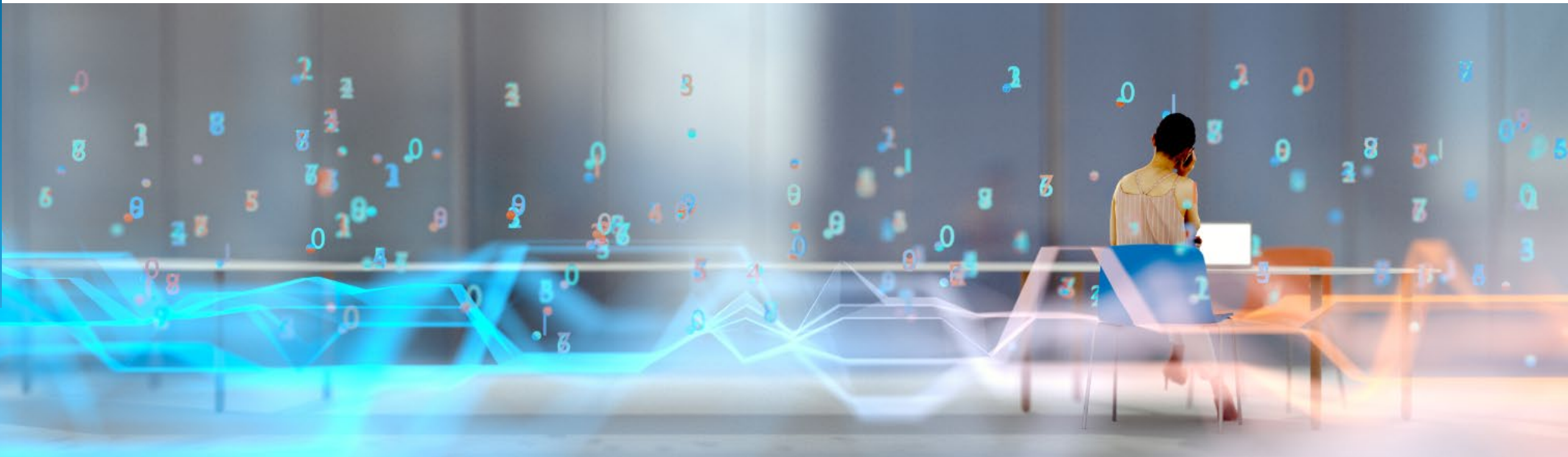


# Digital Workplace Service Provider Compendium 2022

January 2022: Complimentary Abstract / Table of Contents



# Our research offerings

This report is included in the following research program(s):

## Digital Workplace

- ▶ Application Services
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Conversational AI
- ▶ Cost Excellence
- ▶ Customer Experience Management Services
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Engineering Services
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Engineering Services
- ▶ Enterprise Platform Services
- ▶ Finance and Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ Global Business Services
- ▶ Healthcare Business Process
- ▶ Healthcare Information Technology
- ▶ Human Resources Outsourcing
- ▶ Insurance Business Process
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- ▶ Life Sciences Business Process
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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<sup>1</sup> 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

<sup>1</sup> Everest Group key enterprise issue survey 2021.

# The digital workplace service provider compendium report has over 26 service provider profiles

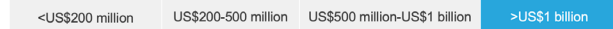
Digital Workplace Service Provider Compendium 2022

## Service provider | digital workplace services profile (page 1 of 2)

### Overview

Service provider's workplace vision is to help create and support a healthy and productive workforce to drive sustainable business value. It believes that organizations must provide the platforms, culture, employee experience, hybrid workforces (human and robot), and transformed business operations to gain competitive advantage. Its digital workplace service integrates the physical and digital aspects of work to create flexible, personalized, and consumer-like employee experiences that are seamless across access channels and devices.

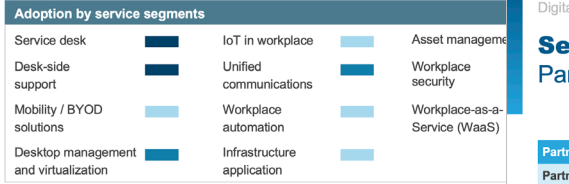
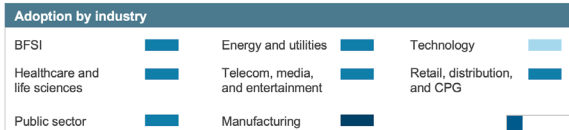
#### Workplace services revenue



#### Scope of coverage

- Number of FTEs dedicated to workplace services – ~15,000
- Number of users served through service desk support – ~3.9 million
- Number of users served through desk-side support – ~3 million
- Number of end-user devices managed – ~4.8 million

Low (<10%) Medium (10-20%) High (>20%)



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## Service provider | digital workplace services profile (page 2 of 2)

### Partnerships

#### Partnerships (representative list)

Partner name	Type of partnership	Details of the partnership
BMC	Technology	A strategic BMC system integrator and partner with a focused team of trained consultants to ensure that the BMC solutions are up and running. It jointly offers cloud-based IT service management.
Cisco	Technology	Delivers Cisco-powered cloud services that simplify technology to reduce costs and risks. Service provider is a part of Cisco's Cloud and Managed Services Program (CMSP), and has completed certifications and third-party audits to ensure superior levels of service, security, and support.
Dell	Technology	Partners with Dell to offer secure cloud-based solutions to governments and commercial clients worldwide. It also jointly develops and sells VDI solutions to enterprises.
Hitachi Data Systems	Technology	Leverages its partnership with Hitachi Data Systems to launch a suite of secure, private, and hybrid cloud services.
NetApp	Technology	Leverages NetApp's data fabric capabilities and has developed a CoE specializing in NetApp services.
Oracle	Technology	Leverages its partnership with Oracle, which has been in force since 1995, and has been recognized as a platinum partner with cloud select status in the North America and EMEA region. It uses fusion factory to curtail risks and costs related to middleware implementations.
SAP	Technology	Specializes in more than 25 SAP areas including HANA, mobility, cloud SaaS, business transformation, and SAP mergers, acquisitions, and divestitures.
AWS	Technology	Leverages its global strategic partnership with AWS to provide industry-leading cloud services to clients.
Blue Prism	Technology	Helps clients build and empower hybrid human and digital workforces that drive business agility, operational efficiencies, and sustainability through the intelligent automation solutions of Blue Prism.
Google Cloud	Technology	Uses Google's flexible and powerful cloud technology, GCP and Google Workspace, to deliver agile, scalable, and elastic data and AI-driven cloud solutions.
Microsoft	Technology	As a Microsoft partner (Gold partner and Global managed services partner), Service provider delivers a broad portfolio of Microsoft offerings that help clients drive innovation, collaboration, and business agility.
ServiceNow	Technology	Leverages its partnership with ServiceNow to provide the capabilities to run digital operations.

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# Research calendar

## Digital Workplace

■ Published
 ■ Planned
 ■ Current release

Flagship reports	Release date
<b>Digital Workplace Service Provider Compendium 2022</b>	<b>January 2022</b>
State of the Market 2022: Digital Workplace	Q1 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – North America	Q2 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – Europe	Q2 2022
Digital Workplace Service Provider Compendium 2022 – North America	Q2 2022
Digital Workplace Service Provider Compendium 2022 – Europe	Q2 2022
Workplace Experience Monitoring Solutions PEAK Matrix® Assessment 2022	Q3 2022
Workplace Experience Monitoring Solution Provider Compendium 2022	Q3 2022
Workplace Communication and Collaboration Services PEAK Matrix® Assessment 2022	Q4 2022
Workplace Communication and Collaboration Service Provider Compendium 2022	Q4 2022
State of the Market 2022: Workplace Communication and Collaboration	Q4 2022
Thematic reports	Release date
Enterprise Pulse Report: Aggregated Analysis of Enterprise Feedback on IT Service Providers Gathered Over CY 2020	Q1 2022
Tech Vendor Report – Workplace-as-a-Service	Q2 2022
Tech Vendor Report – Digital Adoption Platforms in Workplace	Q3 2022

Note: For a list of all of our published Digital Workplace reports, please refer to our [website page](#).



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