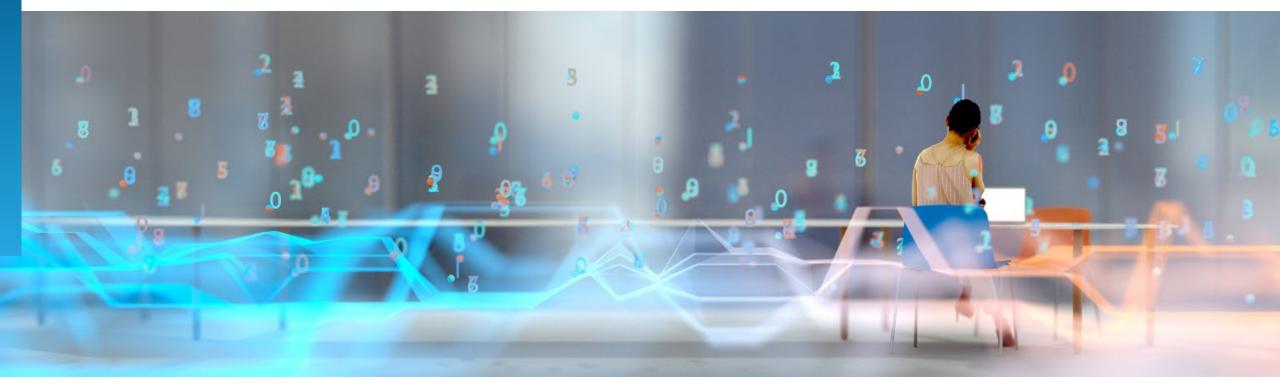


Provider Digital Workplace

Workplace Communication and Collaboration (WCC) Services – Provider Compendium 2023

January 2023: Complimentary Abstract / Table of Contents



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Background of the research

- As the field of digital workplace is plunging into a new world of opportunities, enterprises have realized that the hybrid workplace model is here to stay, and with this, efficient communication and collaboration services within organizations have become paramount. Earlier, cost optimization and productivity were some of the key drivers dictating the adoption of WCC services; however, the gears have recently shifted, and employee engagement and experience have taken the center stage
- The WCC market is seeing higher than anticipated demand across all regions and industries and is expected to continue its strong growth trajectory in 2023, as enterprises attempt to keep up with the ever-evolving WCC landscape. This growth is marked by the advent of Metaverse and immersive collaboration, increased adoption of cloud-based communication models such as UCaaS and CPaaS, focus on platform consolidation, and challenges related to virtual culture building. Enterprises are hence looking for strong capabilities from service providers across WCC covering consulting, infrastructure design/build, cloud modernization, and management services for individual WCC segments to enable them in this journey
- In this research, we present an assessment of 14 WCC service providers featured on the <u>Workplace Communication and Collaboration (WCC) Services PEAK Matrix® Assessment 2023</u>. The assessment is based on Everest Group's annual RFI process conducted over Q3 and Q4 2022, interactions with leading WCC service providers and an analysis of this marketplace.

This report assessed the following 14 service providers on the WCC services PEAK Matrix[®]:

- Leaders: HCLTech, Infosys, TCS, and Wipro
- Major Contenders: Atos, DXC Technology, Kyndryl, Microland, Orange Business Services, Tata Communications, Tech Mahindra, and Unisys
- Aspirants: GAVS Technologies and UST

Scope of this report



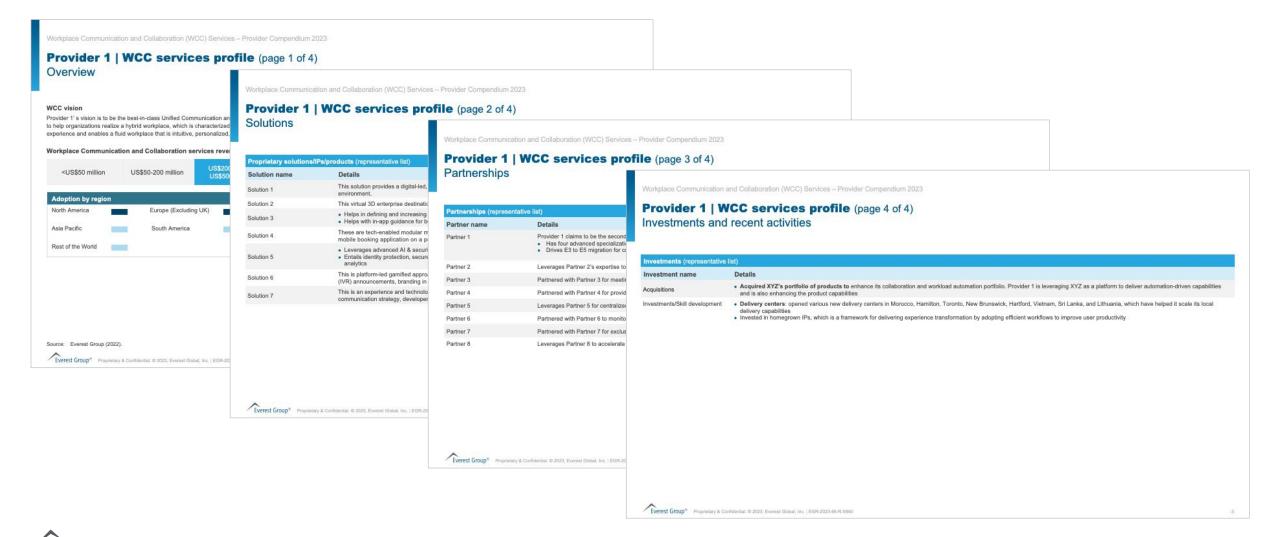


Providers 14 leading WCC service providers





The WCC service provider compendium report has over 14 provider profiles



Research calendar Digital Workplace

Planned Current release Published **Reports title Release date** Codifying Sustainable Workplaces: Journey to a Better Future December 2022 Workplace Communication and Collaboration (WCC) Services PEAK Matrix® Assessment 2023 December 2022 Workplace Communication and Collaboration (WCC) Services – Provider Compendium 2023 January 2023 Weighing the Opportunities of Metaverse for Enterprises: State of the Market Q1 2023 Enterprise Pulse Report for Digital Workplace Services Q1 2023 Digital Workplace State of the Market Report Q1 2023 Moving from SLAs to XLAs: Market Report Q2 2023 Digital Workplace Services PEAK Matrix® Assessment 2023 – North America Q2 2023 Digital Workplace Services PEAK Matrix[®] Assessment 2023 – Europe Q2 2023 Digital Workplace Services Provider Compendium 2023 - North America Q3 2023 Digital Workplace Services Provider Compendium 2023 – Europe Q3 2023 Exploring the Business Case for Workplace Transformation Q3 2023 Cognitive Service Desk Specialist PEAK Matrix Assessment 2023 Q4 2023 Cognitive Service Desk Specialist Provider Compendium 2023 Q4 2023





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