



Everest Group Agentic Process Automation (APA) Solutions PEAK Matrix® Assessment 2026

Focus on Capgemini

May 2026



Introduction

The need to evolve into a digital-first business continues to intensify as organizations seek greater resilience, agility, and competitive differentiation. Manual operations pose numerous challenges, and hence, organizations are striving to shift to automated, intelligent, and adaptive processes. Digital technologies, including IA, are becoming ubiquitous, and advances in gen AI and agentic AI are accelerating this shift. Enterprises are moving beyond deterministic automation toward more context-aware and human-like automation solutions that can execute complex workflows, augment decision-making, and learn continuously. Solution providers are realigning their capabilities to support this transformation, embedding AI-led intelligence and autonomy into automation offerings. One of the most powerful enablers of this transformation is Agentic Process Automation (APA).

Everest Group defines APA as a broad domain of enterprise automation that spans from rules-based automation to AI-driven and agentic automation, aimed at enhancing business processes through greater autonomy and contextual intelligence. It encompasses technologies such as Robotic Process Automation (RPA), Intelligent Document Processing (IDP), gen AI, conversational AI, process intelligence, analytics, Application Programming Interface (API)-based automation, and agentic AI, all of which, individually or in combination, fall within the scope of APA.

APA is an inclusive term that encompasses the full automation spectrum, ranging from RPA-only deployments to AI-powered and agentic solutions.

The scope of the report includes:

- **APA solutions:** sourcing of APA technology products along with consulting, implementation, and maintenance services, but no traditional Business Process Outsourcing (BPO) services
- **APA services only:** sourcing of APA services such as consulting, implementation, and maintenance

The report does not cover APA technology products that are licensed independently or embedded within broader BPO deals.

The full report includes the profiles of the following 26 leading APA solution providers featured on the [Agentic Process Automation \(APA\) Solutions PEAK Matrix® Assessment 2026](#):

- **Leaders:** Accenture, Capgemini, Cognizant, HCLTech, IBM, PwC, and TCS
- **Major Contenders:** Coforge, EXL, Firstsource, Genpact, Infosys, LTM, Mphasis, NTT DATA, Persistent Systems, Roboyo, Sopra Steria, Sutherland, Tech Mahindra, UST, and Wipro
- **Aspirants:** Ashling Partners, Datamatics, Visionet, and Xebia

Scope of this report

Geography: global

Industry: all industries and business functions

Solutions: Agentic Process Automation (APA)

APA solutions PEAK Matrix® characteristics

Leaders

Accenture, Capgemini, Cognizant, HCLTech, IBM, PwC, and TCS

- Leaders continue to differentiate through end-to-end APA capabilities, combining deep consulting expertise with strong execution and scaled delivery. They are investing heavily in agentic AI, gen AI, and platform-led automation. Their strong hyperscaler partnerships and ecosystem integrations further enhance their ability to deliver scalable, enterprise-grade solutions. They are also advancing IP-led delivery models, including reusable assets, industry-specific solutions, and accelerators, enabling faster time-to-value
- Additionally, Leaders are strengthening governance frameworks, responsible AI capabilities, and change management offerings, positioning themselves as strategic partners for enterprise-wide transformation and operating model redesign

Major Contenders

Coforge, EXL, Firstsource, Genpact, Infosys, LTM, Mphasis, NTT DATA, Persistent Systems, Roboyo, Sopra Steria, Sutherland, Tech Mahindra, UST, and Wipro

- Major Contenders are gaining ground on Leaders in IA adoption, driven by focused investments in gen AI, agentic capabilities, and domain-specific solutions. Many are leveraging strengths in industry verticals (e.g., Banking, Financial Services, and Insurance (BFSI), healthcare, and Finance and Accounting (F&A)) and expanding their capabilities through platform partnerships and targeted acquisitions
- They are differentiating through flexible engagement models and GCC-aligned delivery approaches, enabling cost-effective and scalable deployments. However, compared to Leaders, they often face limitations in global scale, breadth of offerings, and depth of proprietary Intellectual Property (IP), which can impact their ability to deliver large-scale transformations

Aspirants

Ashling Partners, Datamatics, Visionet, and Xebia

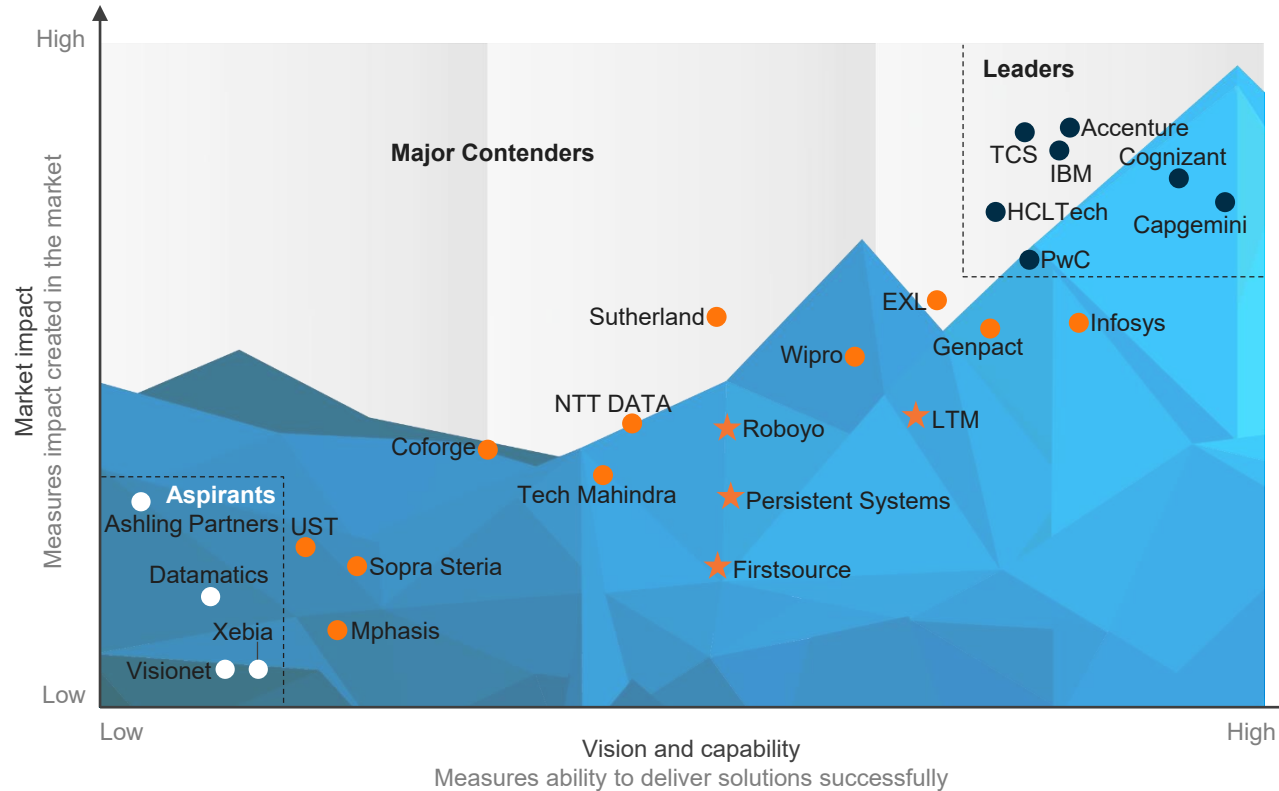
- Aspirants are setting themselves apart with specialized consulting services and customizing their automation solutions to align with specific enterprise requirements. They are increasingly leveraging agentic AI and gen AI to enhance their offerings and deliver targeted solutions. Yet, to approach the effectiveness of Leaders and Major Contenders, they must integrate advanced technological innovations and strive for broader market adoption
- Aspirants often face challenges in scaling capabilities and expanding geographic and industry presence. To compete more effectively with Leaders and Major Contenders, they need to expand partnerships, diversify their services across various business functions, industries, and geographies, and invest in enhancing governance capabilities

Everest Group PEAK Matrix®

Agentic Process Automation (APA) Solutions PEAK Matrix® Assessment 2026 | Capgemini is positioned as a Leader

Everest Group Agentic Process Automation (APA) Solutions PEAK Matrix® Assessment 2026¹

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers













¹ Assessments for Accenture, NTT DATA, PwC, and Wipro exclude solution provider inputs on this particular study. Assessment for IBM is based on partial inputs from the provider. The analysis is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these solution providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may not be complete
Source: Everest Group (2026)

Capgemini

Everest Group assessment – Leader

Measure of capability:  Low  High

Market impact				Vision and capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Services capability	Innovation and investments	Engagement and commercial model	Overall
									

Strengths

- Capgemini’s vision is to enable organizations to build AI-native business processes that are proactive, predictive, and continuously optimized, through its offerings such as DGEM 2.0, RAISE framework, and Resonance AI framework, among others
- It completed the acquisition of WNS in Q3 2025, strengthening its ability to deliver scalable, AI-driven solutions across industries and positioning itself to help clients reinvent their end-to-end business processes
- Its focus on gen AI is visible through its commitment to invest €2 billion over three years (from 2023) on advancing gen AI-specific capabilities, talent, and IP development
- It has good proficiency in deploying all the APA technologies, with a good share of clients where it has deployed cognitive automation. It offers a wide range of packaged solutions across process areas, including those for F&A, procurement, and HR
- DGEM, its enterprise transformation blueprint solution, serves as a design and execution framework for intelligent automation. It embeds industry context, such as process twins, KPIs, and control points, enabling proven agentic patterns to be tailored to specific use cases rather than built from scratch
- It has significant experience in providing cloud-based delivery, and a good share of its clients utilize its progressive commercial models, such as outcome- and transaction-based pricing

Limitations

- Capgemini’s client portfolio is skewed toward Continental Europe with limited presence in North America as compared to peers
- It primarily targets clients with over US\$5 billion in annual revenue, resulting in limited experience with small and midsize enterprise clients
- Its experience in implementing APA for a large number of processes within a client organization is relatively limited to peers, highlighting its limited experience in scaling up IA for enterprises

Market trends

The APA solutions market is growing rapidly, driven by technological advances and evolving enterprise priorities

Market size and growth

- The APA solutions market stood at US\$10.2-10.7 billion in 2025 and showcased a growth of 14-19% YoY
- Strong market growth is driven by increasing enterprise adoption of AI-led automation and the shift toward agentic capabilities

Key drivers for APA

Shift from pilots to scaled agentic deployments	Enterprises are moving beyond experimentation, with agentic AI use cases increasingly transitioning into production at scale, driven by improved reliability and clearer Return on Investment (RoI).
Rising process complexity and need for contextual automation	Modern enterprise workflows span fragmented systems and unstructured data, requiring context-aware, adaptive automation beyond rule-based approaches.
Shift in ownership to business leadership and GCCs	Automation decision-making is moving upward (Chief Information Officers, Chief Executive Officers) and expanding beyond headquarters to Global Capability Centers (GCCs), reflecting its strategic importance and enterprise-wide impact.
Reduction in automation build and deployment timelines	Advances in gen AI and agent frameworks are significantly reducing development effort and time-to-value, lowering barriers to adoption and enabling enterprises to realize business outcomes at scale.

Opportunities and challenges

Enterprise architecture and data readiness	Fragmented legacy systems, limited real-time data access, and weak API maturity constrain APA adoption. Enterprises need to modernize data architectures and enable interoperable, API-first ecosystems.
Organizational adoption and operating model redesign	Blurring of human-agent boundaries creates ownership and adoption challenges. Enterprises must redefine roles, workflows, and change management strategies.
Governance, risk, and control mechanisms	Increasing autonomy of agentic systems raises risks around compliance, explainability, and uncontrolled actions. Enterprises need robust governance frameworks, human-in-the-loop controls, and auditability mechanisms.

Provider landscape analysis

Accenture, Capgemini, IBM, and TCS have the largest market share in terms of APA revenue; Ashling Partners, EXL, Sutherland, and Xebia have showcased highest growth in APA revenue

Market share analysis of the providers¹

2025; percentage of overall market of APA solutions



¹ Providers are listed alphabetically within each range

Key buyer considerations

Key drivers influencing buyer preferences in the APA solutions market

Key sourcing criteria

High



Technical expertise

Depth of automation, AI, and platform expertise to design, build, and integrate robust APA solutions



Solution cost or Return on Investment (RoI)

Ability to deliver measurable business value through strong RoI, cost efficiency, and value-led pricing models



Domain expertise

Deep understanding of industry-specific processes and use cases to ensure relevant and impactful automation



Scalability of the solution

Proven capability to scale automation securely and reliably across processes, functions, and geographies



Talent expertise

Access to skilled, experienced, and stable talent capable of driving rapid implementation and long-term success

Low

Priority

Summary analysis

Buyers prioritize providers that demonstrate deep technical and domain expertise and can clearly link automation initiatives to measurable business outcomes. While cost remains an important consideration, decision-making increasingly emphasizes long-term RoI over short-term pricing advantages.

Scalability and talent depth are critical differentiators as enterprises move from pilots to enterprise-wide APA programs, requiring partners that can reliably scale across geographies and functions. Overall, buyers favor providers that combine strong technical foundations with industry context, proven delivery capability, and access to skilled, stable talent.

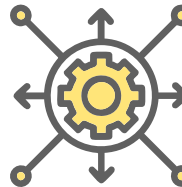
Key takeaways for buyers

To fully realize value from APA, enterprises must align provider selection, operating model design, and governance frameworks with evolving enterprise needs and priorities.



Shifts in provider capabilities

Providers are rapidly evolving across agentic execution maturity, platform alignment, and domain specialization. Buyers should recalibrate sourcing strategies to prioritize proven scale, differentiated capabilities, and right-fit provider mix.



Focus on outcome-driven value realization

The value narrative is shifting beyond cost efficiency toward revenue, Customer Experience (CX), and decision augmentation. Buyers should anchor engagements in measurable business outcomes and outcome-linked Key Performance Indicator (KPIs).



Operating model transformation

Agentic automation requires rethinking workflows, roles, and control mechanisms while introducing new risks around autonomy. Buyers should invest in operating model redesign alongside robust governance, oversight, and auditability frameworks.

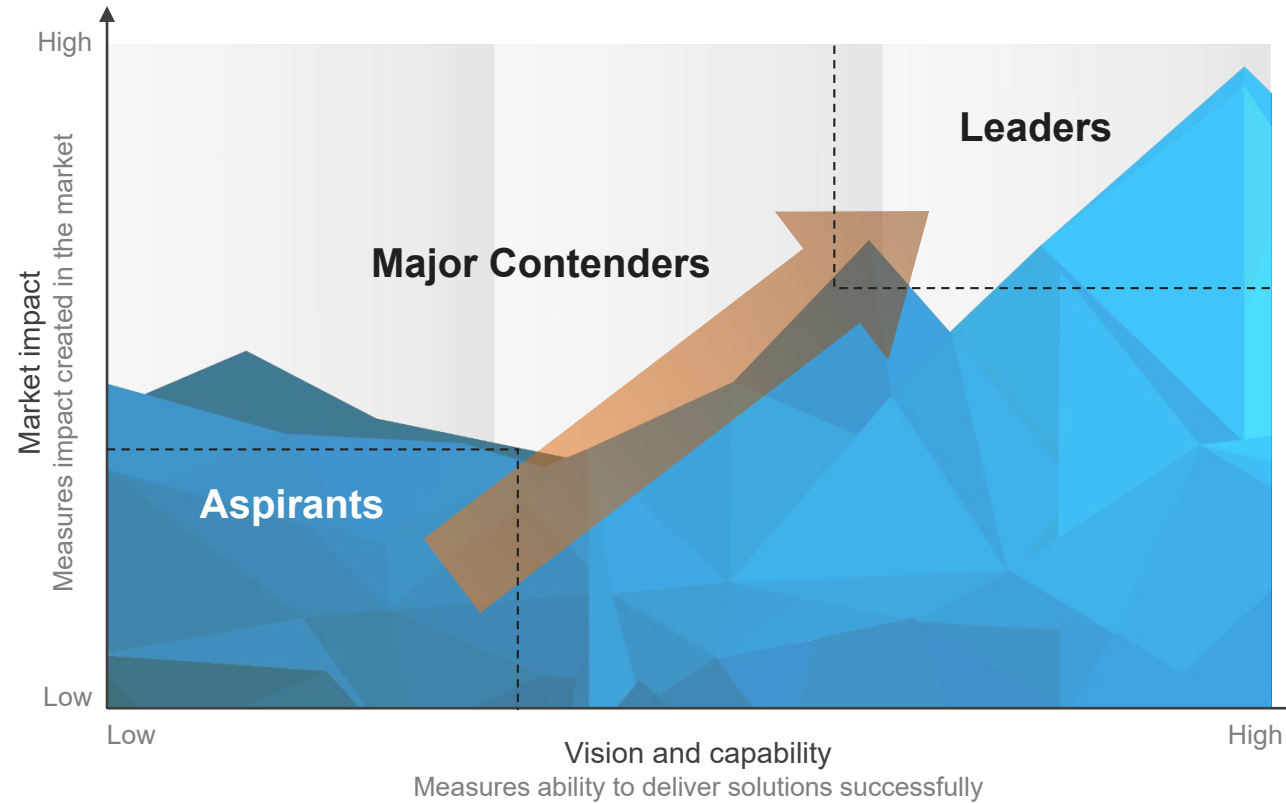
Appendix

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



Solutions PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

Market adoption

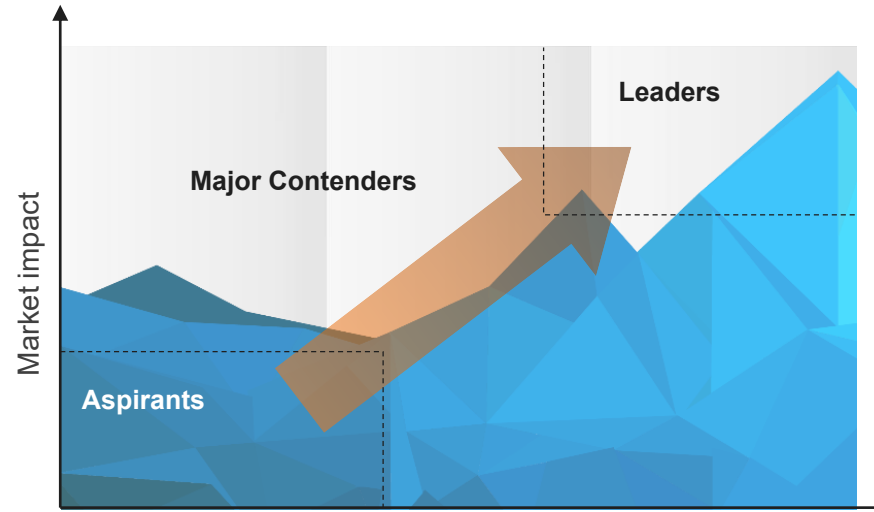
Size and growth of deployments across the solution portfolio

Portfolio mix

Solution footprint across geographies, industries, and buyer size segments

Value delivered

Value delivered to the client based on customer feedback and other measures



Vision and capability

Measures ability to deliver solutions successfully. This is captured through five subdimensions

Vision and strategy

Vision for the client and itself; future roadmap and strategy

Technology capability

Technical sophistication and breadth/depth across the technology suite

Services capability

Effectiveness and breadth/depth of services portfolios across the services suite

Innovation and investments

Innovation and investment in the solution suite

Engagement and commercial model

Progressiveness, effectiveness, and flexibility of engagement and commercial models

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.

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's Terms of Use, available at www.everestgrp.com/terms-of-use, is hereby incorporated by reference as if fully reproduced herein. Parts of the Terms of Use are shown below for convenience only. Please refer to the link above for the full and official 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 Regulation Authority (FINRA), or any state or foreign (non-U.S.) 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 properties, assets, materials, products and/or services (including in relation to gen AI) of Everest Group are provided or made available for access on the basis such is for informational purposes only and provided "AS IS" without any warranty of any kind, whether express, implied, or otherwise, including warranties of completeness, accuracy, reliability, noninfringement, adequacy, merchantability or fitness for a particular purpose. All implied warranties are disclaimed to the extent permitted by law. You understand and expressly agree that you assume the entire risk as to your use and any reliance upon such.

Everest Group is not a legal, tax, financial, or investment adviser, 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.

Everest Group materials, products and/or services represent research opinions or viewpoints, not representations or statements of fact. Accessing, using, or receiving a grant of access to Everest Group materials, products and/or services does not constitute any recommendation by Everest Group to (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 material, 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 collects data and information from sources it, in its sole discretion, considers reliable. Everest Group may have obtained data or information that appears in its materials, products and/or services from the parties mentioned therein, public sources, or third-party sources, including data and information related to financials, estimates, and/or forecasts. Everest Group is not a certified public accounting firm or an accredited auditor and has not audited financials. Everest Group assumes no responsibility for independently verifying such information.

Companies mentioned in Everest Group materials, 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.