

IDC MarketScape

IDC MarketScape: U.S. Federal Government Cloud Professional Services 2024 Vendor Assessment

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THIS IDC MARKETSCAPE EXCERPT FEATURES CGI FEDERAL

IDC MARKETSCAPE FIGURE

IDC MarketScape U.S. Federal Government Cloud Professional Services Vendor Assessment



Source: IDC, 2024

Please see the Appendix for detailed methodology, market definition, and scoring criteria.

IN THIS EXCERPT

The content for this excerpt was taken directly IDC MarketScape: U.S. Federal Government Cloud Professional Services 2024 Vendor Assessment (Doc # US49996223). All or parts of the following sections are included in this excerpt: IDC Opinion, IDC MarketScape Vendor Inclusion Criteria, Essential Guidance, Vendor Summary Profile, Appendix and Learn More. Also included is Figure 1.

IDC OPINION

Cloud supports redundancy, assured workloads, disaster recovery, and business continuity as cloud is the digital infrastructure that is always available to support critical services. As cloud computing environments expand and become more diverse, federal agencies face multiple architectural, development, and deployment decisions and an ever-growing number of cloud services, offerings, and options – for example, what are the best application deployment choices (on premises, off premises), architectural designs (monolithic, macroservices, microservices), and technology foundations (virtual machines, infrastructure as a service [IaaS], platform as a service [PaaS], serverless/function as a service, Kubernetes orchestration systems). To make informed strategies to understand, anticipate, rationalize, and optimize major cloud architecture decisions, agencies often deploy vendors offering cloud professional services.

As defined in *IDC's Worldwide Services Taxonomy, 2022* (IDC #US47769222, July 2022), cloud-related professional services are primarily project-based services. Core cloud professional service providers assist customers with planning and implementing a cloud services strategy. This involves deciding how to adopt the use of public clouds, how to build and implement private clouds, or how to use a hybrid of public and private clouds. Cloud-related professional services may include such services as assessments and road map development, workshops and accelerators, implementation of pilot programs or other deployments, and proofs of concept. These solution services include assistance in the implementation or adoption of all types of cloud services (mixed deployment) such as software as a service (SaaS), infrastructure as a service, or platform as a service, as well as the integration of these services into the customer's IT environment (whether cloud related or noncloud related).

Managing public cloud service costs is increasingly essential not only for multicloud infrastructure but also as more cloud-native, modern application architectures are deployed by agencies. Challenges include understanding complex billing and reporting from multiple cloud providers, getting insights into waste and oversizing, developing accurate cloud expenditure forecasts, and establishing a governance model that covers the life span of cloud infrastructure, platforms, and applications.

IDC evaluated vendors' professional services on the vendors' industry expertise, cloud professional services offering, technical capability, ecosystem, application migration tools and capabilities, and financial operations (FinOps) tools.

IDC MARKETSCAPE VENDOR INCLUSION CRITERIA

For this study, IDC evaluates eight vendors based on the inclusion criteria mentioned previously: Accenture Federal Services (AFS), Booz Allen Hamilton (BAH), CGI Federal, Deloitte, General Dynamics IT (GDIT), IBM, Infosys, and SAIC. All these vendors were included because they met the criteria that are described as follows:

- Vendor offers most/all of four project-based cloud professional services in the U.S. federal sector: IT consulting, systems integration, custom application development, and network consulting and integration.
- Vendor has a dedicated U.S. federal vertical team/business unit with professional teams/SMEs, products/services, go-to-market strategy, and cloud offerings specific to the U.S. federal government.
- Participants' cloud professional services offerings must be vendor agnostic. This excludes hyperscalers (e.g., Microsoft, AWS), implementation partners that offer services for only one specific cloud provider, and tech companies with professional services arms for their own solutions.
- Management consulting firms (e.g., BCG, McKinsey) are also excluded from this study because while they also provide cloud professional services, their dominant strength is not the IT implementation services that are the focus of this evaluation.

ADVICE FOR TECHNOLOGY BUYERS

- Note that many vendors are developing tools to automate the expensive and time-consuming aspects of application migration. Consider vendors that invest in tools and platforms that enhance, simplify, and accelerate the migration of applications to cloud.
- Know that speed and time to value are key metrics by which agency IT organizations are measured. Prioritize professional cloud service providers (SPs) that fully leverage their ecosystem partners to provide on-time and budget delivery as well as measurable value from your cloud deployments.
- Consider cloud professional services vendors offering automated tools to prioritize and streamline moving workloads to cloud as well as integrating services and data. Also consider vendors capable of optimizing, through analytics and intelligence management, your hybrid cloud applications.
- Embrace financial accountability for the variable spend model of cloud. Independent management of two or more cloud service providers' cost and billing models may lead to suboptimal cost efficiency. Consider a cloud professional services vendor with the tools and capability to understand and measure price, costs, migration status, and multicloud billing reports – all critical functions for monitoring, analyzing, predicting, scenario planning, and optimizing cloud usage and consumption.
- Understand the costs and challenges of maintaining applications written in legacy languages such as COBOL and FORTRAN and consider vendors with the capability for tool-driven code refactoring for applications that still operate on a dated technology stack yet are mission critical.
- Ensure that the flexibility to place components in the cloud, on premises, and multiple edge locations, as your agency designs workloads and architectures, is key. Consider a vendor that can help you manage these distributed workloads via a common control plane.
- Note that multicloud increases the attack surface due to an increase in complexity. Select a vendor with robust security capabilities to ensure that agency applications, data, and systems are secure before, during, and after migrating to the cloud.
- Leverage a range of industry resources, as well as market research and analyst reports, to compare potential providers across key criteria that align with your mission priorities. Leverage

these resources to narrow your vendor search and invite a select number of vendors to submit a proposal or provide a briefing.

VENDOR SUMMARY PROFILE

This section briefly explains IDC's key observations resulting in a vendor's position in the IDC MarketScape. While every vendor is evaluated against each of the criteria outlined in the Appendix, the description here provides a summary of each vendor's strengths and challenges.

CGI Federal

CGI Federal is positioned in the Leaders category in this 2024 IDC MarketScape for U.S. federal government cloud professional services.

Background

CGI Federal, with 7,000 employees, is a wholly owned subsidiary of CGI Inc., a global organization of 90,500 employees that spans regulated industries and international governments. CGI primarily focuses on providing clients with an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services, and intellectual property solutions. A subsidiary of CGI, CGI Federal brings forward lessons learned and innovative solutions from other CGI industry segments. The company drives operational excellence through the CGI Management Foundation, which aligns operations through common principles, processes, and frameworks to provide quality at scale.

CGI Federal has over 45 years serving federal customers with a long history of bringing financial management expertise to agencies. The company enables almost 200 federal organizations to effectively manage their end-to-end financial, acquisition, and budget formulation processes.

The company's cloud professional services span strategy, consulting, modernization, and transformation, leveraging a variety of cloud models and the management of workloads within cloud, multicloud, and hybrid environments. CGI Federal has six core offerings to accelerate the continuous cloud modernization journey:

- **Envision future fit** – Cloud strategy, planning, and architecture advisory
- **Modernize** – IT and application environments
- **Innovate** – Cloud-native development
- **Integrate** – Configure enterprise SaaS solutions
- **Optimize and run** – Cloud governance, management, and operations
- **Turn around** – Fixing urgent cloud challenges

Strengths

CGI Federal clients indicate that the company continuously develops and delivers new innovative capabilities (including those that reduce cost and complexity) to meet their needs. Responsive, Collaborative Digital Architecture (RCDA) is CGI Federal's digital architecture approach. It aligns closely with an agile way of working, transforming the architecture function of organizations across the federal landscape. RCDA provides a continuous stream of architectural decisions, made step by step to gain control over costs, risks, and uncertainties with a short feedback loop. This approach conducts

cost-risk analysis to advise on which automations to integrate within solutions first, which may not be a good fit for automation, and which may be offered as a future cloud-native solution.

CGI's Client Satisfaction Assessment Program (CSAP) enables CGI leaders to meet with client leadership to review program performance, cost control, risk management, and quality control efforts. The company reviews CSAP questionnaires in person and with clients to review candid feedback. CGI Federal leverages the company's Voice of Our Clients (VOC) program along with specific demand from the company's federal business units to focus on service areas for the next two to four years.

CGI has built a library of reusable AIOps and FinOps assets, tooling blueprints, and automation for use across federal engagements. The company leverages these assets to standardize and accelerate cloud integration and app development by using automation in systems development to deliver cost, efficiency, and performance benefits.

Challenges

CGI could do a better job of communicating or "translating" the steps and actions involved in cloud migration to nontechnical agency personnel. This includes providing a nontechnical summary of the cloud strategy road map as well as a checklist of best practices.

Consider CGI Federal When

- Consider CGI Federal if you are looking for a cloud professional services vendor that can support your organization's digital transformation road maps and views architecture as a continuous decision-making process for gaining control over costs, risks, and uncertainties.
- Consider CGI Federal if you are looking for a vendor with a long history of financial expertise.
- Consider CGI Federal if you require network consulting and integration services that include providing broad network access through a variety of service and support models that set up secure network access and infrastructure.

APPENDIX

Reading an IDC MarketScape Graph

For the purposes of this analysis, IDC divided potential key measures for success into two primary categories: capabilities and strategies.

Positioning on the y-axis reflects the vendor's current capabilities and menu of services and how well aligned the vendor is to customer needs. The capabilities category focuses on the capabilities of the company and product today, here and now. Under this category, IDC analysts will look at how well a vendor is building/delivering capabilities that enable it to execute its chosen strategy in the market.

Positioning on the x-axis or strategies axis indicates how well the vendor's future strategy aligns with what customers will require in three to five years. The strategies category focuses on high-level decisions and underlying assumptions about offerings, customer segments, and business and go-to-market plans for the next three to five years.

The size of the individual vendor markers in the IDC MarketScape represents the market share of each individual vendor within the specific market segment being assessed.

IDC MarketScape Methodology

IDC MarketScape criteria selection, weightings, and vendor scores represent well-researched IDC judgment about the market and specific vendors. IDC analysts tailor the range of standard characteristics by which vendors are measured through structured discussions, surveys, and interviews with participants and participants' reference clients. Market weightings are based on user interviews, buyer surveys, and the input of IDC experts in each market. IDC analysts base individual vendor scores, and ultimately vendor positions on the IDC MarketScape, on detailed surveys and interviews with the vendors, publicly available information, and agency experiences in an effort to provide an accurate and consistent assessment of each vendor's characteristics, behavior, and capability.

Market Definition

Participating vendors offer a full suite of project-based cloud professional services, including IT consulting, network consulting and integration, systems integration, and customer application development as defined in *IDC's Worldwide Services Taxonomy, 2022* (IDC #US47769222, July 2022).

LEARN MORE

Related Research

- *IDC MarketScape: Worldwide Higher Education Cloud Professional Services 2024 Vendor Assessment* (IDC #US49968823, January 2024)
- *IDC FutureScape: Worldwide National Government 2024 Predictions* (IDC #US50296223, October 2023)
- *IDC's Worldwide Digital Transformation Use Case Taxonomy, 2023: National Civilian Government* (IDC #US49229623, August 2023)
- *Governments Anticipate That Generative AI Will Impact Employee Work Transformation* (IDC #US51121923, August 2023)
- *2023 CloudPath Survey: Trends and Challenges in Federal Agencies* (IDC #US50303123, August 2023)
- *IDC PlanScape: Leveraging AI to Address the Skills Gap in Federal Agencies* (IDC #US50308423, June 2023)
- *IDC's Worldwide Services Taxonomy, 2022* (IDC #US47769222, July 2022)
- *IDC MarketScape: Worldwide Cloud Professional Services 2022 Vendor Assessment* (IDC #US48061322, April 2022)

Synopsis

This IDC study of U.S. federal government cloud professional services for 2024 is an independent quantitative and qualitative assessment of eight vendors based on their industry expertise, cloud professional services offering, technical capability, ecosystem, and application migration tools and capabilities. This research is based on input/feedback from vendors and their customers, as well as publicly available information. Vendor profiles include Accenture Federal Services, Booz Allen Hamilton, CGI Federal, Deloitte, GDIT, IBM, Infosys, and SAIC.

"As cloud computing environments expand and become more diverse, federal agencies face multiple architectural, development, and deployment decisions and an ever-growing number of cloud services, offerings, and options," says Adelaide O'Brien, research vice president, IDC Government Insights. "This document compares potential providers across key criteria that align with federal agency mission priorities," she adds.

About IDC

International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications, and consumer technology markets. With more than 1,300 analysts worldwide, IDC offers global, regional, and local expertise on technology, IT benchmarking and sourcing, and industry opportunities and trends in over 110 countries. IDC's analysis and insight helps IT professionals, business executives, and the investment community to make fact-based technology decisions and to achieve their key business objectives. Founded in 1964, IDC is a wholly owned subsidiary of International Data Group (IDG, Inc.).

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