



Workplace Services PEAK Matrix™ – Europe-focused – Assessment and Profile Compendium 2015

Cloud & Infrastructure Services
Market Report – September 2015: Preview Deck

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¹ Banking, financial services, and insurance

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Background of the research

Background of the research

- Tough economic conditions is pushing European enterprises to drive meaningful cost effective and end-user productivity within their workplace environments. However, ownership of data and regulatory & compliance requirements also remain a key concern during workplace transformation initiatives. Overall, the market continues to provide reasonable growth opportunities across the workplace services spectrum, with service providers focused on strengthening their delivery capabilities and increasing their clientele within the region
- In this research, we present the assessment and brief profiles of 20 IT service providers featured on the PEAK Matrix for workplace services in Europe
- The assessment is based on Everest Group's annual RFI process conducted in 2015, interaction with leading workplace service providers, and analysis of the workplace services marketplace

Scope of this report

- **Services:** Workplace services
- **Geography:** Europe
- **Service providers:** Leading 20 workplace service providers

This report includes the profiles of the following 20 service providers on the PEAK Matrix for workplace services in Europe:

- **Leaders:** Atos, Fujitsu, HP, and, IBM
- **Major Contenders:** Capgemini, CGI, Cognizant, Computacenter, CSC, Dell, Getronics Workspace Alliance (GWA), HCL Technologies, Sopra Steria, TCS, T-Systems, Unisys, and Wipro
- **Aspirants:** Indra Sistemas, Stefanini, and Tech Mahindra

This report focuses on workplace services and offers insights into the prominent service providers operating in this space

Focus of this research

NOT EXHAUSTIVE

Workplace services – market definition

Design and implementation services <i>Design, migration, consolidation, integration, change management, and validation</i>	Management/run services <i>Ongoing management, monitoring, security management, support, and other operations/services</i>	Consulting/assessment services <i>Assessment & evaluation, consulting & strategy formulation, and TCO/Return on Investment (RoI) analysis</i>	Service desk <i>End-to-end incident/request management, resolution support, self healing/self-help solutions, and VIP support</i>
			Deskside support / client-site support services <i>Install, Move, Add, Change (IMAC) services, maintenance, support, and disposal services for end-user devices</i>
			Unified communications <i>Messaging, collaboration, telephony, and enterprise LAN/WAN</i>
			Asset management <i>Procurement, deployment, financial reporting, and management of IT assets (hardware/software)</i>
			Infrastructure application <i>Directory services, file & print services, and remote access management</i>
			Desktop management and virtualization <ul style="list-style-type: none"> • Assessment, design, and deployment services • Virtual desktop management including patch & image management, and desktop-as-a-service • Security management: Profile management for anti-virus, security monitoring, etc. • Desktop application management including packaging, imaging, distribution, patching, and on-demand provisioning
			Mobility / Bring Your Own Device (BYOD) <i>End-to-end services including assessment, strategy formulation, policy and security, platform evaluation, infrastructure implementation, and managed services</i>
			Workspace-as-a-service

This report analyzes leading service providers in the workplace services space and provides insights into their workplace services vision, delivery capabilities, scale of operations, and domain investments

This workplace services provider compendium report has 20 service provider profiles, focusing on their domain investments, scale of operations, and key clientele

Company	Workplace services revenue from Europe (US\$ million)	Major low-cost delivery centers in Europe	Workplace services in Europe: Focus areas, investments, and clientele
Service provider 1	>1,000	Bulgaria, Czech Republic, and Poland	<ul style="list-style-type: none"> Europe accounts for more than 70% of the company's workplace services revenue Canopy (joint venture with EMC and VMWare) helps Atos provide next-generation cloud-based workplace service offerings such as VDI, private cloud collaboration, and enterprise file/sync service Some of the key clients includes A, B, and C
Service provider 2	250 – 500	Czech Republic, Hungary, and Poland	<ul style="list-style-type: none"> Europe accounts for about two-thirds of the company's workplace services revenue France and United Kingdom are the key markets for Capgemini within Europe Some of the key clients includes A, B, and C
Service provider 2	100 – 250	<i>Delivery centers primarily based out of Western Europe</i>	<ul style="list-style-type: none"> Europe accounts for more than 50% of the company's workplace service revenue CGI has established a partnership with Dell for jointly offering VDI services to clients Some of the key clients include includes A, B, C, D, E, and F

Cloud and Infrastructure Services research calendar

Topic	<div> <div></div> Published <div></div> Current </div> Release date
Optimizing IT Service Delivery: Technology is the Answer	February 2015
Enterprise Cloud Adoption – Solving the Pricing Conundrum	March 2015
Enterprise Cloud Services – Annual Report 2015: “Contracting Remains Cloudy”	March 2015
Upcoming Contract Renewals – Infrastructure Services	March 2015
Workplace Services – PEAK Matrix™ Assessment and Profiles Compendium	June 2015
Infrastructure Services – Annual Report 2015: “Digital Businesses: Mind Your Security”	July 2015
Workplace Services Market Update 2015 – Left is Right for the Service Desk!	July 2015
Workplace Services PEAK Matrix – Europe-focused – Assessment and Profiles Compendium	September 2015
PEAK Matrix – Hosted private cloud services	Q3 2015
PEAK Matrix – Private cloud IT services	Q3 2015
Impact of open source on infrastructure	Q4 2015
PEAK Matrix – Security services	Q4 2015

Additional research recommendations

The following documents are recommended for additional insight into the topic covered in this research. These documents either provide additional details on the topic, or complementary content which may be of interest

1. **Workplace Services – PEAK Matrix™ Assessment and Profiles Compendium** ([EGR-2015-4-R-1462](#)); 2015. Today's enterprise workplace is characterized by a strong focus on improving the overall end-user experience by offering secure and on-demand access to applications and data across the devices of choice, based on the individual personas of the users. Service providers are investing to ramp up their capabilities, build up scale, and develop and acquire IP to align their capabilities with changing market dynamics. This report provides the assessment and detailed profiles of 23 IT service providers featured on Everest Group's Workplace Services PEAK Matrix
2. **Infrastructure Services – Annual Report 2015: “Digital Businesses: Mind Your Security”** ([EGR-2015-4-R-1502](#)); 2015. Enterprises cite security as a major concern in digital adoption. Despite that a significant proportion of them have not sufficiently invested in attaining the requisite level of security in their IT infrastructure ecosystem. This annual research analyses these key trends and provides data-driven facts and perspectives on the overall IS services market. The research covers IS adoption trends, demand drivers, key buyer initiatives, and pricing trends, amongst others

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