



Everest Group Cloud Services for Mid-market Enterprises PEAK Matrix® Assessment 2025

Focus on Unisys
September 2025



Introduction

Cloud adoption has become foundational to enterprise transformation, and mid-market enterprises are no exception. Despite ongoing macroeconomic headwinds, mid-market organizations have demonstrated more stability and resilience compared to larger peers. This resilience has enabled them to sustain cloud modernization momentum, with a sharper focus on efficiency, agility, and value realization.

However, their needs differ from those of large enterprises. Mid-market firms typically prioritize faster time-to-value, agility, scalability, and high-touch engagements.

Traditional enterprise-centric service models often fall short in addressing these expectations. As a result, cloud Service Providers (SPs) catering to this segment are reshaping their approach to offer more tailored support across cloud consulting, infrastructure modernization, secure hosting, cost-optimized operations, and AI-enabled managed services.

At the same time, the cloud services landscape is becoming more diverse. There is growing adoption of multi-cloud strategies, industry-aligned offerings, and gen AI-powered delivery models. Mid-market enterprises are

actively embracing these innovations not just to optimize IT, but to accelerate business transformation. The full report presents an evaluation of 24 SPs as part of the [Cloud Services for Mid-market PEAK Matrix® Assessment 2025](#). The analysis is based on Everest Group's annual RFI process, interactions with leading SPs, client reference discussions, and ongoing research into the evolving mid-market cloud services ecosystem.

The full report includes the profiles of the following 24 leading providers featured on the Cloud Services for Mid-market PEAK Matrix 2025:

- **Leaders:** HCLTech, Hitachi Digital Services, NTT DATA, Rackspace Technology, Unisys, and Xebia
- **Major Contenders:** Apexon, Aspire Systems, Atos, Birlasoft, Cloud4C, DataArt, Infinite Computer Solutions, Innova Solutions, Jade Global, Microland, Movate, N-iX, Sonata Software, and UST
- **Aspirants:** 3Pillar Global, Chetu, TO THE NEW, and Writer Business Services

Scope of this report

Geography: global

Industry: all

Services: cloud services for mid-market enterprises

Cloud services for mid-market enterprises PEAK Matrix® characteristics

Leaders

HCLTech, Hitachi Digital Services, NTT DATA, Rackspace Technology, Unisys, and Xebia

- Leaders continue to showcase expertise in end-to-end integrated cloud transformation engagements with a credible suite of IP and solutions including industry cloud solutions and AI-enabled offerings
- These providers exhibit a strong, well-rounded capability portfolio aligned with mid-market needs such as deep client intimacy through high-touch engagement models, strong account ownership, and flexible governance structures suited for mid-market clients, maintaining an agile delivery engine with faster time-to-value – enabled by accelerators and repeatable templates for mid-market migration and transformation journeys
- They are making strategic investments in expanding the partner ecosystem with prominent technology vendors, niche providers, and start-ups to co-create solutions and engage in joint Go-to-market (GTM) activities

Major Contenders

Apexon, Aspire Systems, Atos, Birlasoft, Cloud4C, DataArt, Infinite Computer Solutions, Innova Solutions, Jade Global, Microland, Movate, N-iX, Sonata Software, and UST

- While these providers are augmenting their broader cloud capabilities with targeted investments in talent development, delivery capabilities, and partnership ecosystem, their end-to-end integrated cloud transformation capabilities have some visible gaps
- These providers are investing in expanding mid-market delivery capabilities including regional delivery centers, industry micro-vertical focus, and self-service platforms for cost-efficient delivery. Pricing and service models are evolving, with a shift from rigid constructs to flexible commercial models (for example, pay-as-you-go and usage-based pricing), albeit inconsistently applied

Aspirants

3Pillar Global, Chetu, TO THE NEW, and Writer Business Services

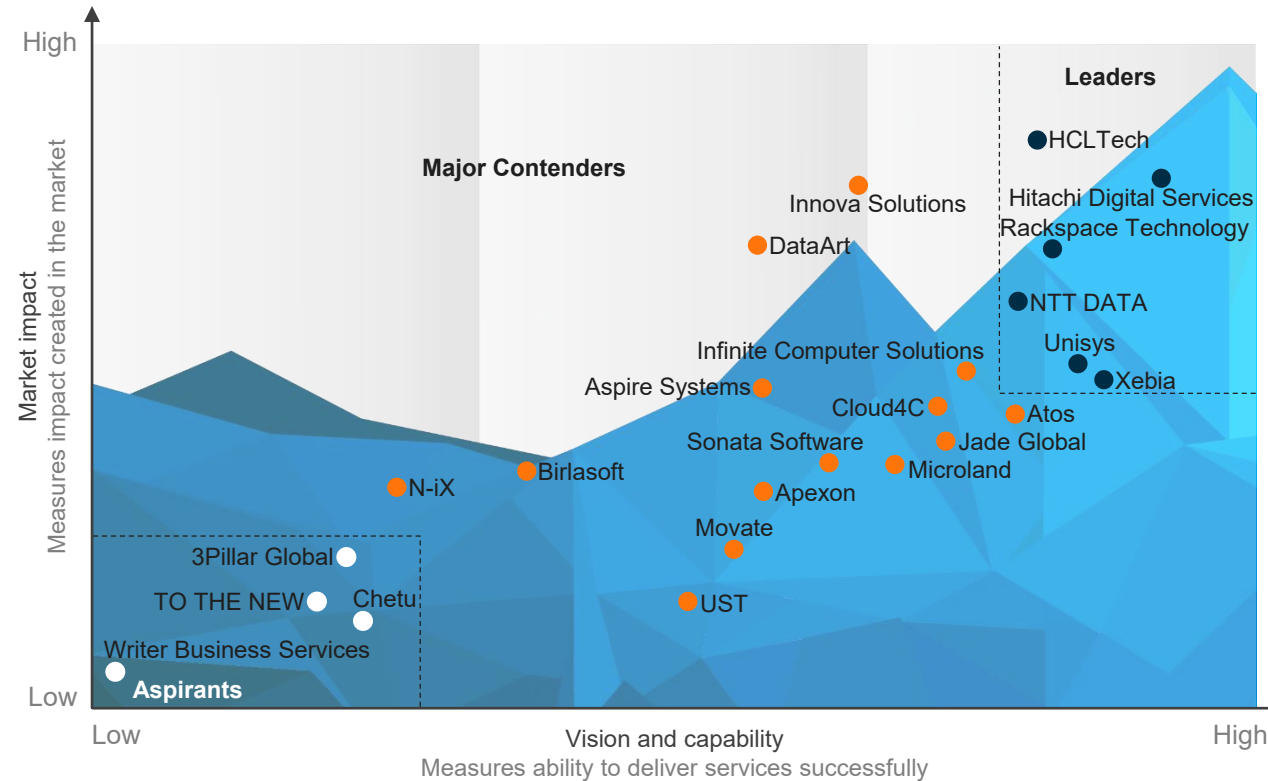
- Aspirants are approaching the market with a higher focus on certain segments of cloud services rather than a balanced portfolio, limited vertical focus, and restricted delivery footprint
- However, these providers are gradually increasing investments in assets including blueprints, accelerators, and solutions, service and technology partnerships, and expanding scope of their service offerings to contend in the mature cloud services market

Everest Group PEAK Matrix®

Cloud Services for Mid-market Enterprises PEAK Matrix® Assessment 2025 | Unisys is positioned as a Leader

Everest Group Cloud Services for Mid-market Enterprises PEAK Matrix® Assessment 2025¹

- Leaders
- Major Contenders
- Aspirants



¹ Analysis for Atos is based on capabilities after its separation from Eviden
Source: Everest Group (2025)

Unisys profile (page 1 of 7)

Overview

Vision

Unisys' vision for mid-market enterprises is to enable growth by driving business outcomes and operational excellence across the entire client journey. It applies a strategic, industry-specific approach to guide cloud adoption using hybrid cloud, data center, application, and industry solutions. It works through a partner ecosystem to enable end-to-end innovation, co-creation, continuity, and value delivery. Its approach includes supporting effective cloud adoption and delivery through advisory, application services, modernization, migration, and AI-driven automation for mid-market clients.

Headquarters: Blue Bell, Pennsylvania

Website: www.unisys.com

Cloud services for mid-market enterprises revenue (CY 2024)

<US\$100 million	US\$100-500 million	US\$500 million-US\$1 billion	>US\$1 billion
------------------	----------------------------	-------------------------------	----------------

● Low (<20%) ● Medium (20-50%) ● High (>50%)

By geography

● North America	● United Kingdom	● Rest of Europe
● Asia Pacific	● Latin America	● Middle East and Africa
● Rest of the World		

By industries

● Banking and Financial Services	● Healthcare and life sciences	● Retail, distribution, and CPG
● Energy and utilities	● Insurance	● Manufacturing
● Media and entertainment	● Public sector	● Technology
● Telecom	● Others	

By service segment

● Consulting/assessment services	● Cloud infrastructure design/build	● Cloud modernization services
● Cloud operations		

Unisys profile (page 2 of 7)

Case studies

CASE STUDY 1

Executed a seamless migration of SAP and non-SAP workloads to Azure

Client: Benjamin Moore

Business challenge

The client faced an urgent need to migrate its SAP and non-SAP applications from an existing hosting provider to Microsoft Azure before the provider's decommissioning deadline. It required the establishment of a secure cloud environment with ongoing managed security services, while ensuring minimal business disruption throughout the migration process.

Solution

- Migrated approximately 200 non-SAP servers to Azure using a structured rehosting approach
- Implemented an Azure landing zone, ExpressRoute connectivity, and integrated security services
- Deployed MDR along with SIEM for centralized threat monitoring and security event management
- Coordinated with oXya to migrate around 100 SAP servers to RISE with SAP on Azure

Impact

- Met the hosting provider's decommissioning deadline, ensuring uninterrupted business operations
- Enabled the seamless migration of diverse applications to Azure, improving system reliability and scalability
- Enhanced security posture with 24/7 threat monitoring and a unified, policy-driven approach across the entire infrastructure
- Reduced Azure Cloud costs by 19% over 12 months for non-SAP workloads, improving overall cost efficiency

CASE STUDY 2

Enhanced student experience and improved graduation rates at the largest four-year public university in the US

Client: a US-based university

Business challenge

The client needed to enhance student outcomes by strengthening its online campus environment, while supporting the unique needs and learning models of each institution. It aimed to rapidly transition to secure online teaching and reduce both time and costs associated with digital transformation across multiple campuses.

Solution

- Deployed secure hybrid-cloud infrastructure using Unisys Cloud and infrastructure solutions to support scalability and flexibility
- Automated the Enterprise Resource Planning (ERP) infrastructure to enhance operational efficiency and system reliability
- Improved service management by leveraging advanced analytics within integrated data lakes for actionable insights

Impact

- Increased enrollment and graduation rates by enhancing the digital campus experience across all institutions
- Streamlined and accelerated the secure delivery of educational and administrative services for over 500,000 students and 56,000 faculty and staff
- Enabled a cost-effective, on-demand infrastructure that improved scalability and delivered economies of scale

Unisys profile (page 3 of 7)

Solutions

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Proprietary solutions (IP/frameworks/accelerators/tools, etc., developed internally to deliver cloud services for mid-market enterprises)

Solutions	Details
Cloud AI Foundation	This solution offers a secure, scalable infrastructure for implementing and governing AI initiatives across the entire enterprise.
Cloud AI Enablement	This solution integrates AI into the existing systems, enhancing workflows and decision-making by transforming isolated AI models into powerful enterprise-grade tools.
Cloud IT Framework	This solution provides IT services management technology that uses reusable digital assets such as assessments, automation tools, and IaC templates. It supports the integration and automation of resources and builds a hybrid IT and cloud strategy across data centers and virtualized environments.
Cloud-based Assessment Tool	This solution is an assessment framework designed to evaluate cloud-native architecture, digital maturity, security, and application modernization. It supports cloud-readiness assessments and maturity evaluations for digital service management.
Cloud Accelerators	This solution provides a framework for cloud-native architecture and uses Terraform, IaC templates, and migration methodologies to help cloud architects deploy and manage environments. It includes automated templates for multi-platform deployments and pre-configured landing zones.
Intelligent Operations Framework	The Intelligent Operations Framework is a comprehensive model that integrates consultative assessment, managed and project-based services, and continuous optimization to enable secure, resilient, and sustainable IT operations. It is built on a reference architecture that spans datacenter, infrastructure, and applications, including observability, cloud business office, orchestration, and Organizational Change Management (OCM). The framework enables intelligent operations via automation-everywhere principles, AI-driven insights, integrated security, and includes automated, policy-driven patching, self-healing capabilities using predictive intelligence and gen AI. It features intelligent capacity management and automated DevSecOps pipelines that support near-zero-incident operations and ongoing service optimization.
Migration Methodology and Assessment Framework w/Factory Approach	This solution offers a standardized, repeatable migration methodology and assessment framework designed to accelerate workload migrations while minimizing risk and complexity. This framework is built on a migration factory model that leverages automation, agile delivery, and proven templates to streamline the transformation of workloads to the multiple hybrid cloud environments.
Zero Touch Patching solution	This solution automates server validation and revalidation throughout the patching life cycle and features automated snapshots, compliance validation, analytics, maintenance mode triggering, patch application, intelligent suppress alerts/avoid false positives, logging/reports. Benefits include: CMDB configuration governance efficiencies, labor cost reductions, security governance, auto-generated incident and change requests, and configuration variations/non-compliance.

Unisys profile (page 4 of 7)

Solutions

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Proprietary solutions (IP/frameworks/accelerators/tools, etc., developed internally to deliver cloud services for mid-market enterprises)

Solutions	Details
Self Healing solution	This process automation features autonomous agents to monitor continuously, identify issues, conduct root cause analysis, and take action to resolve the issues identified, and drives labor cost reductions. Its benefits include self-healing systems that enable proactive issue resolution and create seamless, efficient operations management. It also enables automated incident alerting, log analytics, auditability, observability, change requests, and remediated workflows.
Cybersecurity Crypto (PQC) Posture Assessment	This assessment discovers and identifies all cryptographic assets in the digital enterprise and analyzes the current state of client cryptographic systems. Unisys identifies vulnerabilities to quantum attacks, enabling prompt action to strengthen defenses. Unisys guides clients through the assessment and then provides actionable insights to strengthen cryptographic defenses. Its experts also map cryptography to asset sensitivity in a business context and identify interoperability and dependency challenges in the use of encryption.

Unisys profile (page 5 of 7)

Partnerships

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Partners	Details
AWS	Partnered with AWS as an advanced consulting partner with competencies in migration services and the public sector; held designations including AWS Advanced Tier Services Provider, AWS Managed Service Provider, AWS Solution Provider Program, and AWS Service Validation, and delivered capabilities such as Amazon RDS and AWS Lambda. Recognized as an AWS Architected Framework (WAF) Partner
Microsoft	Partnered with Microsoft as an Azure Expert MSP and Microsoft Solution Partner with designations in data and AI, infrastructure, security, digital and app innovation, and modern work; participated in Microsoft programs, including the Azure Expert Managed Service Provider Program, Windows Server and SQL Server Migration, Microsoft Azure Virtual Desktop, Cloud Security, Calling for Microsoft Teams, Infrastructure and Database Migration, and Adoption and Change Management
Google Cloud	Partnered with Google Cloud as a Google Cloud and Google Workspace Resell Partner
ServiceNow	Partnered with ServiceNow as a global partner, elite sales partner, and technology partner
Others	Partnered with Dell, VMware, CloudHealth, and Zscaler for infrastructure, virtualization, monitoring, and security services

Unisys profile (page 6 of 7)

Investments and recent activities

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Investments

Investments	Details
Training	Invested in upskilling transformation and infrastructure domain teams with public cloud and DevOps skills, along with sales, account management, and market-facing roles
Cloud migration CoE	Invested in a cloud migration CoE using AWS and Azure to support structured modernization and migration using a three-phase approach
AI-led operations	Released and investing in AI-led operations with self-healing capabilities to achieve zero-incident outcomes; it uses intelligent self-service, cognitive automation, and ML-driven decision-making to manage IT infrastructure. This includes expanding the automation library, templates, and catalog items within cloud management platforms to enable hyper-automation, support evolving business needs, and auto-remediating AIOps recommendations, fine-tuning resource capacity, and more
Zero-touch operations	Released and investing in zero-touch patching to automate and streamline patch management across hybrid environments; the solution and investments integrate with tools such as Ivanti, ServiceNow, and Thruk to automate change creation, maintenance windows, validations, and remediations. It supports servers, networks, databases, and VMs, reducing manual effort, improving compliance, and enhancing operational efficiency through a customizable, scalable framework
Hybrid cloud AI-ready infrastructure	Invested in AI-ready infrastructure by building scalable, secure, and hybrid architectures that support gen AI, AIOps, and data-driven transformation; through partnerships with Dell, Lambda Labs, and hyperscalers, Unisys delivers modular, energy-efficient platforms optimized for AI workloads
Hybrid cloud management automation	Invested in process and configuration automation, including self-serve and heal and incident response for server, database, network, storage, device configuration management, FinOps, SecOps, drift control, and governance; enabled gen AI-based AIOps for cloud infrastructure management; ensured public sector enablement with dynamic Terraform templates for compliance for NIST and FedRAMP Moderate
Cloud management dashboards	Facilitated cloud-native CMP dashboards for managed services and service catalogs, including billing and backup
Cloud-native FinOps automation	Enabled FinOps Automation for Azure, AWS, and GCP for cost management, billing data, and backup
Cloud application operations • Observability • Visual and application testing • Cloud-native DevOps	• Cloud observability service packages: basic/enterprise/premium editions and partnering for capabilities with DataDog and comparative analysis • Automation Framework for visual and application testing • DevOps App and IaC pipeline automation, GitLab IaC, and application pipelines automation
Mid-market specific offerings	Service packaging and roadmap enhancements for the following: • Enterprise applications management and migration services – CRM and ERP • Cloud managed service packages – as-a-service models • ITSM service packages and targeted services suite

Unisys profile (page 7 of 7)

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

- Enterprises seeking cloud-native capabilities will find Unisys relevant through its enhanced CloudForte suite and partnerships with providers such as Thought Machine and Clariti
- Mid-market firms exploring AI adoption can utilize Unisys’ Cloud AI offerings including Cloud AI Foundation, Cloud AI Enablement, and Cloud AI Customer Experience, which support integration, infrastructure setup, and use case development with existing cloud systems
- Mid-market firms seeking client intimacy will benefit from Unisys’ active senior leadership involvement in governance and issue resolution. Those looking for flexibility and low-risk engagement can leverage tailored assessments, PoCs, and free readiness diagnostics
- Unisys is a relevant choice for midsized enterprises seeking private cloud solutions due to its mature solution portfolio, data center capabilities, and robust partnership ecosystem with technology vendors such as Dell
- Clients appreciate Unisys’ responsiveness and collaborative delivery model, often highlighting its ability to align cloud solutions with evolving business needs

Limitations

- Unisys’ ability to effectively distinguish itself from competitors in the midsized enterprise segment is limited by the lack of a clearly articulated business value proposition tailored to this segment
- Mid-market firms seeking industry cloud capabilities outside the public sector may find limited value, as Unisys’ industry cloud strengths are concentrated in government and education, with fewer tailored offerings for sectors such as retail or manufacturing
- Mid-market firms seeking bundled, end-to-end cloud offerings may need to assess fit, as Unisys offers fewer pre-packaged transformation suites explicitly positioned for this segment
- Some clients have expressed concerns about delivery agility, noting delays in implementation timelines and slower-than-expected responsiveness during execution phases

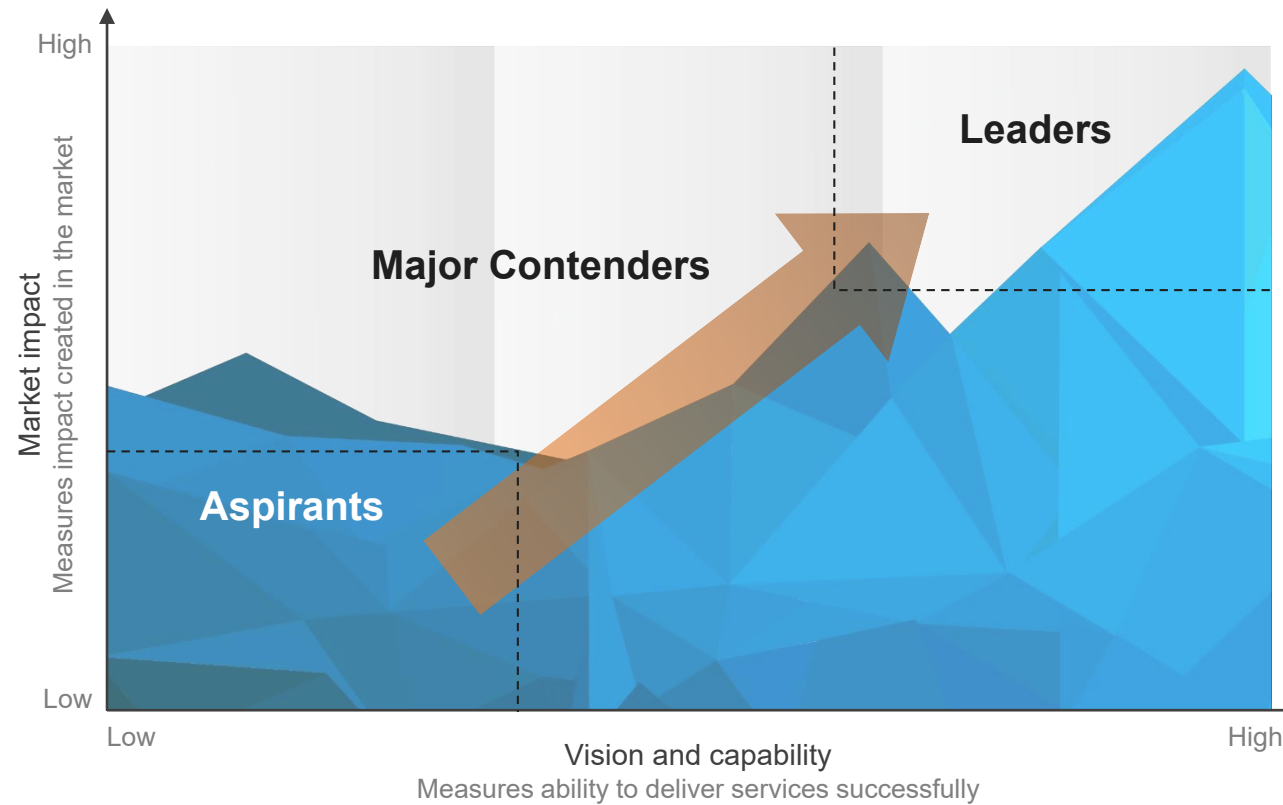
Appendix

PEAK Matrix® framework

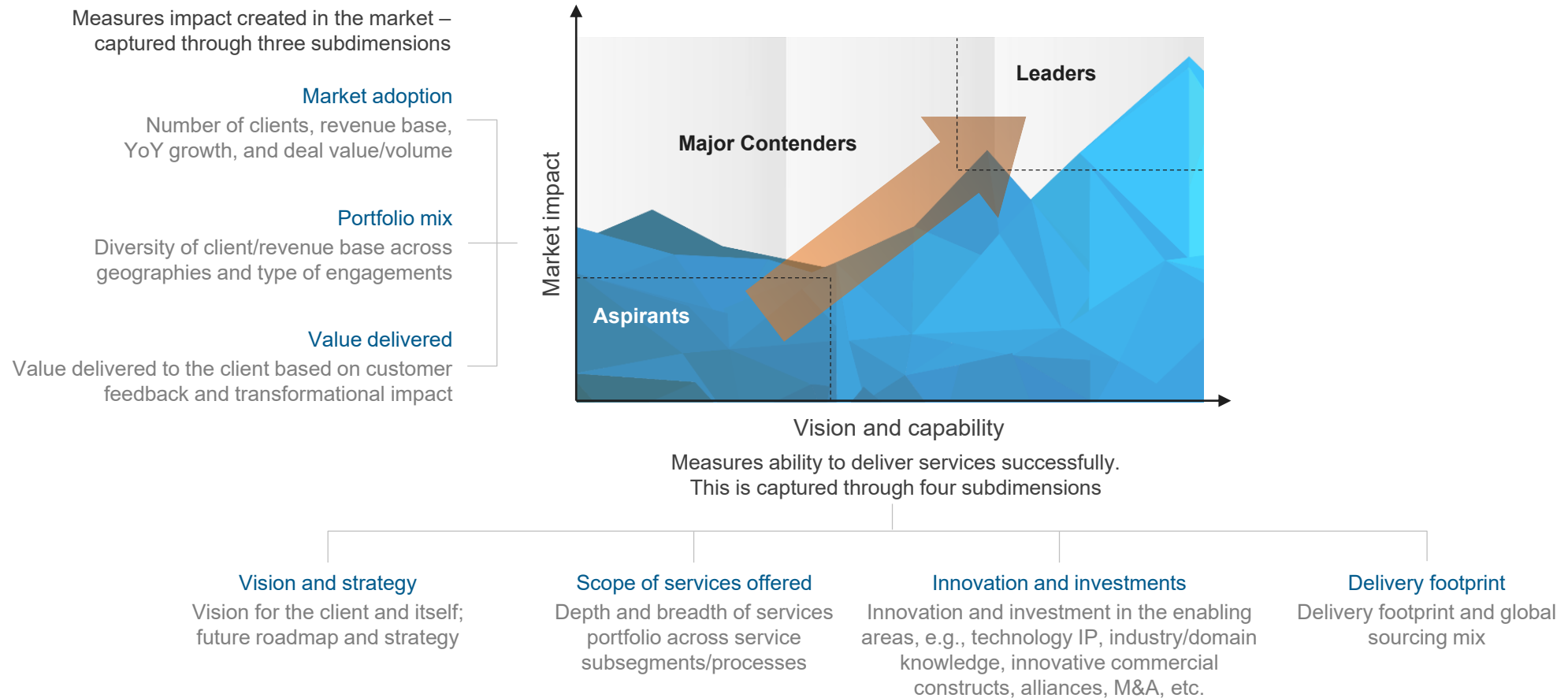
FAQs

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.

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.

