IDC MarketScape

IDC MarketScape: Worldwide Industrial IoT End-to-End Engineering and Life-Cycle Services 2025 Vendor Assessment

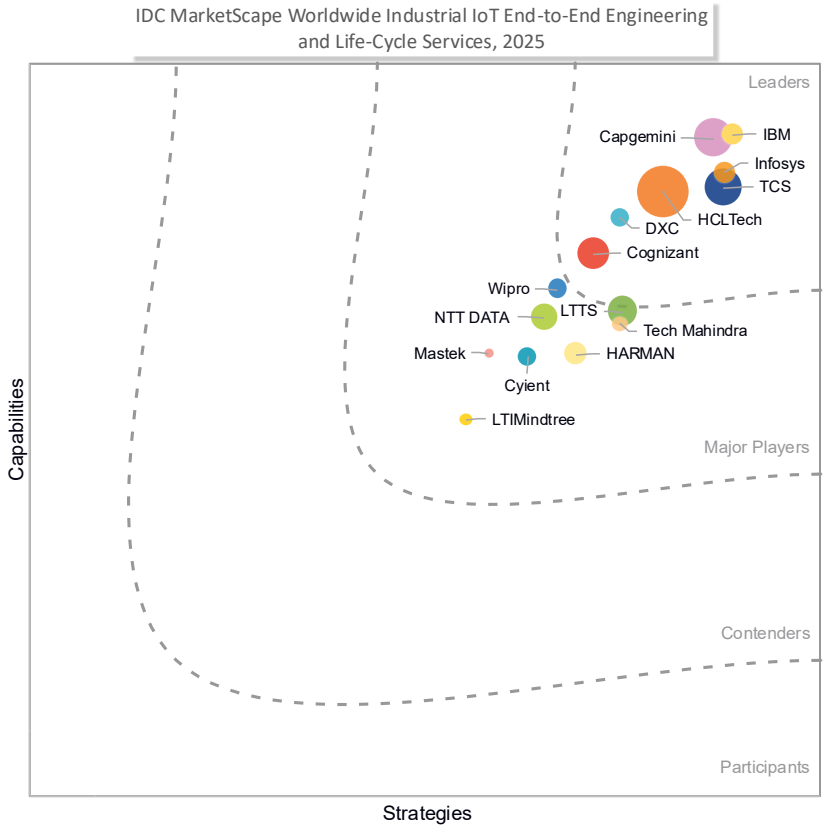
Abhishek Mukherjee Mukesh Dialani

THIS EXCERPT FEATURES DXC AS A LEADER

IDC MARKETSCAPE FIGURE

FIGURE 1

IDC MarketScape Worldwide Industrial IoT End-to-End Engineering and Life-Cycle Services Vendor Assessment



Source: IDC, 2025

June 2025, IDC #US51812924e

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

ABOUT THIS EXCERPT

The content for this excerpt was taken directly from IDC MarketScape: Worldwide Industrial IoT End-to-End Engineering and Life-Cycle Services 2025 Vendor Assessment (Doc # US51812924e).

IDC OPINION

Industrial Internet of Things (IIoT) has become a critical component for enterprises looking to modernize and optimize their operations, increase productivity, and drive innovation in any asset-heavy industrial environment. Enterprises use a range of modern technologies, such as connected machines, robots, digital twins, AR/VR, 5G, edge, analytics, and cloud, along with SCADA systems, MES, and ERP systems to gauge the overall health of their operations and take corrective action if required. These technologies provide real-time insights to every stakeholder so they can make data-driven decisions that ultimately improve business metrics and customer satisfaction. IIoT's benefits for enterprises include accelerated products to market, reduced wastage, supply chain efficiency, lower costs, reduced energy consumption, the achievement of sustainability objectives, improved worker safety, and higher-quality production output. For customers, IIoT enables improved product quality, high uptime, reduced frustration, a higher ROI, customization where applicable, and timely availability.

Industrial enterprises continue to benefit from a choice of IIoT service providers across the life cycle of these services. These providers are expanding and improving their capabilities and track record, offering customers a range of options based on their needs and making the selection process difficult at times due to many IIoT service providers (SPs) with relevant and similar credentials. When partnering with IIoT service providers, customers benefit from highly skilled and domain-specific engineering talent; infrastructure, including labs for collaboration and co-innovation; technology partnerships with cloud and other technology companies; experience in delivering similar engagements; and change management support, for example.

This first IDC MarketScape for IIoT end-to-end engineering and life-cycle services evaluated 15 vendors. This evaluation provides a combined view of these service providers' capabilities in IIoT strategy/consulting, systems integration, engineering, and managed services. IDC published two separate evaluations for IIoT consulting and integration services and engineering and managed services in March 2025, with 16 vendors participating in each of these evaluations (see *IDC MarketScape: Worldwide Industrial IoT Consulting and Integration Services 2025 Vendor Assessment,* IDC

#US51812824, March 2025, and *IDC MarketScape: Worldwide Industrial IoT Engineering and Managed Services 2025 Vendor Assessment,* IDC #US53235725, March 2025).

As part of this evaluation, IDC asked the references that the participants provided to rank the top 3 service provider characteristics in importance for IIoT consulting and integration services and engineering and managed services. In both evaluations, the ability to help customers achieve their desired business outcomes/priorities and KPIs was one of the top 3 factors for vendor selection. For consulting and integrated services, the quality of skills and knowledge in industrial solutions and services, in addition to capabilities across next-generation digital technologies, including 5G/edge, digital twins/digital threads, AR/VR/MR, industrial metaverse, and DevOps, were major factors for engaging with IIoT services vendors. The top reasons to partner with a services partner for IIoT engineering and managed services engagements included the service partner's technology vendor partnership ecosystem, which facilitate the rapid enablement of IIoT services and flexible pricing and contracting models. Customer references also indicated that AI/ML/deep learning and edge computing were often included in the scope for IIoT services. IIoT service providers must ensure they promote these and other capabilities to their customers. Every customer has unique business challenges; the teams managing the sales and delivery functions need to uncover these needs first and then provide strategic guidance, including a solution road map, followed by execution and program management.

IDC MARKETSCAPE VENDOR INCLUSION CRITERIA

To qualify for the 2025 IDC MarketScape for worldwide Industrial IoT end-to-end engineering and life-cycle services, the service provider had to meet the following three inclusion criteria:

- Be present across three out of the four following IIoT services categories: strategy/consulting, integration, engineering, and managed/outsourcing services
- Have a combined revenue from product engineering, operational technology, and digital engineering services exceeding US$350 million
- Operate across two of the following regions: North America; South America; Europe, the Middle East, and Africa (EMEA); and Asia/Pacific (including Japan)

This IDC MarketScape evaluated vendors that participated in both the IIoT consulting and integration services and the IIoT engineering and managed services assessments.

ADVICE FOR TECHNOLOGY BUYERS

- **Implement a robust vendor selection process.** As you embark on your IIoT services initiative, use this IDC MarketScape as a tool to not only shortlist vendors but also to evaluate their capability and experience across IIoT engineering and life-cycle services for your specific needs. Evaluate their record of delivering similar transformation initiatives to other industrial customers is also an important factor.
- **Ensure your partner has capabilities across various relevant new technology and process elements.** Buyers of IIoT services must focus on technology capabilities such as network connectivity, AR/VR, edge, 5G, robotics, and digital twin. IIoT service engagements should not be limited to modernizing shop floor assets but should also develop new use cases that can augment value in the future. Buyers should prioritize inspecting a service provider's existing capabilities and strategic initiatives to augment solution offerings embedded with IIoT services.
- **Adopt a business-led strategic partnership approach.** Make sure you have a "what are your business challenges" conversation at the very beginning of your IIoT service partner evaluation process. Discuss with your shortlisted partners their understanding of your industry/domain and how the IIoT services road map and deployment will impact your business metrics.

  It is also imperative for you to ask for ROI estimation and evaluate how the service provider is tracking of it across the life cycle of the engagement. Check whether the partner is willing to put its skin in the game by committing to specific metrics. Ensure you compensate the partner accordingly for taking on this risk. If the partner fails to deliver upon these commitments, ensure there are appropriate consequences and adjustments in compensation to reflect unmet targets.
- **Ensure security and compliance at all levels of engagement.** Security is paramount for IIoT service engagements. You must inspect your service partner's cybersecurity processes, vulnerability mitigation approaches, and relevant frameworks, for example. Beyond security, evaluating the service provider's expertise in and approach to compliance/governance frameworks with domain-specific and region-specific standards such as ISO 27001, ISO 55001, ISO 14001, ETSI EN 303 645, NIST, and GDPR is imperative before partnering.
- **Focus on the talent ecosystem.** An IIoT service provider's talent pool plays a crucial role in the solution's successful delivery at scale. As an IIoT services buyer, you must evaluate how your engineering services partner brings equilibria in domain, functional, and technical expertise to successfully deliver IIoT solutions.

- **Evaluate proprietary assets/frameworks and the delivery ecosystem.** For your IIoT solution/service deployments, it is crucial to inspect what proprietary tools, methodologies, and frameworks your service partner offers and how they complement the outcome. Also, you must also evaluate onshore/ nearshore/ offshore delivery capabilities and R&D labs/innovation centers of your service partner as appropriate for your deployment.

VENDOR SUMMARY PROFILES

This section briefly explains IDC's key observations informing a vendor's position in the IDC MarketScape. While IDC evaluated each vendor against each of the criteria outlined in the Appendix, this description summarizes each vendor's strengths and challenges.

DXC

After a thorough evaluation of DXC's strategy and capabilities, the company is recognized in the Leaders category in this 2025 IDC MarketScape for worldwide Industrial IoT end-to-end engineering and life-cycle services.

DXC Technology has its headquarters in Ashburn, Virginia, United States, and was founded in 2017 through the merger of HPE Enterprise Services and Computer Sciences Corporation. DXC is an end-to-end IT professional and consulting service provider that enables customers' digital transformation journey across industry verticals. With more than 130,000 employees in over 60 locations worldwide, DXC has offerings that include innovative outsourcing solutions and services in the cloud, data analytics, AI/ML, and cybersecurity in addition to IT outsourcing practices.

DXC's Industrial IoT business focuses on modernizing and transforming its customers' IT and OT landscapes. Its offerings include end-to-end IoT services that leverage advanced digital technologies such as digital twins, AI/ML, and computer vision to enhance the operations of asset-intensive industries and enable supply chain transparency. The service provider's offerings aim to reduce maintenance costs, improve scheduling, and increase production uptime while ensuring ESG compliance through real-time energy consumption visibility and efficiency improvements. DXC has more than 2,000 domain, functional, and technical resources to address customers' operational and business transformation needs.

DXC's IIoT consulting services help customers align IIoT initiatives with their business goals by identifying value opportunities, developing business cases, and addressing architectural and security considerations. Through maturity and digital assessments, customers can pinpoint how IoT adds value across their enterprise, from sales and production to product/systems integration. The provider's advisory services guide customers in adopting industry-standard architectures, selecting optimal IoT products

and designs, and leveraging DXC's cybersecurity expertise. Its IIoT engineering services, which internal resources and technology partners support, cover all aspects of IoT deployment, including machine connectivity, sensor design, installation, configuration, and edge implementation, in global and asset-heavy industries. DXC's managed IoT services provide the comprehensive management, monitoring, and security of sensors, cameras, PLCs, edge devices, and both local and cloud-based IoT networks. Its service portfolio includes support and security tools from AWS, Azure (including Defender for IoT), ServiceNow (including OTSM), and Dell's NativeEdge. The service provider operates multiple IoT support operation centers that deliver full run and maintain support for nonsecure customer IoT solutions, offering 24/7 coverage for critical IoT services.

To meet the industry-specific needs of the aerospace and defense sector, DXC has specialized teams in onshore and nearshore locations across North America, ANZ, and Europe. The company addresses talent gaps through partnerships with technology vendors, ensuring consistent service availability worldwide. DXC partners with hyperscaler platforms such as AWS and Microsoft Azure to deliver scalable, cost-effective IoT solutions, including predictive maintenance, quality control, and Smart City initiatives. Customers can choose from four core IoT platform options: PTC ThingWorx and Snowflake (available as a cloud or a fully on-premises open-stack platform), AWS, and native Azure. DXC supports both near- and far-edge solutions, offering a portfolio that integrates any type of sensor or camera technology with edge devices for IoT, analytics, or AI workloads in any environment. Its IoT advisory services help customers select the right sensor, camera, edge devices, and security configurations for their business needs.

Quick Snapshot

- **Key industry verticals for IIoT end-to-end engineering and life-cycle services:** Discrete manufacturing, process manufacturing, automotive, aerospace and defense, transportation, communication, media, hi-tech and entertainment, energy, utilities, oil and gas
- **Prominent technology vendor partnerships:** AWS, Microsoft, Snowflake, Hitachi, Litmus, PTC, Siemens, Intel, NVIDIA, EuroTech, Dell, Basler, Siemens, and IFS; consulting partners include PwC, Gunnerscooke, Hiperglobal, InControl

Key Proprietary Platforms/Assets/Frameworks

- **DXC Ideation and Benefit Realization Model:** Overall framework for IIoT and Industry 4.0 services, ranging from business consulting, designing, engineering, deployment, and configuration to support and maintenance
- **DXC Spark:** A scalable, flexible end-to-end IoT and analytics platform for smart manufacturing and production operations built on AWS, integrating multiple

AWS services (e.g., IoT Core, IoT Greengrass, SageMaker, Lookout for Vision, Glue, and QuickSight) for smart manufacturing and production operations

- **DXC Intelligent Boost:** A scalable, flexible end-to-end IoT and analytics platform for smart manufacturing and production operations built on Microsoft Azure, designed for transforming customers' manufacturing operations and featuring live dashboards, predictive insights, and integration with Microsoft's PaaS services

Both the DXC Spart and DXC Intelligent Boost platforms offer prebuilt accelerator solutions for quality control; predictive maintenance; and environment, safety, and operations monitoring, including OEE.

Strengths

Customers highly appreciate the comprehensiveness of DXC's end-to-end IIoT service offerings and their ability to meet their promised KPIs. The service provider's proprietary frameworks/accelerators align with market expectations. DXC's focus on connectivity as one of the core components of its IIoT services offering enhances its value proposition.

One of DXC's key strengths is its onshore and nearshore heavy delivery model, enabling it to deliver more effective and efficient services on time. The company's focus on building innovation centers and delivery centers in high-growth markets such as Asia/Pacific will drive its IIoT solutions and services. Customers appreciate DXC's delivery capabilities and regional coverage.

Challenges

DXC has built its presence in the manufacturing; automotive; and aerospace and defense industries and must now focus on other asset-heavy industries such as oil and gas, energy and utilities, and mining and construction. DXC should consider areas such as pricing, increasing pricing flexibility, and improving long-term cost optimization.

DXC should leverage its numerous partnerships with popular technology vendors in the ecosystem to provide new proprietary platforms for its customers. Building vertical-specific toolkits is important. Customers expect the company to improve project management and ensure it addresses their requirements.

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.

Although the 15 vendors that IDC evaluated represent the majority share of spending for IIoT end-to-end engineering and life-cycle services worldwide, there are other vendors participating in this market worth considering based on your needs. This IDC MarketScape evaluated the following vendors: Capgemini, Cognizant, Cyient, DXC, HARMAN, HCLTech, IBM, Infosys, LTIMindtree, LTTS, Mastek, NTT DATA, TCS, Tech Mahindra, and Wipro.

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 market leaders, participants, and end users. 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 end-user experiences to provide an accurate and consistent assessment of each vendor's characteristics, behavior, and capability.

Market Definition

Industrial IoT is a network of sensors, devices/endpoints, associated firmware/software, and infrastructure that constantly monitors the state of associated industrial machines, systems, infrastructure, and processes. These IoT endpoints oversee and collect data about a machine's various attributes and provide businesses with better insights into operations. Industrial IoT is a foundation for Industry 4.0 initiatives for asset-heavy organizations to improve operational efficiency, reduce device failures and costs, and maximize revenue from operational technology. Unlike consumer and business/enterprise IoT, Industrial IoT focuses on industrial applications in manufacturing, energy management, utilities, oil and gas, logistics, construction, and mining. Table 1 describes individual service categories.

TABLE 1

Individual Service Categories for IIoT Strategy/Consulting, Integration, Engineering, and Outsourcing/Managed Services

Category	Services
IIoT strategy/consulting services	▪ Business consulting and related industry strategy, business process, and operations consulting related to industrial IoT ▪ Industrial IoT readiness status and road map, ROI strategy ▪ Industrial IoT connectivity/networking strategy ▪ Security strategy ▪ Technology solution vendor recommendations ▪ Recommendations/guidance on whether to use existing infrastructure or replace it with new infrastructure
IIoT integration services	▪ Installation, integration, and connection of sensors/endpoints, gateways, and edge infrastructures to the overall OT network and application ▪ User interface and product design; deployment of platforms/solutions (client developed, vendor owned, or third party); and custom application development ▪ Customization and building of test platforms for integration
IIoT engineering services	▪ Setup and/or testing of sensors for performance, security, and connectivity ▪ User interface and experience design and development ▪ Development of new industry-specific applications and APIs ▪ Creation of a new Industrial IoT platform ▪ Building of Industrial IoT analytics platforms and centralized dashboards ▪ Device and infrastructure security implementation ▪ Embedded software coding/solutions ▪ Design connectivity and edge infrastructure ▪ Compute power design

TABLE 1

Individual Service Categories for IIoT Strategy/Consulting, Integration, Engineering, and Outsourcing/Managed Services

Category	Services
IIoT outsourcing and managed services	▪ Big data and analytics services (including DWH, data mining, predictive/prescriptive/cognitive analytics), building and managing real-time dashboards ▪ Cloud hosting for IoT data ▪ Remote management and monitoring of sensors, applications, and communications infrastructure ▪ Ongoing infrastructure and network security monitoring (internal and external) ▪ Incident and compliance management ▪ Diagnostic and support services ▪ Firmware upgrade ▪ Building and operation of network operations centers

Source: IDC, 2025

LEARN MORE

Related Research

- *IDC MarketScape: Worldwide Industrial IoT Engineering and Managed Services 2025 Vendor Assessment* (IDC #US53235725, March 2025)
- *IDC MarketScape: Worldwide Industrial IoT Consulting and Integration Services 2025 Vendor Assessment* (IDC #US51812824, March 2025)
- *IDC FutureScape: Worldwide Services 2025 Predictions* (IDC #US52634524, October 2024)
- *Market Analysis Perspective: Worldwide Digital Engineering and OT Services, 2024* (IDC #US51625924, September 2024)
- *IDC Market Glance: Digital Engineering and Operational Technology Services, 3Q24* (IDC #US51626424, September 2024)
- *Worldwide Product Engineering and Operational Technology Services Forecast, 2024–2028* (IDC #US51627224, July 2024)
- *IDC's Worldwide Services Taxonomy, 2022* (IDC #US47769222, July 2022)

Synopsis

This IDC study is a vendor assessment of the 2025 Industrial IoT end-to-end engineering and life-cycle services market through the IDC MarketScape model. This assessment discusses both the quantitative and qualitative characteristics that explain success in the Industrial IoT end-to-end engineering and life-cycle services market and covers a variety of vendors operating in this market. The evaluation is based on a comprehensive and rigorous framework that assesses vendors relative to the criteria and to one another and highlights the factors expected to be most important for success in the market in both the short and the long term.

"Growing need for operational efficiency, business resiliency, and innovation among asset-intensive industries is giving rise to the adoption of seamless, connected, and intelligent operations powered by Industrial IoT," says Abhishek Mukherjee, research manager, Digital Engineering and Operational Technology Services at IDC. "It is imperative for enterprises to evaluate how the IIoT services partners are achieving the required business and operational KPIs and their investments across building proprietary assets (frameworks, accelerator platforms, etc.), talent, and strategy to strengthen technology vendor partnerships. Bringing cost optimization in long-term engagements and allowing flexibility in the contracts are other critical areas for the enterprises to explore while venturing into end-to-end IIoT life-cycle services engagements."

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.).

Global Headquarters

140 Kendrick Street
Building B
Needham, MA 02494
USA
508.872.8200
Twitter: @IDC
blogs.idc.com
www.idc.com