



# Everest Group Sustainable IT Services PEAK Matrix® Assessment 2025

Focus on Capgemini  
January 2025



# Introduction

In today's rapidly evolving business environment, sustainable IT has become a critical priority for organizations aiming to minimize their environmental impact. This urgency arises from several key factors. First, IT infrastructure is often one of the largest sources of emissions for organizations, making it essential to adopt sustainable practices. Additionally, the rise of advanced technologies, such as generative AI (gen AI), comes with substantial energy demands due to increased requirements for high computing power and storage. Furthermore, many organizations face challenges in managing hidden emissions, particularly Scope 3 emissions, associated with public and hybrid cloud solutions. These emissions can be complex and difficult to measure, necessitating support from expert providers to navigate these challenges effectively. This shift toward sustainable IT highlights the need for organizations to collaborate with credible IT service providers who can help implement strategies that reduce carbon footprints of their clients' IT estate while enhancing operational efficiency.

In the research report, we provide an in-depth analysis and detailed profiles of 21 sustainable IT service providers featured on the [Sustainable IT Services PEAK Matrix® Assessment 2025](#), based on Everest Group's rigorous assessment process for 2024.

Our assessment is grounded in Everest Group's rigorous annual Request for Information (RFI) process for 2024, extensive engagements with leading sustainable IT service providers, client reference checks, and continuous monitoring of the evolving market landscape.

**The full report includes the profiles of the following 21 leading sustainable IT service providers featured on the Sustainable IT Services PEAK Matrix:**

- **Leaders:** Accenture, Capgemini, HCLTech, IBM, NTT DATA, and TCS
- **Major Contenders:** Atos, Cognizant, Deloitte, DXC Technology, Fujitsu, Hitachi Digital Services, Infosys, Kyndryl, Lenovo, LTIMindtree, Tech Mahindra, and Wipro
- **Aspirants:** T-Systems, UST, and Zones

## Scope of this report

**Geography:** global

**Industry:** cross industry

**Services:** sustainable IT services

# Sustainable IT Services PEAK Matrix® characteristics

## Leaders

Accenture, Capgemini, HCLTech, IBM, NTT DATA, and TCS

- Leaders provide mature, end-to-end sustainable IT offerings focusing on green cloud and IT infrastructure, sustainable software, sustainable digital workplace, and e-waste management
- They have a robust suite of niche solutions and assets to measure, monitor, and visualize environmental data across IT infrastructure and application's life cycle
- They have strong joint-GTM strategies with hyperscalers and niche green IT providers with a focus on co-innovating solutions on emerging themes such as sustainable gen AI and GreenOps
- They actively contribute to global sustainable IT efforts through consortiums such as the Green Software Foundation, shaping industry standards
- They invest in sustainable IT talent through in-house learning programs and partnerships with leading institutes such as MIT

## Major Contenders

Atos, Cognizant, Deloitte, DXC Technology, Fujitsu, Hitachi Digital Services, Infosys, Kyndryl, Lenovo, LTIMindtree, Tech Mahindra, and Wipro

- While a few Major Contenders have begun investing in emerging areas such as GreenOps and sustainable software, the majority are still focused on data center/cloud sustainability and device life cycle management
- They are partnering with hyperscalers, with a central focus on energy-efficient cloud migration and IT modernization, and with niche green IT to leverage partner solutions for monitoring the carbon footprint of software and IT infrastructure
- They are developing sustainable IT talent through in-house and external courses and certifications, while collaborating with research institutes and technology providers to drive innovation
- For some Major Contenders, sustainable IT is a recent focus area, and they must accelerate their efforts to build market proof points across industries to establish a credible market presence

## Aspirants

T-Systems, UST, and Zones

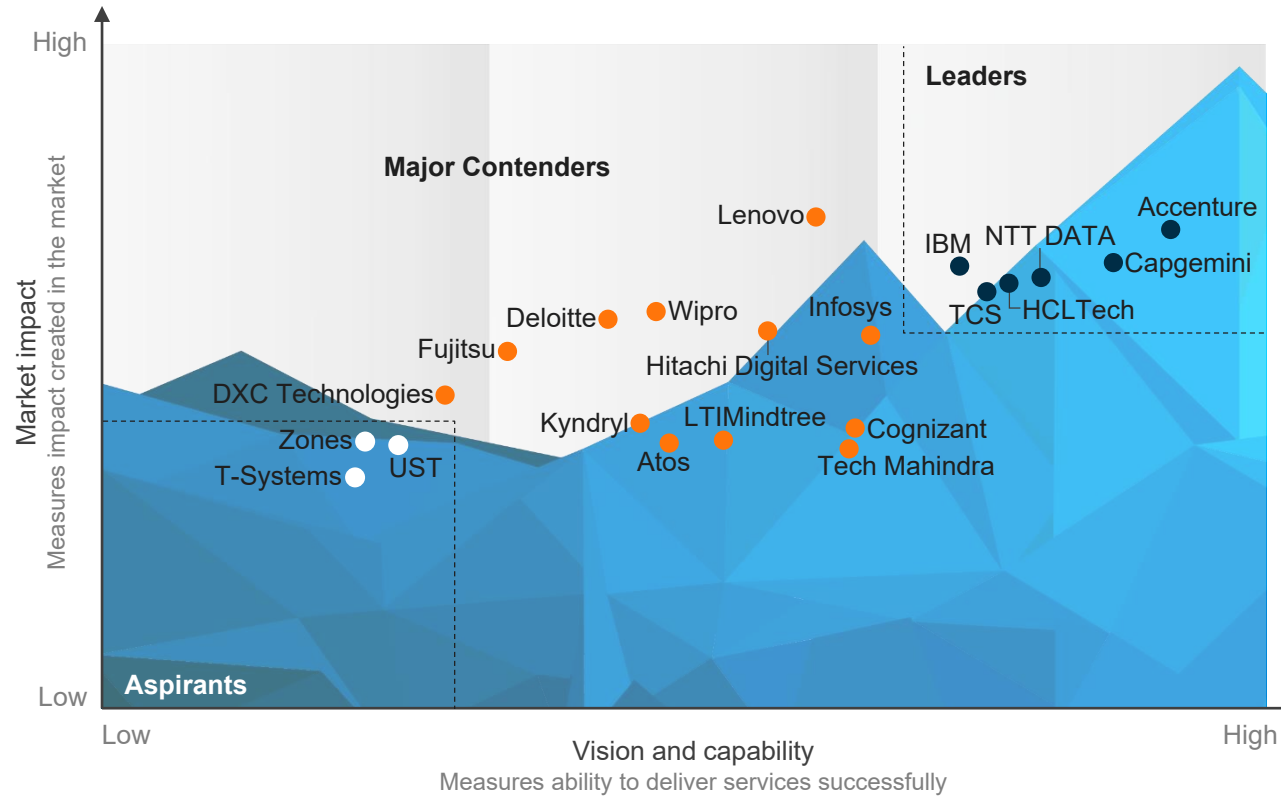
- Aspirants offer a limited range of services, concentrating on specific themes within the sustainable IT landscape such as efficient cloud migration or ITAD
- Their partnerships are limited to hyperscalers, with no involvement of niche green IT providers and little emphasis on joint-GTM strategies
- They are building market credibility by highlighting sustainability Key Performance Indicators (KPIs) in traditional client engagements, partnering with other IT service providers to expand their reach, and showcasing their internal sustainable IT efforts in market messaging
- To establish themselves as partners-of-choice in the sustainable IT landscape, they need to focus on building niche solutions targeting IT decarbonization and monitoring and reporting the environmental footprint of IT infrastructure and assets

# Everest Group PEAK Matrix®

Sustainable IT Services PEAK Matrix® Assessment 2025 | Capgemini is positioned as a Leader

## Everest Group Sustainable IT Services PEAK Matrix® Assessment 2025<sup>1</sup>

- Leaders
- Major Contenders
- Aspirants












<sup>1</sup> Assessments for Accenture, Atos, Deloitte, DXC Technologies, Fujitsu, and T-Systems excludes provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group interactions with buyers  
 Note: Assessment for LTIMindtree includes partial inputs from the service providers and is based on Everest Group's estimates that leverage Everest Group's proprietary data assets, service providers' public disclosures, and interaction with buyers  
 Source: Everest Group (2025)

# Capgemini profile

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

- Capgemini’s sustainable IT offerings span data centers, IT infrastructure, applications, and IT asset procurement
- Capgemini has strong assets such as Clear Sight IT Decision Maker to measure application-level emissions, sustainable FinOps solution to assess carbon footprints for cloud migrations, and Azure Intelligent App Factory for scaling sustainable gen AI for clients
- It has a joint solutioning approach with Microsoft for developing sustainable gen AI solutions for clients. It has also partnered with a wide network of niche providers such as IT and software decarbonization platforms, GreenOps platforms, and server optimization providers
- Capgemini has demonstrated client success in GreenOps and IT hardware footprint management, delivering cost and environmental benefits across industries
- It encourages IT employees to complete green IT training to help clients integrate sustainability into IT modernization

## Limitations

- Some clients have noted that Capgemini could enhance its service by being more attentive to their pain points and proactively accommodating requests
- Capgemini’s pyramidal team structure has been identified by clients as a source of bureaucratic challenges, which can impede seamless project delivery
- While Capgemini has a strong accelerator for sustainable IT procurement, its partnership network with ITAD providers is weaker compared to industry peers, hindering its capability to help clients with managing their e-waste

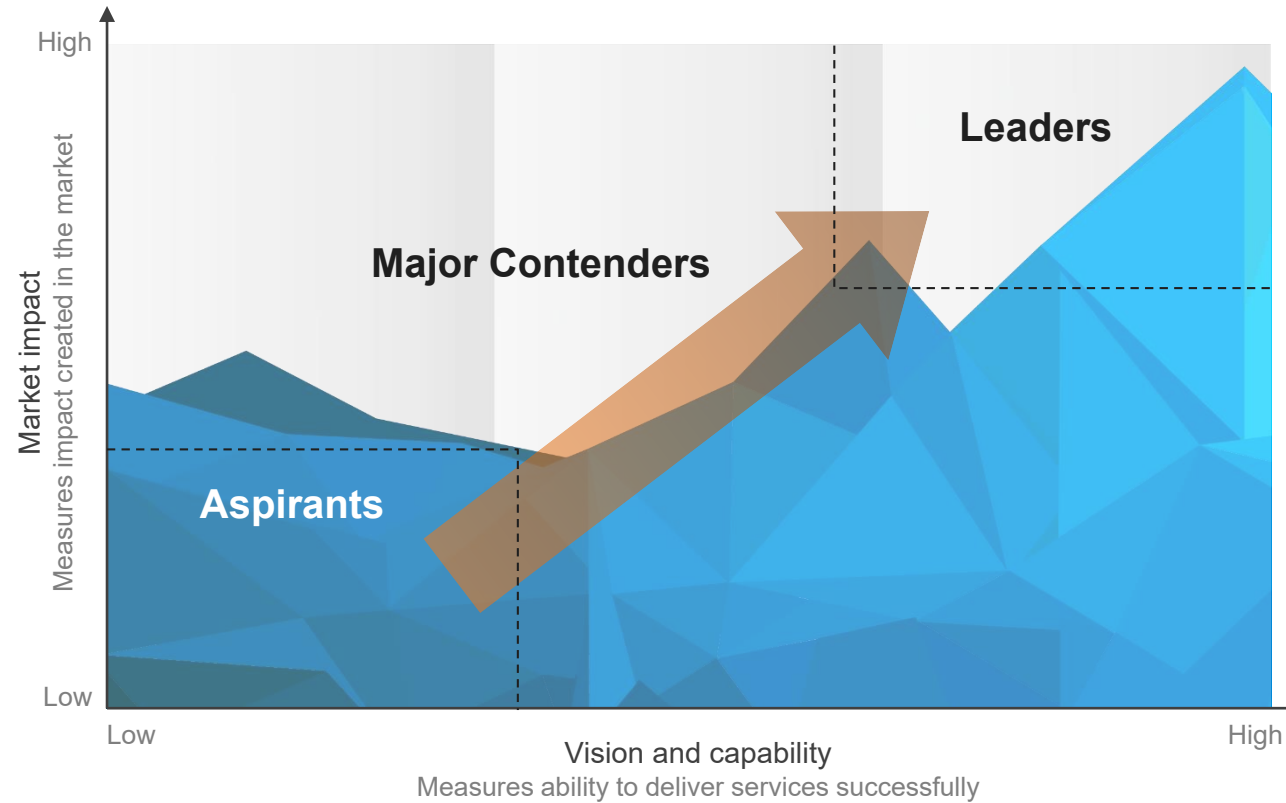
# Appendix

PEAK Matrix® framework

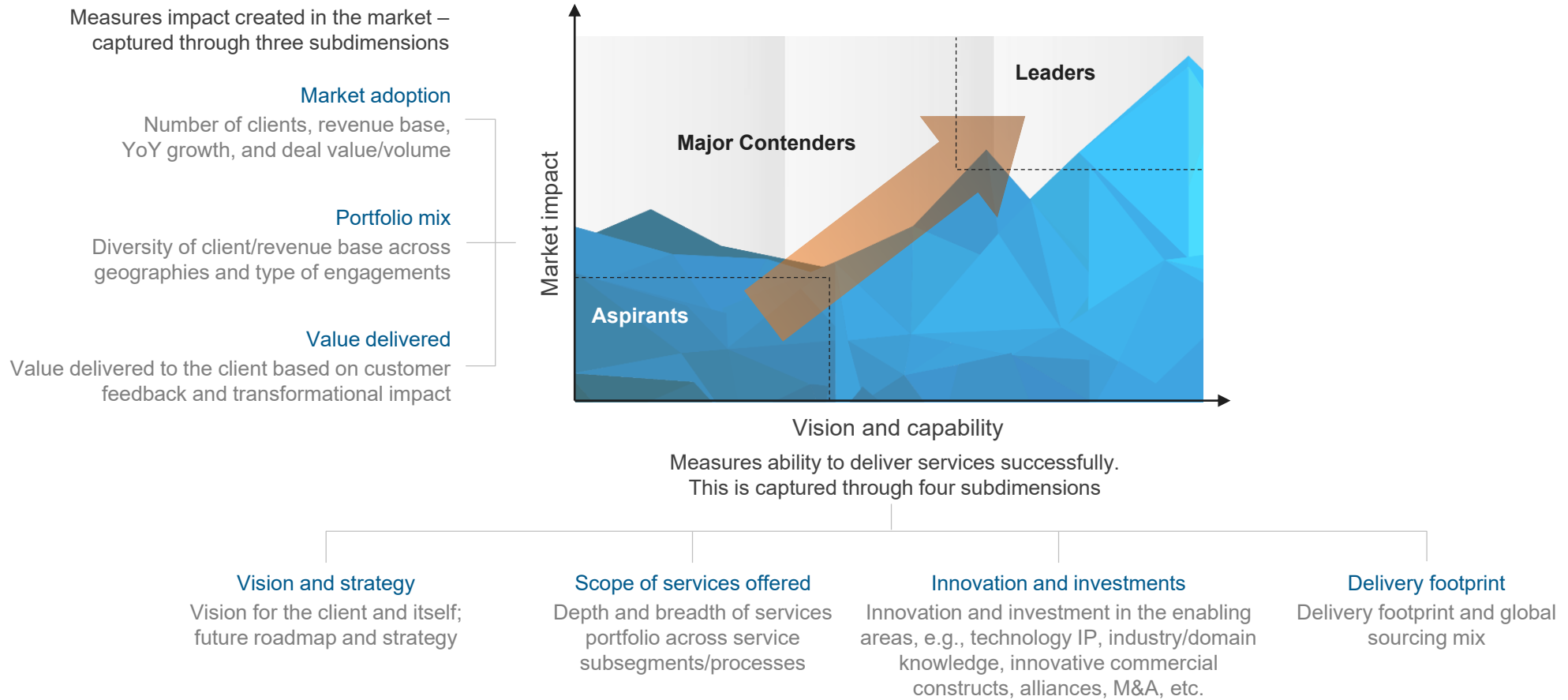
FAQs

# 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.

# Stay connected

Dallas (Headquarters)

info@everestgrp.com

+1-214-451-3000

Bangalore

india@everestgrp.com

+91-80-61463500

Delhi

india@everestgrp.com

+91-124-496-1000

London

unitedkingdom@everestgrp.com

+44-207-129-1318

Toronto

canada@everestgrp.com

+1-214-451-3000

Website

everestgrp.com

Blog

everestgrp.com/blog

Follow us on



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](http://www.everestgrp.com).

## Notice and disclaimers

**Important information. Please review this notice carefully and in its entirety. Through your access, you agree to Everest Group's terms of use.**

Everest Group's Terms of Use, available at [www.everestgrp.com/terms-of-use/](http://www.everestgrp.com/terms-of-use/), is hereby incorporated by reference as if fully reproduced herein. Parts of these terms are pasted below for convenience; please refer to the link above for the full version of the Terms of Use.

Everest Group is not registered as an investment adviser or research analyst with the U.S. Securities and Exchange Commission, the Financial Industry Regulatory Authority (FINRA), or any state or foreign securities regulatory authority. For the avoidance of doubt, Everest Group is not providing any advice concerning securities as defined by the law or any regulatory entity or an analysis of equity securities as defined by the law or any regulatory entity.

All Everest Group Products and/or Services are for informational purposes only and are provided "as is" without any warranty of any kind. You understand and expressly agree that you assume the entire risk as to your use and any reliance upon any Product or Service. Everest Group is not a legal, tax, financial, or investment advisor, and nothing provided by Everest Group is legal, tax, financial, or investment advice. Nothing Everest Group provides is an offer to sell or a solicitation of an offer to purchase any securities or instruments from any entity. Nothing from Everest Group may be used or relied upon in evaluating the merits of any investment. Do not base any investment decisions, in whole or part, on anything provided by Everest Group.

Products and/or Services represent research opinions or viewpoints, not representations or statements of fact. Accessing, using, or receiving a grant of access to an Everest Group Product and/or Service does not constitute any recommendation by Everest Group that recipient (1) take any action or refrain from taking any action or (2) enter into a particular transaction. Nothing from Everest Group will be relied upon or interpreted as a promise or representation as to past, present, or future performance of a business or a market. The information contained in any Everest Group Product and/or Service is as of the date prepared, and Everest Group has no duty or obligation to update or revise the information or documentation. Everest Group may have obtained information that appears in its Products and/or Services from the parties mentioned therein, public sources, or third-party sources, including information related to financials, estimates, and/or forecasts. Everest Group has not audited such information and assumes no responsibility for independently verifying such information as Everest Group has relied on such information being complete and accurate in all respects. Note, companies mentioned in Products and/or Services may be customers of Everest Group or have interacted with Everest Group in some other way, including, without limitation, participating in Everest Group research activities.