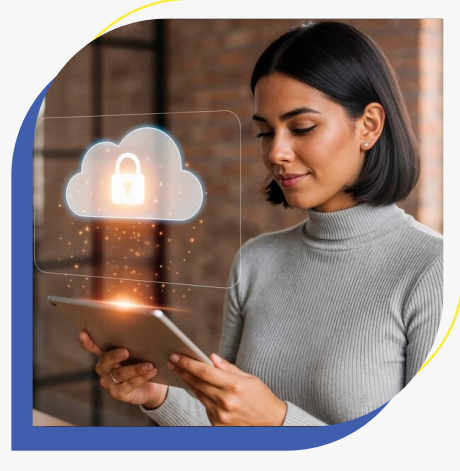


RESEARCH RELEASES



AI-Enabled Cloud Infrastructure Management Services

Enterprises are embracing cloud services to expedite their digital transformation programs. This project looks at the use of AI, including GenAI and agentic AI, automation, FinOps, and observability & monitoring in support of cloud infrastructure management, informing corporate buyers what they can achieve now and what they can expect to achieve over the next few years.

Due to be published in May '26

[Access the Project](#) →

Author: [John Laherty](#)



SAP Ecosystem Services

Enterprises are under pressure to modernize their ERP systems, including migrating from SAP ECC to SAP S/4 HANA, and with a greater focus on AI-driven transformation. This project will help buyers of SAP services address these challenges and understand the capabilities of key service vendors, differentiate between vendor offerings, and select services most relevant to their needs.

Due to be published in May '26

[Access the Project](#) →

Author: [Akhila Harinarayan](#)



Salesforce Services

Business heads require further verticalization of Salesforce products, while CIOs want to adopt agile methodology in deploying them. Plus, most clients are looking to bring further innovation by integrating third-party technology in their Salesforce platform. This major study will be invaluable for business heads and CIOs who need to identify state-of-the-art Salesforce offerings and understand how delivery is best organized.

Due to be published in Jun '26

[Access the Project](#) →

Author: [Gaurav Parab](#)



[Recent published reports](#) →

BLOGS ON THE CURRENT MARKET

Nasscom '26: IT Service Vendors Realign as AI Orchestrators

Akhila Harinarayan reports on the key themes from Nasscom 2026, including how IT service vendors are realigning their delivery models and becoming AI agent orchestrators.

[Read more](#) →

Author: [Akhila Harinarayan](#)



NTT DATA Focusing on Responsible Innovation & Human-Centric AI

John Laherty gives an overview of NTT DATA's strategic priorities and investment areas for 2026 and beyond, including its focus on responsible innovation and human-centric AI.

[Read more](#) →

Author: [John Laherty](#)



HAPPENING IN THE MARKET

Financials

[Gaurav Parab Quoted in The Economic Times: On TCS results](#) →

Business Update

[Gaurav Parab Quoted in Moneycontrol on AI layoffs](#) →

[Gaurav Parab Quoted in Financial Express on AI deals](#) →

[Gaurav Parab Quoted in The Economic Times on AI linked revenues](#) →

[Gaurav Parab Quoted in moneycontrol on IT stock crash due to AI concerns](#) →

[Gaurav Parab Quoted in the Economic Times on Fractal Analytics IPO](#) →

[Gaurav Parab Quoted in Business Standard on the US India Trade Deal](#) →

VENDOR PROFILES

- [Hitachi Digital Services - AI-Enabled Cloud Infrastructure Management Services](#)
- [T-Systems - AI-Enabled Cloud Infrastructure Management Services](#)
- [Microland - AI-Enabled Cloud Infrastructure Management Services](#)
- [Coforge - AI-Enabled Cloud Infrastructure Management Services](#)
- [Tata Consultancy Services - AI-Enabled Cloud Infrastructure Management Services](#)
- [Cognizant - AI-Enabled Cloud Infrastructure Management Services](#)
- [Wipro - AI-Enabled Cloud Infrastructure Management Services](#)
- [Hitachi Digital Services - SAP Ecosystem Services](#)
- [NTT DATA - SAP Ecosystem Services](#)
- [T-Systems - SAP Ecosystem Services](#)
- [Tech Mahindra - SAP Ecosystem Services](#)

UPCOMING RESEARCH

Quality Engineering AI for Test Automation

This project assesses how GenAI and LLM-based capabilities are being applied to automation across functional testing, as well as agentic AI capabilities that enable greater workflow orchestration, autonomous task execution, and dynamic test optimization throughout the testing lifecycle. It will assist QE leaders, CIOs, and IT services firms seeking to understand the direction of the QE market and the implications of AI-driven transformation.

Contact [Gaurav P](#) or any of us if you would like to participate in the 'Quality Engineering AI for Test Automation' project.

[Project description](#) →

AI-enabled Application Development and Maintenance

Agentic AI, Gen AI, and AI-based analysis have helped modernize and transform ADM delivery, with benefits outweighing investment costs. This project will help buyers of ADM services to understand the capabilities of key service vendors, differentiate between vendor offerings, and select services most relevant to their needs.

Contact [Akhila Harinarayan](#) or any of us if you would like to participate in the 'AI-enabled Application Development and Maintenance' project.

[Project description](#) →

Advanced Digital Workplace Services

This project will focus on the increasing adoption and expansion of AI (including GenAI and agentic AI) to support digital workplace services. It will also cover modern field services, smart workplaces, and SDaaS in support of sustainability initiatives, plus the use of DEM and XLAs to provide a holistic experience across the enterprise.

Contact [John Laherty](#) or any of us if you would like to participate in the 'Advanced Digital Workplace Services' project.

[Project description](#) →

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