

Everest Group PEAK Matrix™ for IT Infrastructure Services Automation Service Providers

Focus on GAVS Technologies
August 2018



Introduction and scope

Everest Group recently released its report titled [“IT Infrastructure Services Automation – Market Trends and Services PEAK Matrix™ Assessment 2018: Become AI Aware or Fall Behind”](#). This report analyzes the evolving dynamics of the IT infrastructure services automation landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 20 service providers on the Everest Group PEAK Matrix™ for IT infrastructure services automation into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of IT infrastructure services automation service providers based on their absolute market success and delivery capability. Everest Group also identified 4 service providers as the “2018 IT Infrastructure Services Automation Market Star Performers” based on the strongest forward movement demonstrated on the PEAK Matrix year-on-year.

Based on the analysis, **GAVS Technologies emerged as a Major Contender and Star Performer**. This document focuses on GAVS Technologies’ IT infrastructure services automation experience and capabilities and includes:

- GAVS Technologies’ position on the infrastructure services automation PEAK Matrix
- Detailed IT infrastructure services automation profile of GAVS Technologies

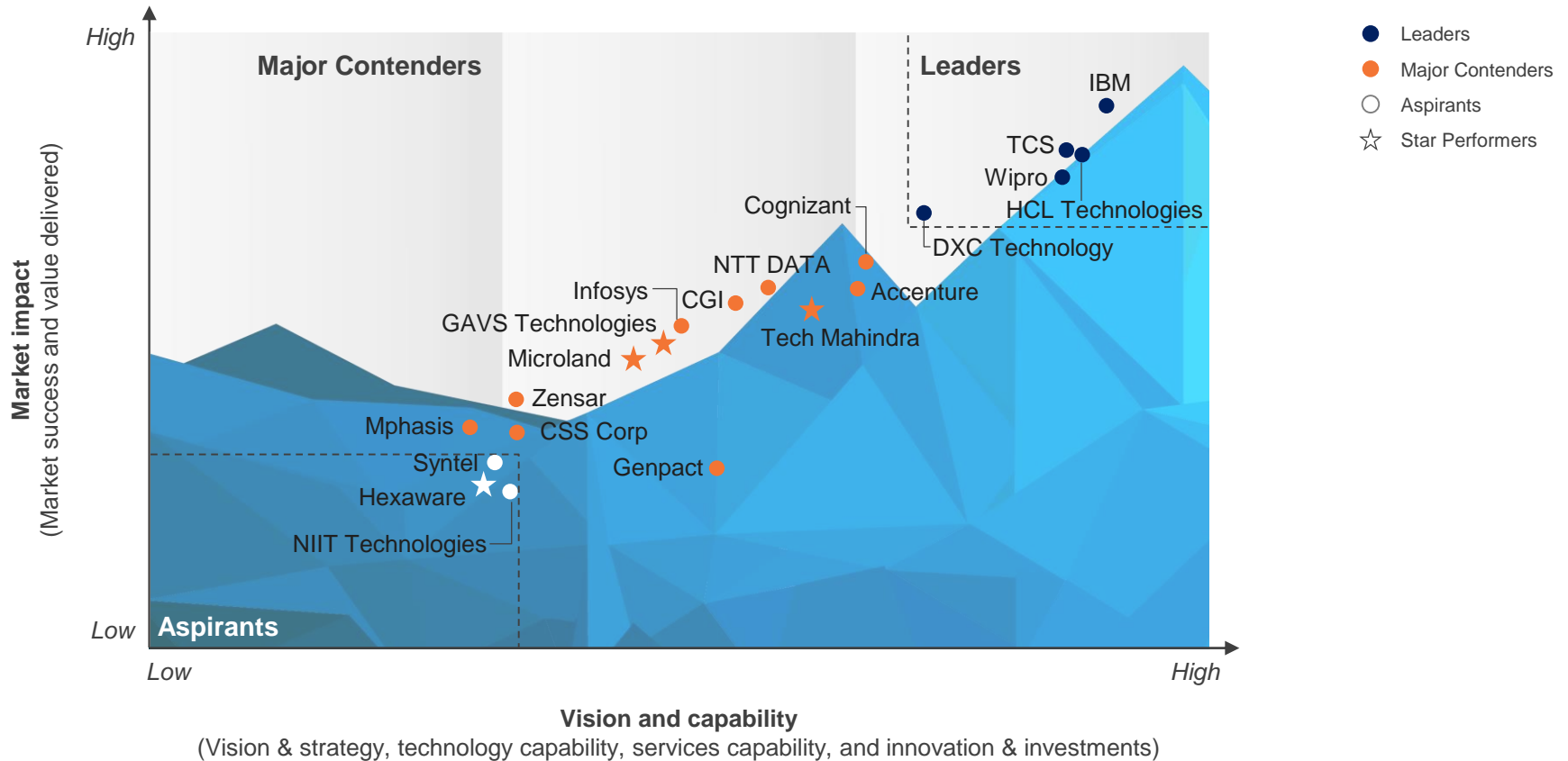
Buyers can use the PEAK Matrix to identify and evaluate different service providers. It helps them understand the service providers’ relative strengths and gaps. However, it is also important to note that while the PEAK Matrix is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation and requirements, and match them against service provider capability for an ideal fit.

Source: Everest Group (2018) unless cited otherwise

Everest Group PEAK Matrix™

IT Infrastructure Services Automation – Market Trends and Services PEAK Matrix™ Assessment 2018: Become AI Aware or Fall Behind | GAVS Technologies positioned as Major Contender and Star Performer

Everest Group IT Infrastructure Services Automation – Market Trends and Services PEAK Matrix™ Assessment 2018: Become AI Aware or Fall Behind¹



¹ Assessment for CGI and Infosys excludes service provider inputs for this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, service provider public disclosures, and interaction with buyers

Source: Everest Group (2018)

GAVS Technologies | IT infrastructure services automation profile

Overview

GAVS Technologies' vision revolves around digital transformation driven through automation and smart machines, driving user experience, and resource optimization through its Zero Incident Framework™. It seeks to bring automation as part of L1/L2/L3 activities and automate the entire CI/CD/CT processes that are also a part of the cloud environment. It aims to enable assessment and migration to the target cloud platform with zero downtime and zero data loss. Additionally, GAVS Technologies claims that it has been successful in early implementation of instrumentation and end-user environment, thereby achieving enhancement in end-user experience.

Strengths

- Internal IP/solutions (e.g., GAVel, GCare, and zMan) are witnessing increasing traction within existing clients and delivering meaningful automation benefits
- Clients have appreciated GAVS' flexibility to contextualize solutions and its readiness to make investments for the client to ensure significant value addition

Areas of improvement

- Clients believe that GAVS has strong capabilities around monitoring and alerting, but needs to enhance its end-to-end automation capabilities to help in issue remediation without human intervention
- Proof points around building and executing on large-scale comprehensive transformation roadmaps are still limited in number

Proprietary solutions (representative list)

Solution	Details
GAVel – AIOps platform	Enables classification of alerts into primary/secondary tiers and establishes a relationship between them. Uses alert correlation rules to group alerts that are related
zMan-Environment Change tracker	Monitors configuration changes. Has 125 built-in pre-configured ready-to-use workflows to avoid manual intervention in monitoring applications, servers, and databases
GCare - Environment Performance Management	An integrated suite of solutions that can monitor across the end-user to the storage layer. Provides user experience index, root cause analysis, and application health index
zDesk – DaaS	Desktop virtualization engine that offers a cloud-ready platform to deliver end-to-end functionality for public and private cloud
zIrrus-Environment-as-a-Service	Environment-as-a-Service (EaaS) tool that enables provisioning of servers, platform services, and application services in an automated way
Automated CMDB	Automatically discovers the inventory of relevant network devices, nodes, and servers in an environment and stores it in the Configuration Management Database (CMDB)

Partnerships (representative list)

Partner	Details
Microsoft	Gold partnership in which GAVS leverages Azure Machine Learning and Azure HD insights to create data models and algorithms using infrastructure data to provide predictive insights. Automates data science, thereby reducing the need for training data; provides predictive and prescriptive analysis
Ayehu	Working on a white-labelling partnership to build an automation platform. Enables customers to reduce manual IT processes, thus enhancing productivity
HiveIO Inc.	Signed a white-labelling partnership to implement DaaS (Desktop-as-a-service) solution for customers

Recent activities (representative list)

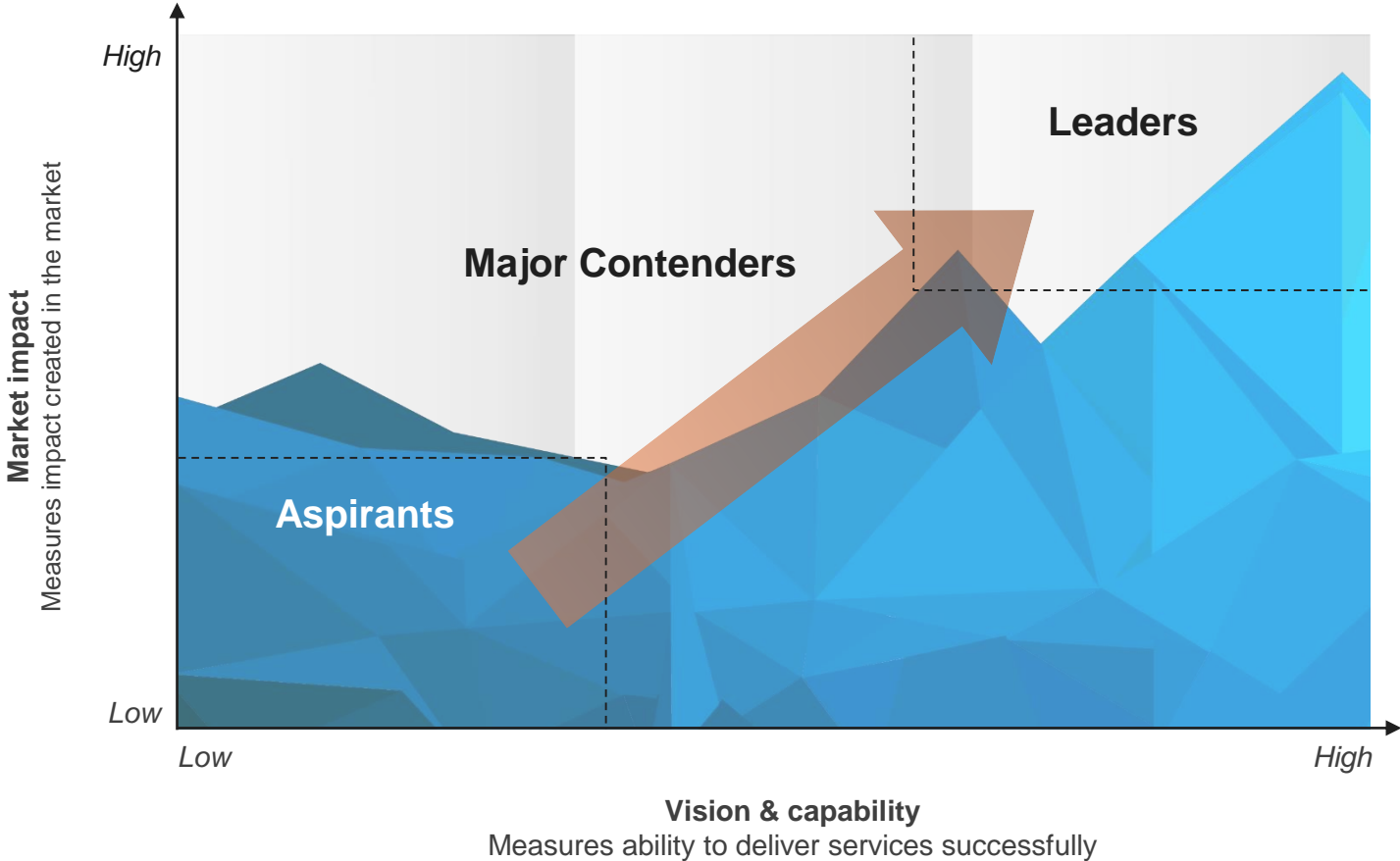
Development	Details
Collaborative innovation and research	Ideates for joint research in the field of AI in IT infrastructure management. This includes collaboration in terms of physical space, platforms, and people from IIT-Madras in India and GAVS
GAVS learning academy	Avenue for employees to enhance knowledge on the latest technology trends including automation

Source: Everest Group (2018)

Appendix

Everest Group PEAK Matrix™ is a proprietary framework for assessment of market impact and vision & capability

Everest Group PEAK Matrix



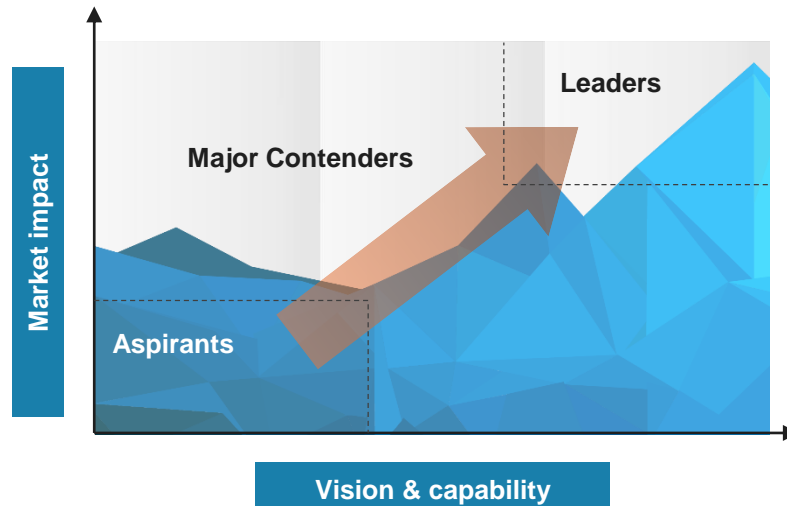
Services PEAK Matrix™ evaluation dimensions

Measures impact created in the market – captured through three subdimensions

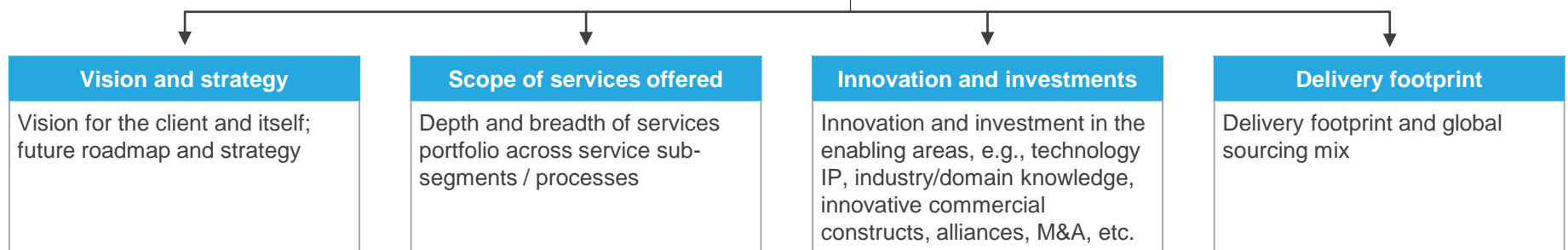
Market adoption
No. of clients, revenue base, and YOY growth, deal value/volume

Portfolio mix
Diversity of client/revenue base across geos and type of engagements

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



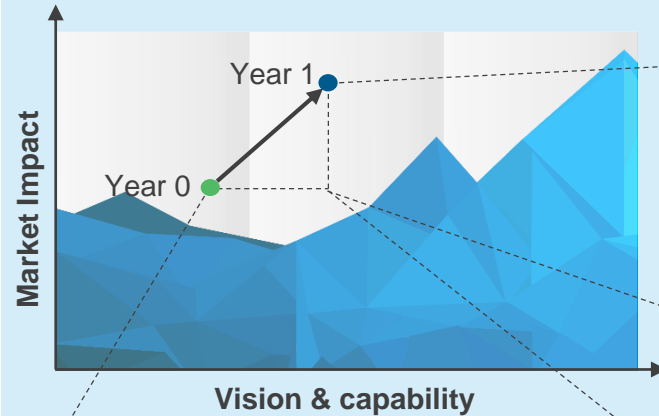
Measures ability to deliver services successfully. This is captured through four subdimensions



Everest Group confers the Star Performers title on providers that demonstrate the most improvement over time on the PEAK Matrix™

Methodology

Everest Group selects Star Performers based on the relative YOY improvement on the PEAK Matrix



In order to assess advances on **market impact**, we evaluate each service provider's performance across a number of parameters including:

- Yearly ACV/YOY revenue growth
- # of new contract signings and extensions
- Value of new contract signings
- Improvement in portfolio mix
- Improvement in value delivered

In order to assess advances on **vision and capability**, we evaluate each service provider's performance across a number of parameters including:

- Innovation
- Increase in scope of services offered
- Expansion of delivery footprint
- Technology/domain specific investments

We identify the service providers whose improvement ranks in the top quartile and award the Star Performer rating to those service providers with:

- The maximum number of top-quartile performance improvements across all of the above parameters AND
- At least one area of top-quartile improvement performance in both market success and capability advancement

Star Performers are identified by top quartile performance improvement on the X and Y axes for each segment

The Star Performers title relates to YOY performance for a given service provider and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

Does the PEAK Matrix™ assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

Is being a “Major Contender” or “Aspirant” on the PEAK Matrix, an unfavorable outcome?

No. The PEAK Matrix highlights and positions only the best-in-class service 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

What other aspects of PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

What is the process for a service provider / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
 - Issue a press release declaring their positioning. See [citation policies](#)
 - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
 - Quotes from Everest Group analysts could be disseminated to the media
 - Leverage PEAK Matrix 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 the designated POC at Everest Group.

Does the PEAK Matrix evaluation criteria change over a period of time?

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. 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 as well as serve the future expectations of enterprises



About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

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