

Everest Group PEAK Matrix™ for GDPR Service Providers

Focus on LTI
July 2018



Introduction and scope

Everest Group recently released its report titled “[GDPR Services: Gross Disconnect in Perception and Reality – Services PEAK Matrix™ Assessment 2018](#).” This report analyzes the changing dynamics of the GDPR Services landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group updated its classification of 8 service providers on the Everest Group PEAK Matrix™ for GDPR Services into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of GDPR service providers based on their absolute market success and delivery capability.

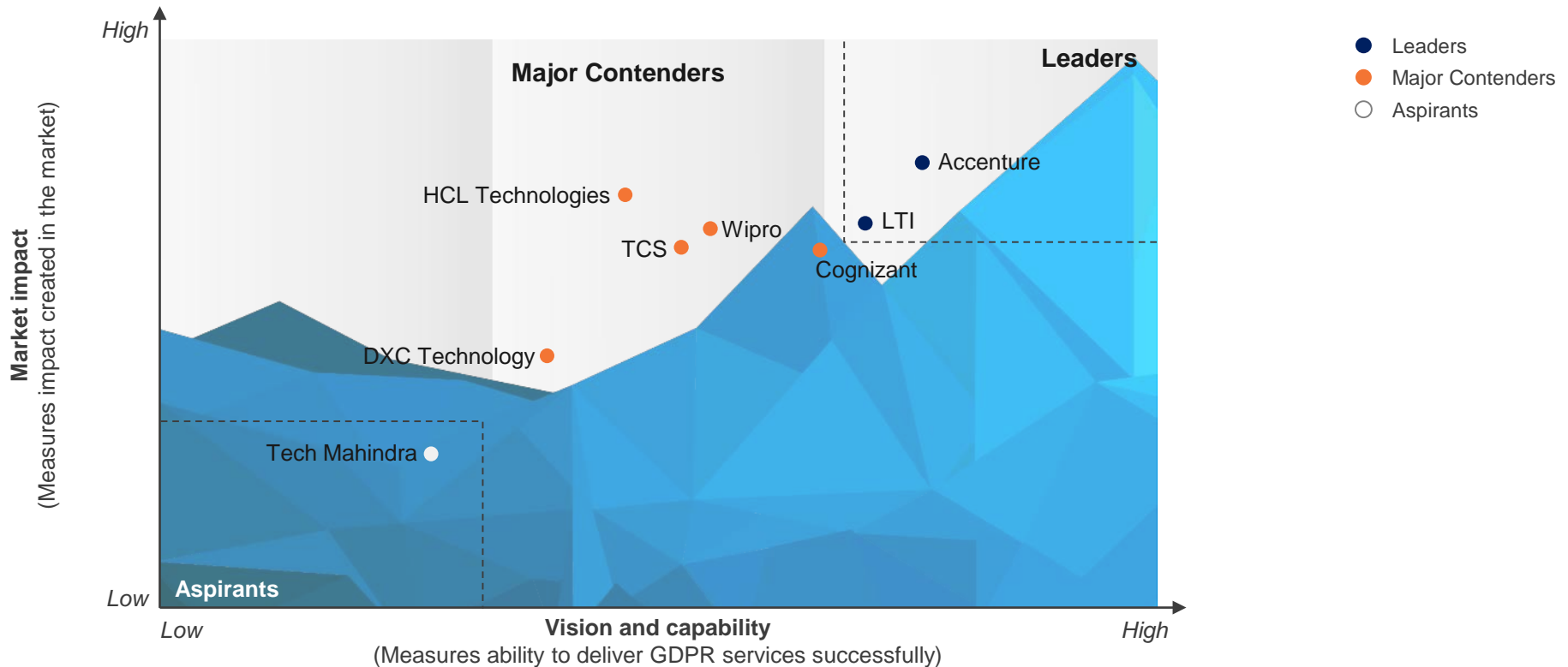
Based on the analysis, **LTI emerged as a Leader**. This document focuses on **LTI** GDPR Services experience and capabilities and includes:

- LTI position on the GDPR Services PEAK Matrix
- Detailed GDPR Services profile of LTI

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.

Gross Disconnect in Perception and Reality – Services PEAK Matrix™ Assessment 2018 | LTI positioned as Leader

Everest Group GDPR Services: Gross Disconnect in Perception and Reality – Services PEAK Matrix™ Assessment 2018



Note: Assessment for DXC Technology includes partial inputs from the service provider, and is based on Everest Group's estimates that leverages its proprietary data assets, service provider public disclosures, and interaction with buyers

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information will be presented back to the industry only in an aggregated fashion

Source: Everest Group (2018)

LTI | GDPR services profile (page 1 of 2)

Overview

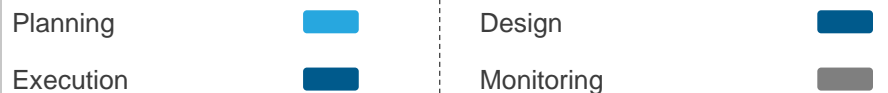
Strengths

LTI has been proactive in its investments for GDPR (both internal and client-facing). Its broad partner ecosystem, strong solutions portfolio, and continued investments in talent awareness and expanding delivery footprint position it as a Leader

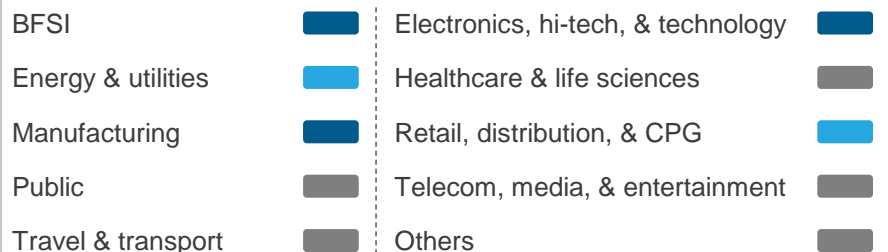
Revenue by geography



Revenue by segment



Revenue by Industry



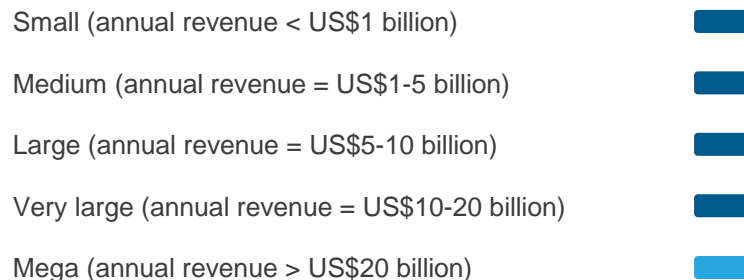
Areas of improvement

- LTI should aggressively invest in sales & marketing efforts to highlight marquee case studies to enhance its credibility in the market
- It should aggressively target large enterprises in the United Kingdom to win transformation deals with substantial size

Scope of coverage

Assessment includes identification of sensitive fields, identification of compliance gaps, data architecture, enterprise blueprint & data integration, etc.; implementation includes data subject rights management, sensitive data traceability & protection, sensitive data governance, etc.; assurance includes testing for PII coverage, data flows & data profusion, residents' rights, performance & security, data breach simulation, consent management, etc.; operations include continuous monitoring of current compliance activities, data subject requests, cyber analytics, advanced threat management & protection, DPO-as-a-service, etc; also covers governance & consulting

Revenue by buyer size



LTI | GDPR services profile (page 2 of 2)

Offerings

Vision: LTI's vision is to simplify its clients' GDPR journey through innovative and automated solutions leading to higher collaboration, continuous improvement, and cost-effective compliance.

Proprietary solutions (representative list)

Solution name	Details
iDiscover	Focus area is data management; identifies sensitive fields in structured, semi-structured, and unstructured file formats both on-premise and on cloud; allows role-based access, provides country-specific customization to discover sensitive data, and integrates with CI/CD processes; saves over 80% of time and cost compared to manual methods
ETDM	Focus area is data management; Enterprise Test Data Management (ETDM) suite helps in test data generation, test data masking, test data subsetting, and compliance testing; provides up to 60% reduction in test data generation cycle time
Gatekeeper	Focus area is planning & consulting; uses pattern matching and fuzzy matching algorithms to scan text-based source code and identify lines that have words that resemble PII; helps to improve identification of PII across multiple source files
Metadata Accelerator	Focus area is implementation & validation; creates and maintains metadata through automatic discovery; establishes data lineage
DSRM – Data Subjects Rights Management	Focus area is implementation & validation; automated solution to centrally manage data subject rights by creating a central hub that will store pointers to the applications that source the corresponding sensitive data; shows history of rights requested by any data subject at any time and provides mechanism to cleanse data; up to 75% effort reduction in data subject rights management
Insights	Focus area is management & monitoring; provides a centralized dashboard for the Risk & Compliance Office and the DPO; assists in data protection and provides a unified view of all key governance areas

Partnerships for GDPR services (representative list)

LTI's partners and their scope include Ernst & Young and KPMG (process partnership for GDPR), IBM and Microsoft (assessment, implementation, and operations), Nuix and Collibra (opportunity-based technology partnership for GDPR compliance), and Osborne Clarke and Bull & Co (legal consulting and advisory services).

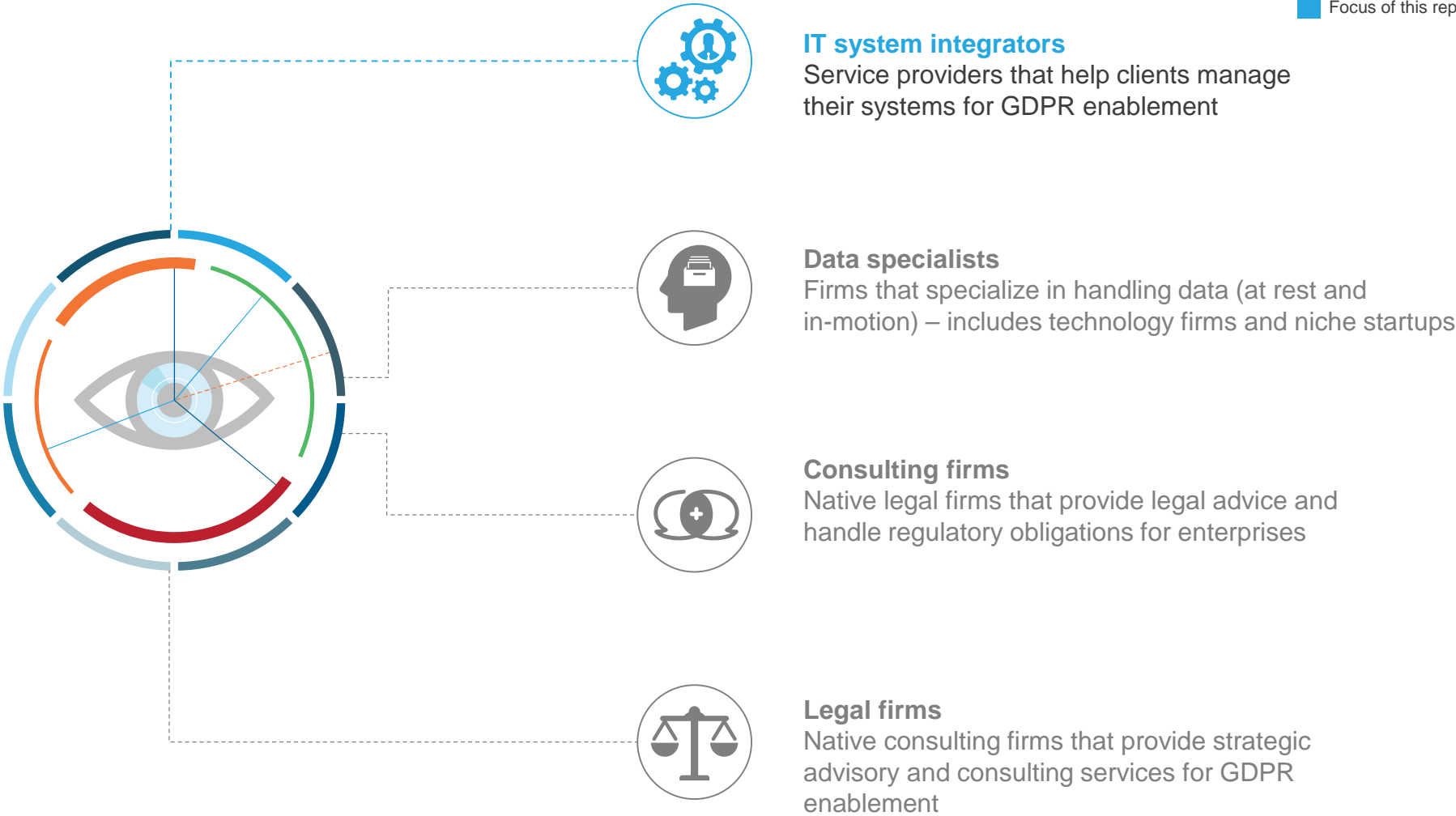
Recent activities / other investments (representative list)

Development	Details
Talent investments	Hired GDPR and GRC consultants to scale up capabilities; trained resources on technical capabilities for GDPR compliance; trained non-IT resources on GDPR articles and implications
Delivery footprint	Expanding delivery footprint with a nearshore center in Warsaw, Poland, to provide local support for GDPR implementation

Appendix

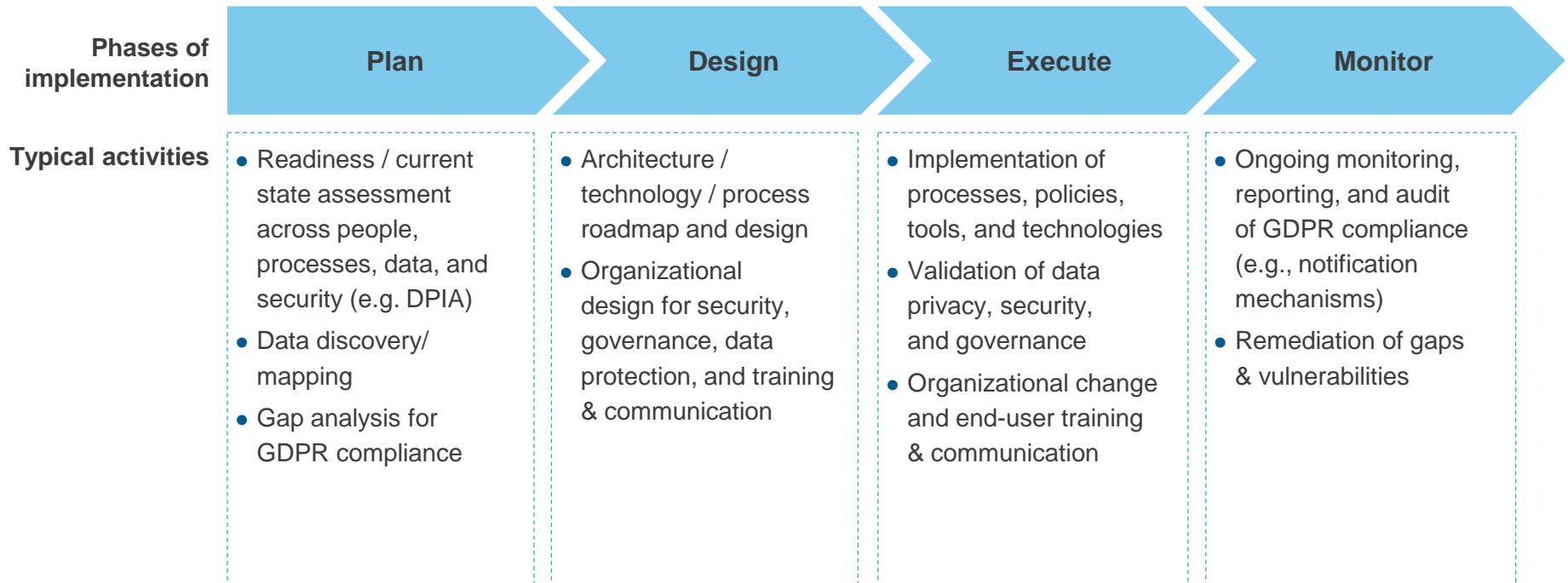
This report focuses on GDPR services and provides insights into leading service providers

■ Focus of this report



This report focuses on GDPR services and provides insights into leading service providers

ILLUSTRATIVE

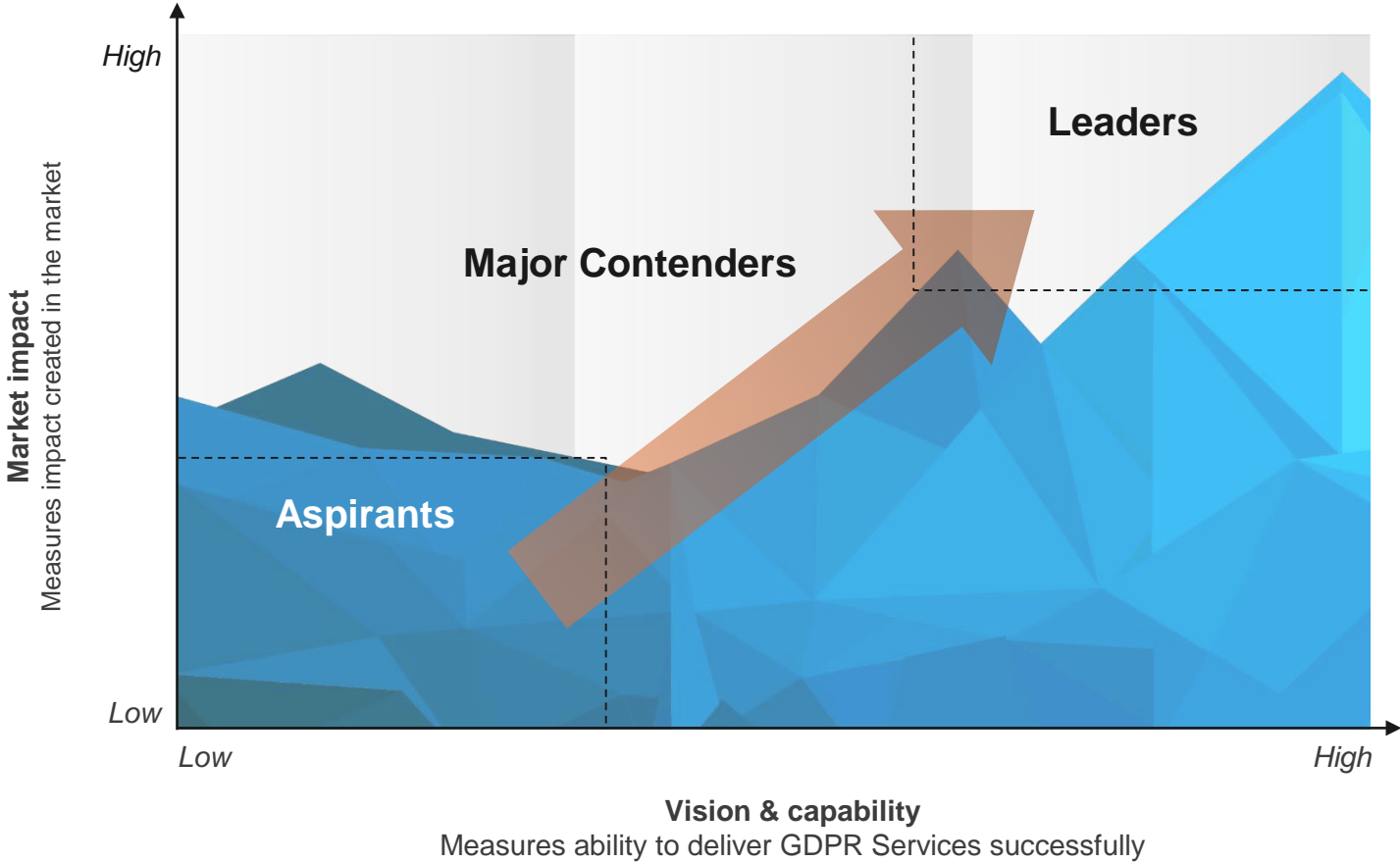


This report provides insights into delivery capabilities, domain investments, focus on verticals, type of GDPR services, and partnerships of these service providers.

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

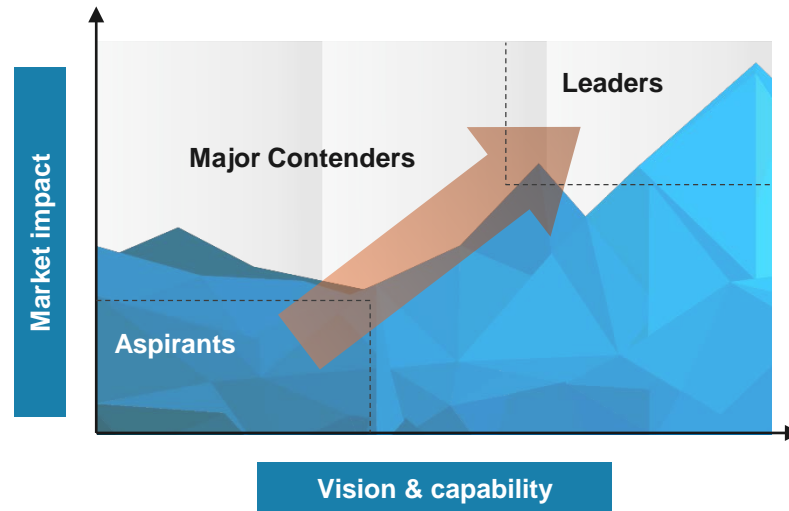
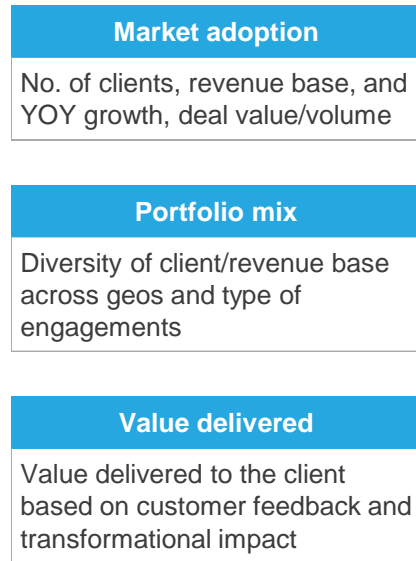


Everest Group PEAK Matrix

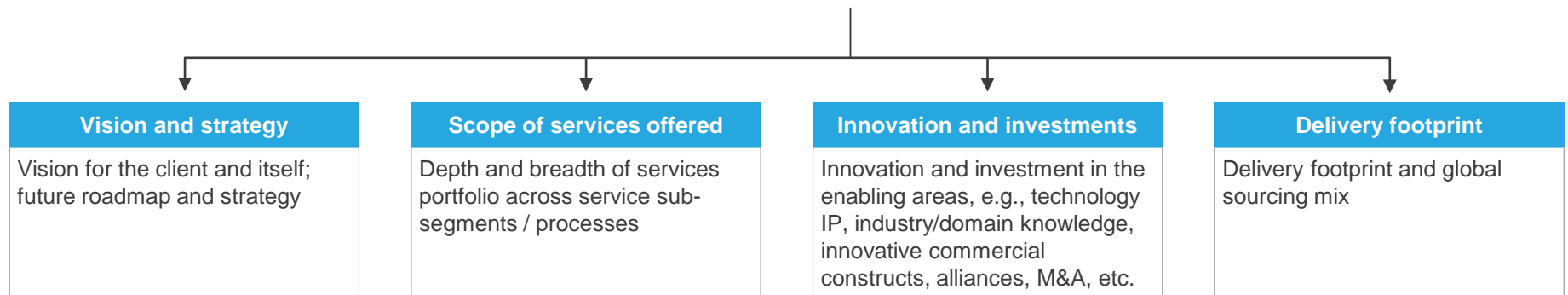


Services PEAK Matrix™ evaluation dimensions

Measures impact created in the market – captured through three subdimensions



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



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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