



Everest Group Industry 4.0 Services PEAK Matrix® Assessment 2025

Focus on Capgemini

April 2025



Introduction

Industry 4.0, often referred to as the fourth industrial revolution, has gained significant importance across asset-heavy industries due to its potential to enhance productivity, optimize costs, and achieve sustainability goals. While the COVID-19 pandemic served as a crucial catalyst for this transition, the rising demand for operational efficiency, mass customization, data-driven decision-making, and improved working conditions on the shop floor have all contributed to the strong push toward implementing Industry 4.0 solutions.

As enterprises seek to navigate a competitive landscape marked by evolving consumer expectations and environmental considerations, the adoption of advanced technology within Industry 4.0 has become essential for driving innovation and ensuring long-term success.

To serve these enterprise needs, multiple engineering services providers have amplified their play through a mix of inorganic and organic steps. While certain providers are leveraging their existing play in manufacturing and asset-heavy verticals, certain providers are leveraging dedicated practice and go-to-market for Industry 4.0 services. These providers offer a range of services that cover critical aspects of the Industry 4.0 services value chain including

consulting, design, development, verification, validation deployment, system integration, and managed services.

The research is the third edition of Everest Group's [Industry 4.0 Services PEAK Matrix® Assessment 2025](#), wherein we have presented an assessment of 30 engineering service providers featured on the PEAK Matrix, along with the sourcing considerations for enterprises. This assessment is based on the RFI responses from providers, interactions with their Industry 4.0 engineering leadership, client reference checks, and ongoing analysis of the engineering services market.

The full report includes the profiles of the following 30 leading providers featured on the Industry 4.0 Services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, HCLTech, NTT DATA, LTTS, TCS, Tech Mahindra, Wipro
- **Major Contenders:** Akkodis, Birlasoft, Bosch SDS, Cyient, DXC Technology, eInfochips, Eviden, Happiest Minds, HARMAN, Hitachi Digital Services, Infosys, LTIMindtree, Softdel, SoftServe, UST
- **Aspirants:** Globant, GS Lab | GAVS, Innominds, Onward Technologies, Softtek, Tata Elxsi

Scope of this report

Geography: global

Industry: market activity and investments of 30 leading providers

Services: Industry 4.0 services

Industry 4.0 services PEAK Matrix® characteristics

Leaders

Accenture, Capgemini, Cognizant, HCLTech, NTT DATA, LTTTS, TCS, Tech Mahindra, and Wipro

- Leaders are actively investing in building organic delivery capabilities in Industry 4.0 services by building dedicated labs, Centers of Excellence (CoEs), and research centers focused in areas such as robotics, cybersecurity, edge, and remote networking
- Their strong IP suite across both advisory and implementation services is enabling them to serve multiple key Industry 4.0 use cases, which are ranking higher on the enterprise adoption priorities. Some of these use cases include smart energy management, asset tracking, and predictive maintenance
- To remain competitive and build capabilities faster, multiple leaders have engaged in acquisitions to strengthen play in product lifecycle management (PLM), digital manufacturing, embedded software engineering, manufacturing execution system (MES), and connected factory transformations
- Their ability to incorporate enterprise feedback across domain expertise, technical knowledge, flexibility, project management, and capabilities in next-generation technologies such as gen AI will define their growth trajectory in Industry 4.0 engineering services space

Major Contenders

Akkodis, Birlasoft, Bosch SDS, Cyient, DXC Technology, eInfochips, Eviden, Happiest Minds, HARMAN, Hitachi Digital Services, Infosys, LTIMindtree, Softdel, SoftServe, and UST

- Major Contenders are leveraging a suite of IP solutions, coupled with CoEs, labs, and partnerships, to serve Industry 4.0 enterprise needs
- They have scope to enhance their IP-led play in key Industry 4.0 use cases such as AI-led quality control, smart energy management, asset monitoring, and worker traceability
- To build market awareness around their offering areas, Major Contenders have scope to strengthen their thought leadership across Industrial Internet of Things (IIoT), Industry 5.0, IT-OT convergence, and sustainability
- As with Leaders, they are actively curating new and relevant upskilling initiatives for hyperscaler certification, digital twin, IIoT, and AR/VR technology

Aspirants

Globant, GS Lab | GAVS, Innominds, Onward Technologies, Softtek, and Tata Elxsi

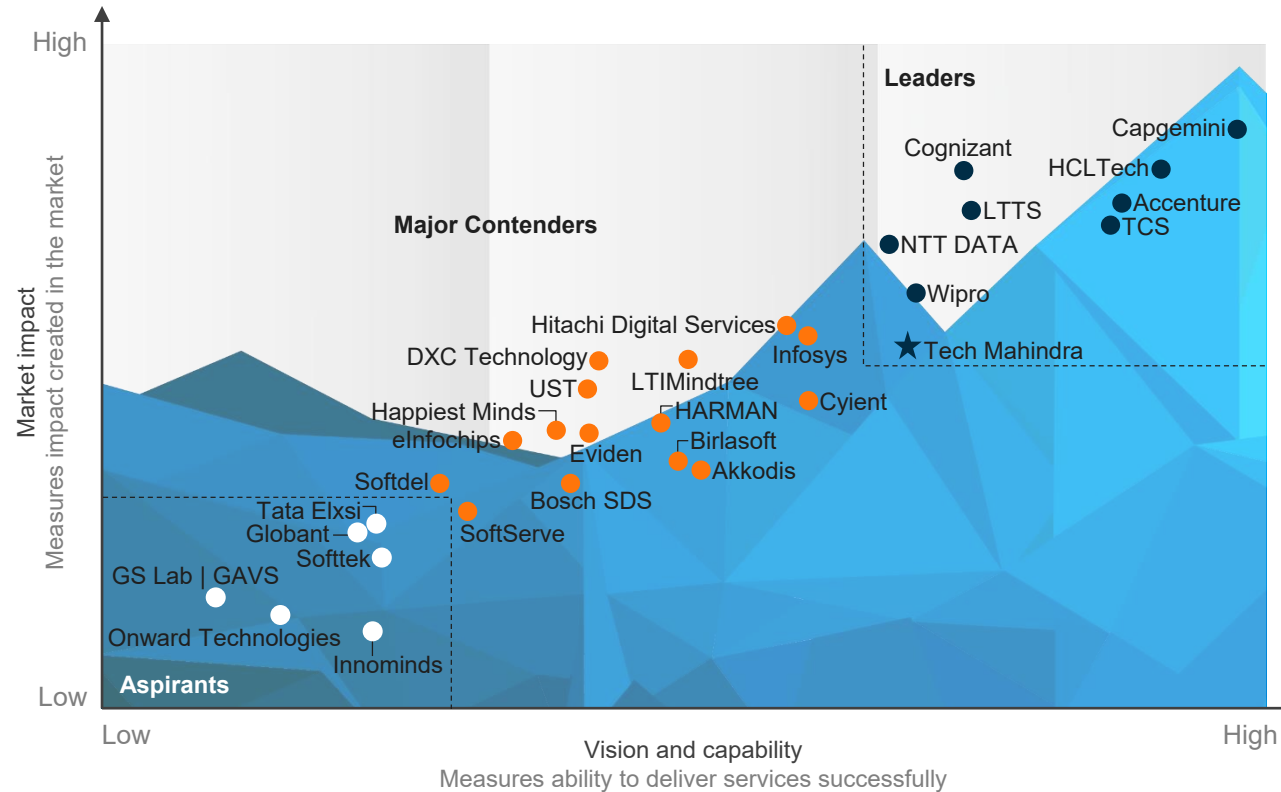
- While Aspirants have a healthy mix of clients across small, mid-sized and large enterprises, they have multiple whitespaces across targeted use cases and verticals to enhance presence, leading to diversified revenue streams
- Aspirants are enhancing their partnership ecosystem and IP suite to drive IIoT capabilities in multiple fast-growing verticals and Industry 4.0 segments
- They have significant scope to elevate their thought leadership across Industry 4.0, IIoT, and digital manufacturing

Everest Group PEAK Matrix®

Industry 4.0 Services PEAK Matrix® Assessment 2025 | Capgemini is positioned as a Leader

Everest Group Industry 4.0 Services PEAK Matrix® Assessment 2025¹

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



¹ Assessments for Accenture, Akkodis, Birlasoft, Bosch SDS, DXC Technology, Globant, GS Lab | GAVS, Onward Technologies SoftServe, Softtek, Tata Elxsi and Wipro exclude service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interaction with buyers
Source: Everest Group (2025)

Capgemini profile (page 1 of 6)

Overview

Vision for Industry 4.0 services

Capgemini provides Industry 4.0 services across the value chain of discrete and process manufacturing industries, covering client requirements up to after-sales services, including design/development (product and plant/assets), sourcing/procurement, operations, distribution, and services. The Industry 4.0 services focus on integrating strategic guidance, operational knowledge, and technological capabilities. These services are designed to support time-to-market efficiency, industrial asset flexibility, and process optimization. As a part of its approach to digital transformation, Capgemini facilitates IT-OT convergence by integrating digital technologies with operational systems to enable connected and efficient industries.

Industry 4.0 services revenue (CY2023)

<US\$100 million	US\$100-250 million	US\$250-500 million	>US\$500 million
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YoY growth rate in Industry 4.0 services

<10	10-20	20-30	>30
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Industry 4.0 services revenue mix (2023)

By geography ● N/A (0%) ● Low (1-20%) ● Medium (20-50%) ● High (>50%)

- North America
- South America
- Europe (including UK)
- Asia Pacific
- Middle East and Africa
- Rest of the World

By industry ● N/A (0%) ● Low (1-10%) ● Medium (10-15%) ● High (>15%)

- Aerospace and defense
- Automotive
- CPG/FMCG
- Energy and utility
- Healthcare and life science
- Hi-tech
- Industrial products
- Others

By service function ● N/A (0%) ● Low (1-15%) ● Medium (15-30%) ● High (>30%)

- Consulting and design
- Development and V&V
- Deployment and SI
- Managed services and support

By buyer size ● N/A (0%) ● Low (1-10%) ● Medium (10-25%) ● High (>25%)

- Small (annual client revenue <US\$1 billion)
- Medium (annual client revenue US\$1-5 billion)
- Large (annual client revenue US\$5-10 billion)
- Very large (annual client revenue US\$10-20 billion)
- Mega (annual client revenue >US\$20 billion)

Capgemini profile (page 2 of 6)

Case studies

CASE STUDY 1

Enabled the client to streamline product development and establish a resilient photovoltaic supply chain in Europe by implementing a new Product Lifecycle Management (PLM) system and a new quality management system

Business challenge

The client sought to reshore the photovoltaic supply chain in Europe while optimizing product development. To achieve this, the client required the implementation of a new PLM system and a new Quality Management System (QMS) to improve process efficiency, ensure full traceability across manufacturing, and enhance quality management through digitalization.

Solution and impact

Capgemini implemented 3DX for solar panel development and digital twins, enabling a harmonized and digitized product development process. The design and manufacturing cycle was digitalized, ensuring full traceability of end-to-end manufacturing.

Additionally, an automated QMS was integrated, assisting in real-time issue detection to enhance quality control. The quality system digitalization was linked to the digital twin, ensuring comprehensive traceability and process efficiency across the production life cycle.

CASE STUDY 2

Enabled the client to develop a high-availability and reliable system for Regional Express Rail (RER) A and B, among the world's most frequented railway lines, ensuring operational efficiency for 2.3 million daily passengers

Business challenge

RER A and B lines experience exceptionally high passenger traffic, requiring a high-availability and reliable system to manage operations efficiently. The challenge was to develop advanced traffic and maintenance management functions while ensuring scalability and interoperability between various industrial systems.

Solution and impact

Capgemini developed advanced functions across five key areas, including driver scheduling, traffic management, optimized train management, day and night maintenance management, and regulation and decision support management.

The solution was built on an urbanized platform supported by a library of interchangeable functions with ISO interfaces, ensuring seamless integration. Capgemini's agnostic approach enabled the delivery of a scalable and interoperable solution between industrial systems. As a result, the solution achieved 99.9% software availability, helped reach 95% punctuality on RER A (an increase from 93% in 2023), and provided a robust framework for future operational enhancements.

Capgemini profile (page 3 of 6)

Solutions

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Proprietary solutions (representative list)

Solution	Details
Intelligent industry lab	It enables clients to innovate swiftly, and at scale and positions itself as a digital partner to accelerate and de-risk large-scale transformation projects with new technologies such as generative AI or quantum computing, which necessitates methods for evaluating the potential and readiness, as well as platforms that allow for the experimentation and testing of future use cases in which these technologies have a differentiating impact in the lab.
Manufacturing Performance Platform (MPP)	It is an operational modular platform designed to monitor production performance and provide real-time knowledge of processes on the shop floor. It is an essential component of Factory 4.0 for real-time data processing and event-driven activities. It includes pre-packaged use cases and was designed on and for the shop floor.
Open Cascade	It is focused on creating end-to-end solutions to assist businesses in their digital transformation. It provides a variety of alternatives that have been created, maintained, and enhanced throughout time, including digital twin production and high-performance 3D software tools. It enables customers to find modern customized industrial solutions that meet the most sophisticated requirements.
VisionForge	It accelerates AI training and deployment, reducing the time between model development and real-world application. It is a practical platform that simplifies onboarding, allowing for rapid testing and integration of AI solutions to improve operational efficiency and client satisfaction.
PredictEAP	It is a cloud-based analytics framework that predicts asset health. The framework supports condition-based asset maintenance and production scheduling. It is built with reusable components and pluggable modules.
Intelligent Edge Application Platform (IEAP)	It is an edge-to-cloud orchestration Multi-access Edge Computing (MEC) platform that utilizes assets such as enconce (MEC), AI/ML for network boost, and computational boost for edge apps. It adheres to 3GPP standards, maintains app life cycles, and operates across devices and providers. It targets the industrial, mobility, telecom, and energy industries with pre-packaged edge services for rapid deployment.

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Partnerships

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Partnerships (representative list)

Company	Details
AVEVA	It partnered with AVEVA to develop innovative solutions that accelerate digital transformation in the industrial sector. The partnership brings together Capgemini's consulting, engineering, and digital services capabilities, as well as AVEVA's engineering and industrial information management software. They partnered on industrial automation and digital twins, sustainability and green solutions, intelligent industry transformation, and more. The partnership broadens the reach of both organizations, assisting businesses in their transition to more advanced, efficient, and sustainable operations via linked technologies.
Microsoft	It is a partnership to establish a Microsoft Center of Excellence (CoE) in India. It signed a multi-year global Cloud Solution Provider (CSP) contract, expanding its alliance presence across five continents. Capgemini is a Microsoft cloud solution provider.
Siemens	It is a partnership to achieve efficiency and innovation for businesses worldwide by combining Capgemini's consulting and engineering skills with Siemens' technologies. Capgemini and Siemens partnered on the Siemens Xcelerator program to accelerate the next phase of digital transformation.
Dassault	It is a partnership for collaboratively creating 3D simulations for automation cell and robotic programming, generative design and additive manufacturing, and supply chain optimization.

Capgemini profile (page 5 of 6)

Investments

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Key investments (representative list)

Type of investment	Details
Acquisition	It acquired Unity's digital twin professional services division. Unity's digital twin professional services team joined and integrated with Capgemini in accordance with the agreement. The transaction advanced the development and deployment of the Real-Time 3D (RT3D) visualization software for the industrial use of digital twins. It enabled end-users to visualize, understand, and interact with physical systems.
Acquisition	It acquired Syniti, an American provider of enterprise data management software and services. Syniti is a reliable global partner for large-scale data migrations. Its global workforce support Capgemini's data-driven digital core business transformation services.
Acquisition	It acquired D+I, an APAC-based product design agency. D+I specializes in engineering and production services, with an emphasis on high-precision products in science, wellness, and technology. D+I strengthened Capgemini's product design and engineering skills in APAC, covering the MedTech, industrial, and consumer industries.
Infrastructure	The Intelligent Industry Lab in Cadiz enables clients to innovate and scale, serving as a digital partner to support transformation projects using technologies such as generative AI or quantum computing. These technologies require methods for evaluating potential and readiness, along with platforms for experimentation and testing of future use cases where they have an impact in the lab.










Capgemini profile (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

- Strong mix of both end-to-end and point solution-based IP solutions across high-potential use cases such as smart energy management, asset tracking, and predictive maintenance
- Comprehensive coverage of all deal-origination channels to enhance play across Industry 4.0 services
- Diversified mix of clients (including WEF Lighthouse clients) across industries, with an especially strong play in the aerospace and defense and CPG / FMCG / food processing verticals
- Clients expressed strong project management support to tackle any deviation in the committed client outcome
- Showcased willingness to engage in alternate commercial constructs such as risk and reward model

Limitations

- Clients expressed the need for higher domain and technical knowledge among consultants in certain workstreams related to manufacturing and Industry 4.0 space
- Scope to enhance presence in industrial products vertical

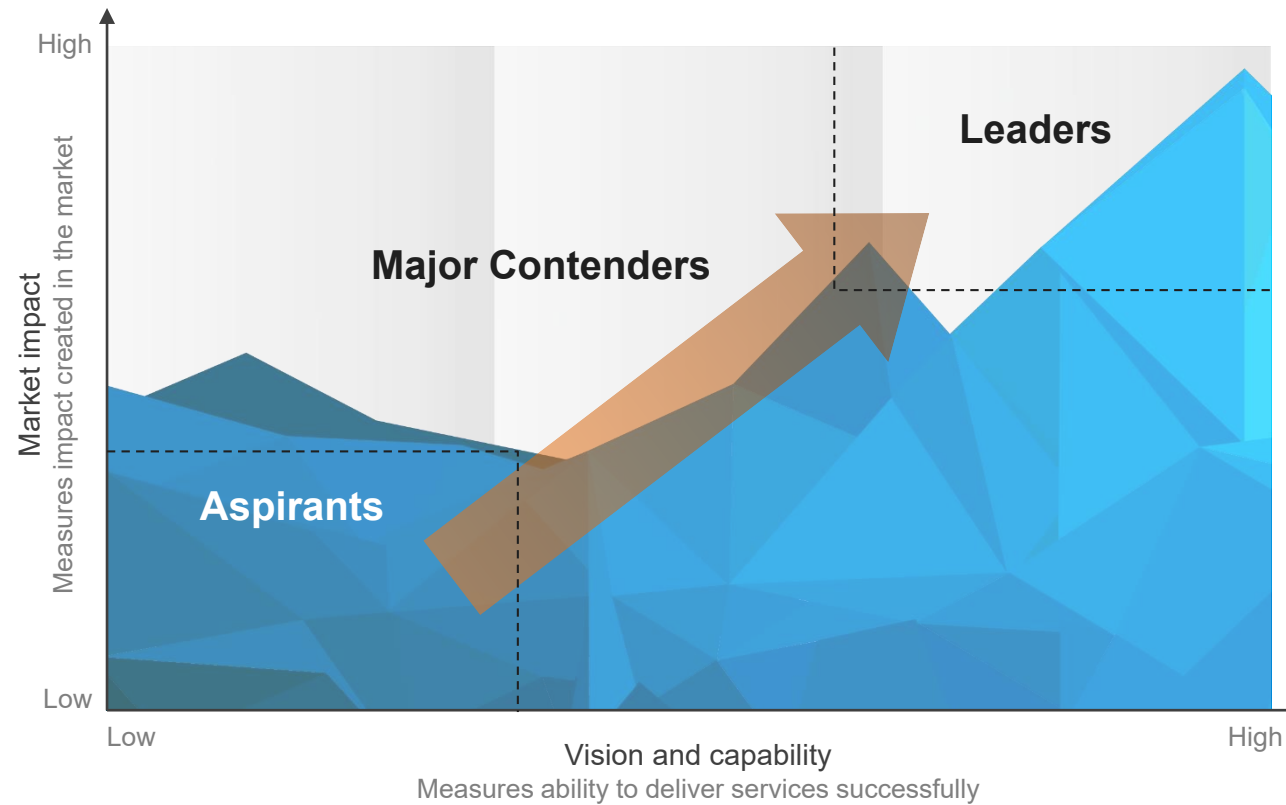
Appendix

PEAK Matrix® framework

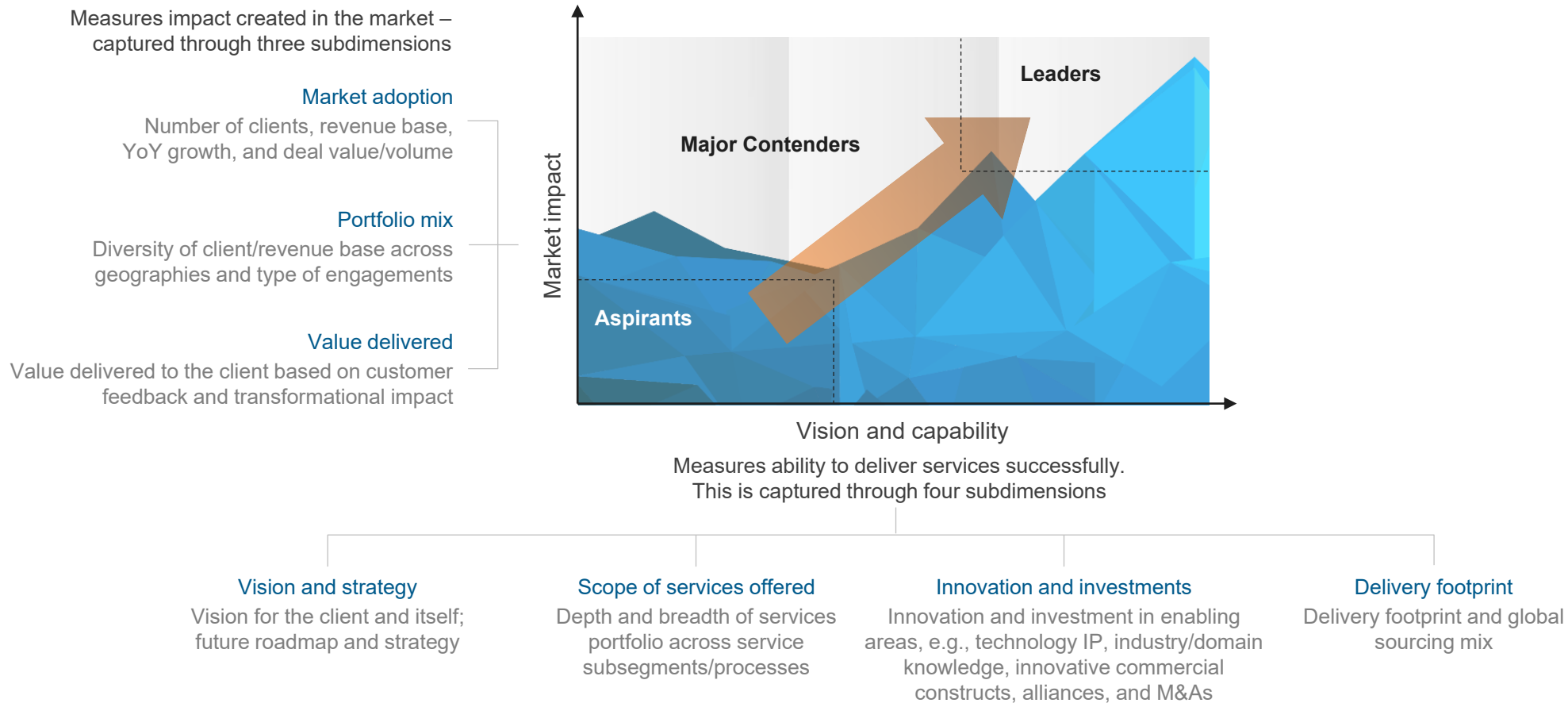
FAQs

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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