Digital Workplace Services PEAK Matrix® Assessment 2022

December 2021: Complimentary Abstract / Table of Contents

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For more information on this and other research
published by Everest Group, please contact us:

Udit Singh, Practice Director

Arjun Chauhan, Senior Analyst

Prabhneet Kaur, Senior Analyst

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Background of the research

- The pandemic has been a catalyst for enterprises to recalibrate their perception of the workplace. Over 75% enterprises[1] are reviewing their current workplace model for more flexible options. Considering that the business case for workplace transformation is well established now, enterprises are now focused on conceptualizing the target state of their workplace environment and the journey required to achieve it

- The post-pandemic workplace is going to be a consequence of significant overhaul across tools, processes, talent requirements, security mechanism, and governance frameworks. This multi-year transformation journey will be underpinned by location-agnostic services and significant focus on employee experience and wellness

- In this research, we present an assessment of 26 digital workplace service providers featured on the digital workplace services PEAK Matrix®

The assessment is based on Everest Group's annual RFI process conducted over Q2 and Q3 2021, interactions with leading digital workplace service providers, and an analysis of the digital workplace services marketplace.

This report assessed the following 26 service providers on the digital workplace services PEAK Matrix:

- **Leaders:** Accenture, Atos, Cognizant, HCL Technologies, NTT DATA, TCS, and Wipro

- **Major Contenders:** Capgemini, CGI, Compucom, Computacenter, DXC Technology, Fujitsu, IBM/Kyndryl, Getronics, Infosys, Microland, Orange Business Services, Stefanini, Tech Mahindra, Unisys, and Zensar

- **Aspirants:** LTI, Milestone Technologies, Mphasis, and UST

Scope of this report:

Geography
Global

Service providers
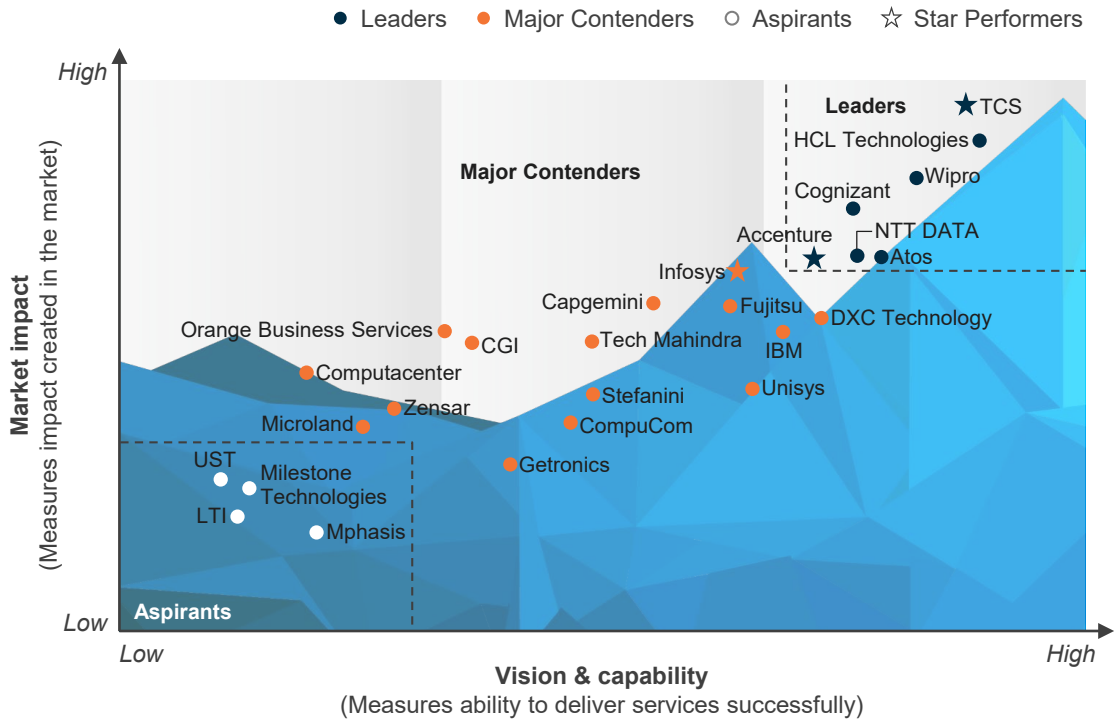26 leading digital workplace service providers

Services
Digital workplace services

1   Everest Group key enterprise issue survey 2021.

This study offers four distinct chapters providing a deep dive into key aspects of digital workplace market; below are three charts to illustrate the depth of the report

Everest Group Digital Workplace Services PEAK Matrix® Assessment 2022

● Leaders ● Major Contenders ○ Aspirants ☆ Star Performers

Capability assessment — *Illustrative example*

Measure of capability: ◔ Low ● High

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Service provider 1									
Service provider 2									
Service provider 3									
Service provider 4									
Service provider 5									
Service provider 6									
Service provider 7									
Service provider 8									
Service provider 9									

Everest Group's remarks on service providers — *Illustrative example*

Measure of capability: ◔ Low ● High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall

Strengths

- Service provider 1, has a robust delivery presence in Asia Pacific with multiple delivery centers in India, Australia, the Philippines, and China, enabling it to service client requirements efficiently
- It has strong transformation capabilities and focus on innovation centric solutions

Areas of improvement

- Service provider 1, has a lower overall workplace growth as compared to its peers and needs to develop strong GTM strategy
- It should try to expand into larger multi-country deals and also scout for engagements in other Asia Pacific markets to strengthen its presence in the region

Note: Assessment for Capgemini, CGI, Computacenter, IBM/Kyndryl, LTI, Mphasis, and Unisys excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, service provider public disclosures, and Everest Group's interactions with buyers.

Source: Everest Group (2021)

Research calendar
Cloud and Infrastructure Services (CIS)

Flagship reports	Release date
System Integrator (SI) Capabilities on Google Cloud Platform (GCP) Services Compendium 2021	December 2020
Cloud Hyperscalers: A Critical but Not the Only Building Block of Enterprise IT	June 2021
IT Managed Security Services (MSS) PEAK Matrix® Assessment 2021	June 2021
State of the Market: IT Infrastructure Automation Services	June 2021
Network Transformation and Managed Services PEAK Matrix® Assessment 2021	July 2021
Software-defined Wide Area Network (SD-WAN) Services PEAK Matrix® Assessment 2021	September 2021
Mainframe Services PEAK Matrix® Assessment 2022	November 2021
Mainframe Services Service Provider Compendium 2022	December 2021
Digital Workplace Services PEAK Matrix® Assessment 2022	**December 2021**
Digital Workplace Service – Compendium 2022	Q1 2022

Thematic reports	Release date
Future-proofing Enterprise Transformation with Cloud-agnostic Managed Services	February 2021
Upcoming Contract Renewals – Infrastructure Services 2021	March 2021
Enterprise Pulse Report: From Dissatisfaction to Delight: Sustaining Client Satisfaction in a Post-pandemic World	March 2021
Tech Bytes for Business Leaders: Containers	August 2021
Tech Bytes for Business Leaders: Workplace-as-a-Service (WaaS)	August 2021

Note: For a list of all of our published CIS reports, please refer to our website page.

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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
+1-647-557-3475