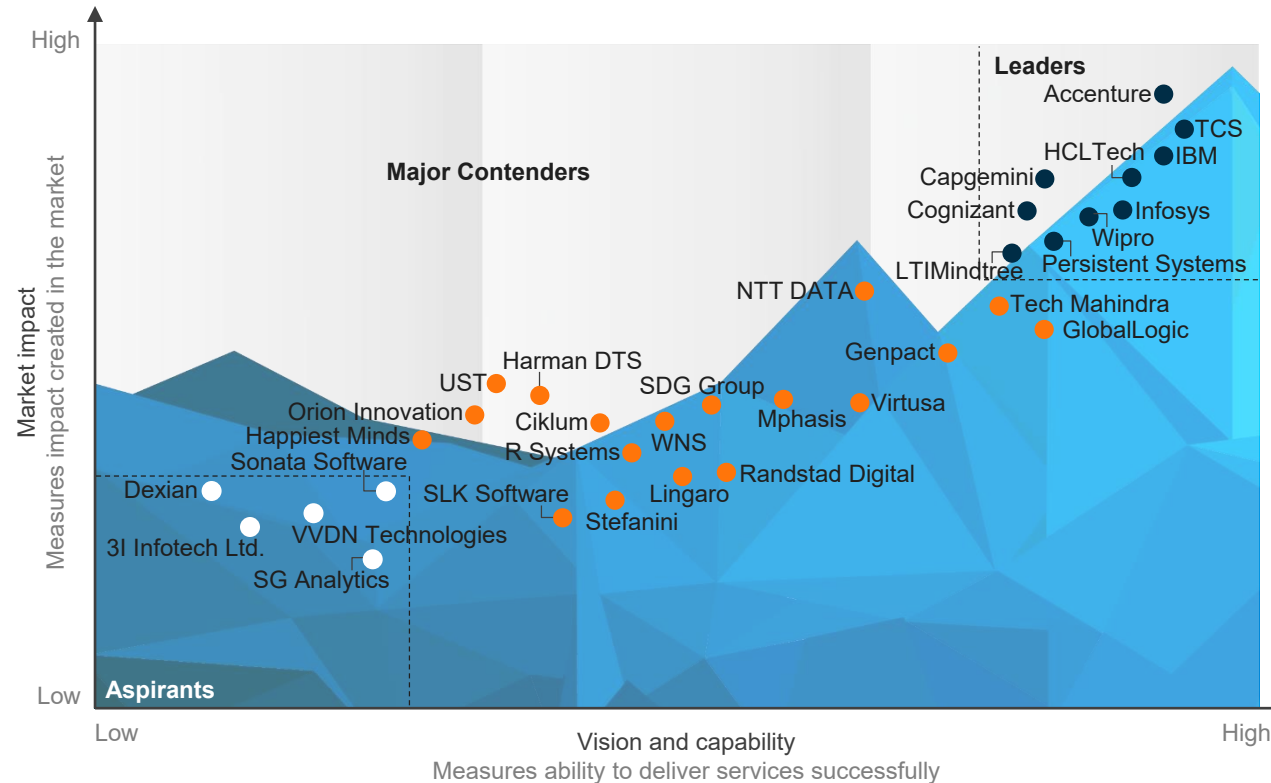
1 Assessments for Accenture, Capgemini, Genpact, Happiest Minds, IBM, Infosys, Mphasis, NTT DATA, Sonata Software, Tech Mahindra, Virtusa, and Wipro exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with data, analytics, and AI service buyers
2 The analysis of SG Analytics is based on the capabilities prior to their acquisition by Straive
3 The analysis of HARMAN DTS is based on the capabilities prior to their acquisition by Wipro
4 The analysis of WNS is based on the capabilities prior to their acquisition by Capgemini
Source: Everest Group (2025)

Persistent Systems

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 data engineering, cloud data platforms, and next-generation databases, along with emerging areas in AI

- It has relatively higher employee retention rate that indicates workforce stability, which can support greater delivery continuity and long-term alignment on client engagements

- It demonstrates strong certified talent availability across major data and cloud platforms including AWS, GCP, Azure, Informatica, Snowflake, and Databricks – enabling platform-aligned delivery across diverse enterprise environments

- Persistent Systems leverages analytics solutions across the entire talent management value chain, which accelerates data-driven decision-making, and 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

- Persistent Systems has further scope to increase the proportion of professionals with master's degrees in its workforce, which could enhance its ability to support complex problem-solving and domain-specific innovation

- It demonstrates strong commitment to upskilling, as reflected in higher learning hours per employee, it has an opportunity to improve internal talent mobility to ensure faster and more aligned deployment of skilled resources on client engagements
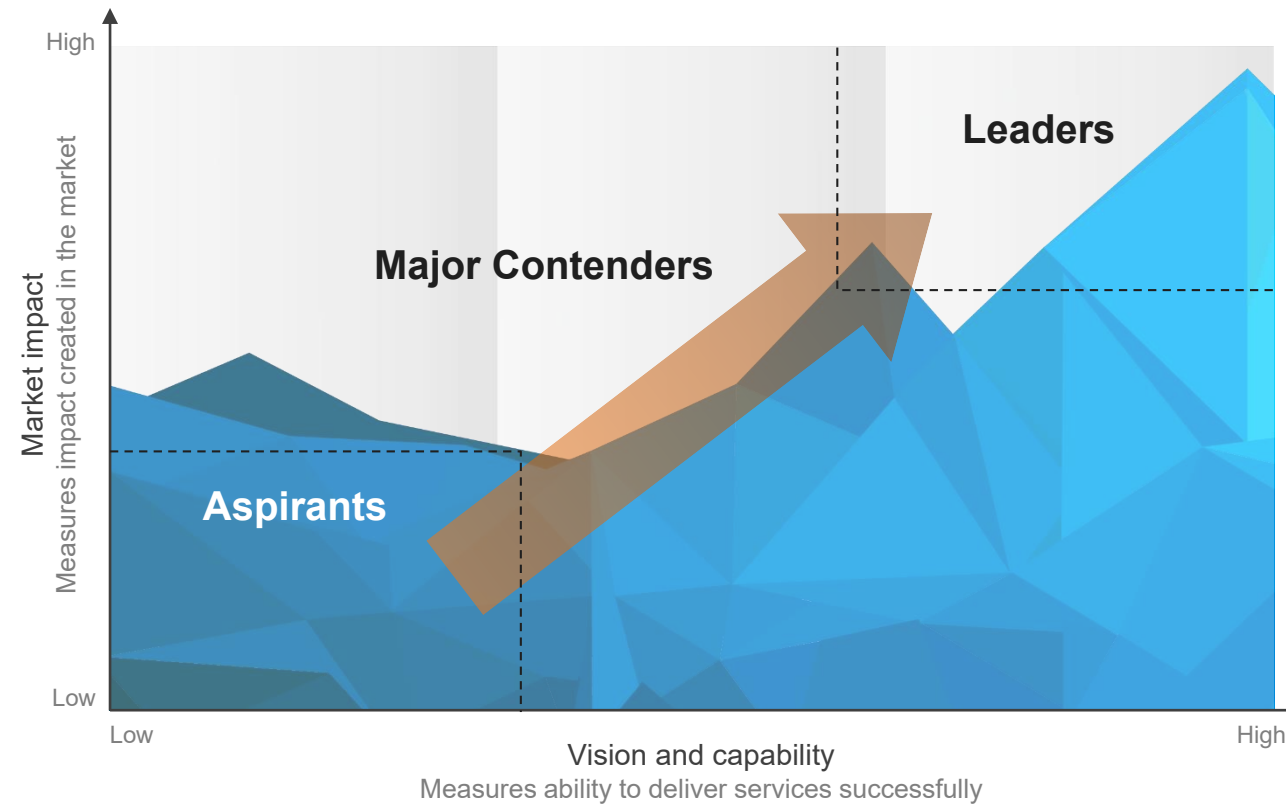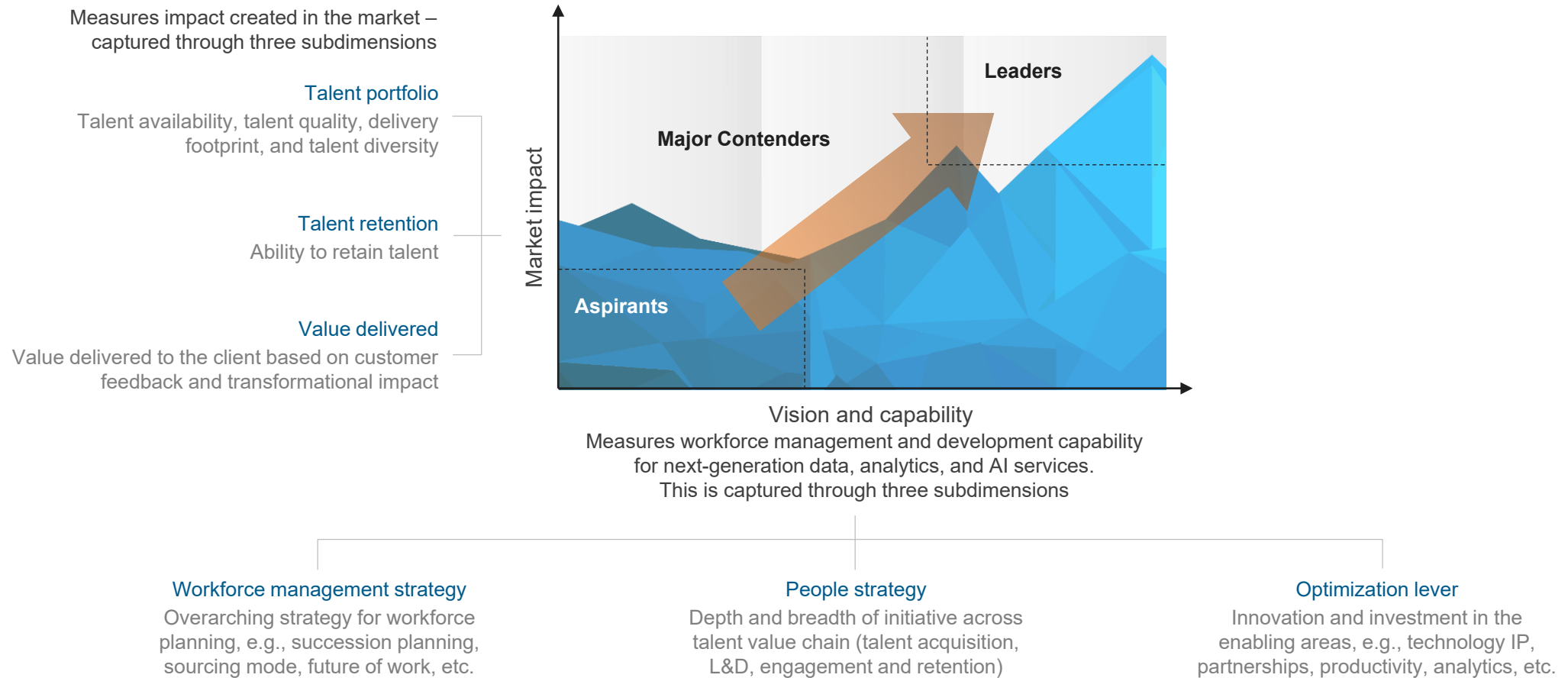
Appendix

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

Talent portfolio
Talent availability, talent quality, delivery footprint, and talent diversity

Talent retention
Ability to retain talent

Value delivered
Value delivered to the client based on customer feedback and transformational impact

Vision and capability
Measures workforce management and development capability for next-generation data, analytics, and AI services. This is captured through three subdimensions

Workforce management strategy
Overarching strategy for workforce planning, e.g., succession planning, sourcing mode, future of work, etc.

People strategy
Depth and breadth of initiative across talent value chain (talent acquisition, L&D, engagement and retention)

Optimization lever
Innovation and investment in the enabling areas, e.g., technology IP, partnerships, productivity, analytics, etc.

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.

Stay connected

Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at **www.everestgrp.com**.

Notice and disclaimers

Important information. Please read this notice carefully and in its entirety. By accessing Everest Group materials, products or services, you agree to Everest Group's Terms of Use.

Everest Group®
With you on the journey