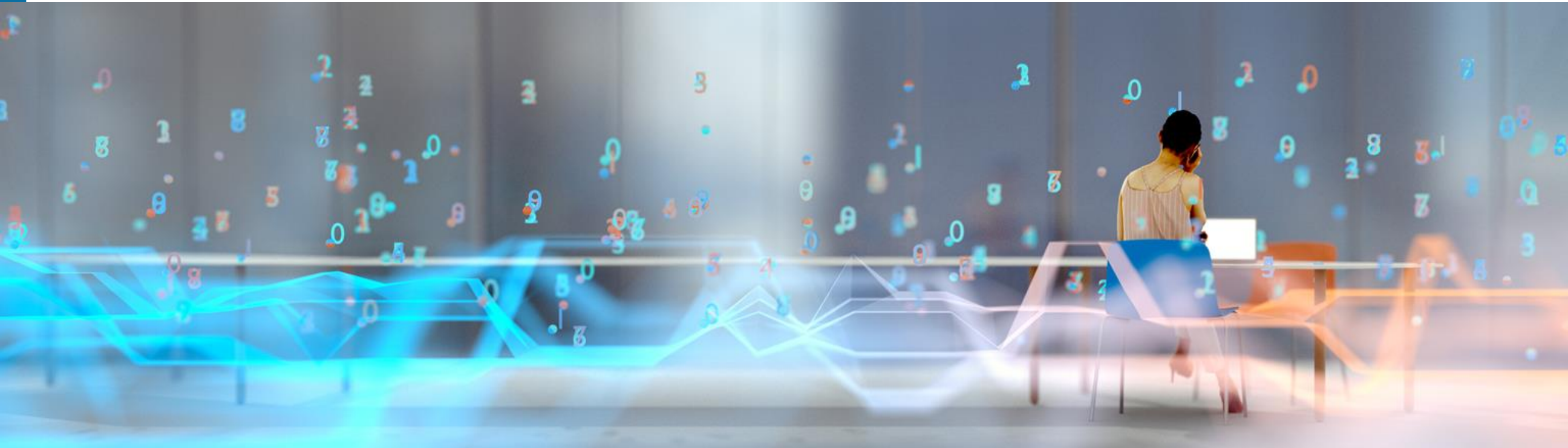


Digital Workplace Services State of the Market: Deciphering the Employee Experience Conundrum

May 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
- ▶ Customer Experience Management Services
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Engineering Services
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ 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
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Executive Insights™
- ▶ Life Sciences Business Process
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Outsourcing Excellence
- ▶ Pricing-as-a-Service
- ▶ Process Mining
- ▶ Procurement
- ▶ Recruitment
- ▶ Retirements Technologies
- ▶ Rewards and Recognition
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at info@everestgrp.com

Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Contents

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

Udit Singh, Practice Director

Prabhneet Kaur, Senior Analyst

Tanwita Nimiar, Senior Analyst

1. Introduction and overview	4
• Research methodology	5
• Introduction to the research	6
• Scope of research	7
2. Digital workplace services adoption	8
• Overall digital workplace services market growth	9
• Adoption by geography	10
• Adoption by service segment	11
• Adoption by industry	12
• Vendor landscape	13
3. Solving the Employee Experience (EX) conundrum	14
• Key challenges to experience management	15
• Key components and transformation levers to impact total EX	20
• Enterprise guide for best-in-class EX management	26
4. Appendix	27
• Glossary	28
• Research calendar	29

Introduction

The adage **that which does not kill us, only makes us stronger** fits well for today's workplace model. The extreme focus on Work From Home (WFH) during the pandemic created employee and User Experience (UX) challenges of a different scale. The consequences were severe employee burnout, dwindling organizational citizenship behavior, poor job satisfaction, and increased attrition.

As we settle into the new normal, enterprises have doubled their focus on experience and have made EX enrichment a key business priority. EX has also assumed greater significance given the ongoing war for talent amid the Great Resignation movement. Further, the service provider and the technology vendor ecosystems are fast-evolving to help enterprises meet the evolving demands of today's employees. Now the onus is on enterprises to identify the experience hurdles, select strategic partners, formulate the right EX-management roadmap, and track progress to create an experience-centric digital workplace.

This report includes the following topics related to EX management in the digital workplace:

- Key challenges to employee experience management
- Key components and transformation levers to impact total EX
- Enterprise guide for best-in-class EX management

Scope of this report



Geography
Global

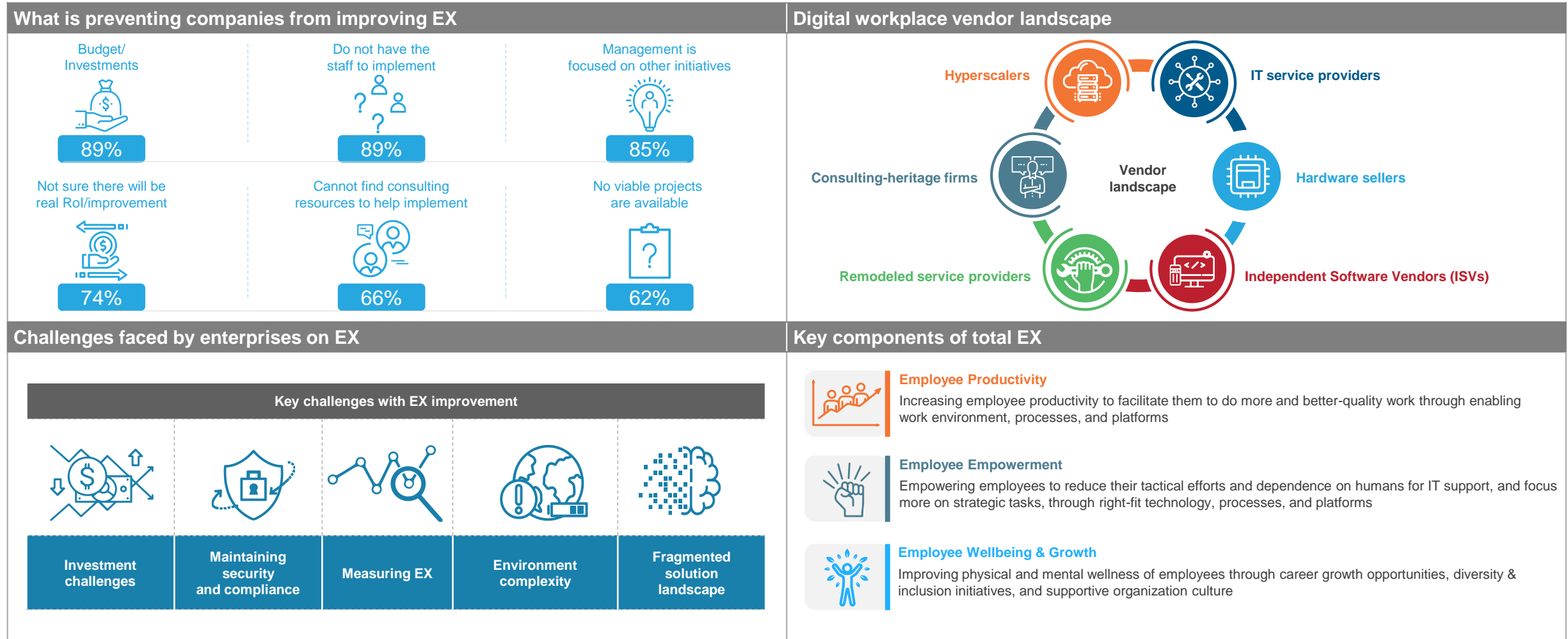


Industry
Cross industry



Services
Digital workplace
services

This study offers insights into the digital workplace services market along with a featured section on ultimate guide for best-in class EX management; below are four charts to illustrate the depth of the report



Research calendar

Digital Workplace

Published
 Planned
 Current release

Reports title	Release date
Digital Workplace Service Provider Compendium 2022	January 2022
Digital Workplace Services State of the Market: Deciphering the Employee Experience Conundrum	May 2022
Enterprise Pulse Report: Aggregated Analysis of Enterprise Feedback on IT Service Providers Gathered Over CY 2020	Q2 2022
Tech Vendor Report – Workplace Experience Monitoring	Q2 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – Europe	Q2 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – North America	Q3 2022
Digital Workplace Service Provider Compendium 2022 – Europe	Q3 2022
Digital Workplace Service Provider Compendium 2022 – North America	Q3 2022
Workplace Experience Management Solutions PEAK Matrix® Assessment 2022	Q3 2022
Workplace Experience Management 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
Tech Vendor Report – Workplace-as-a-Service	Q4 2022

Note: [Click](#) to see a list of all of our published Digital Workplace reports



Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our research also covers the technologies that power those processes and functions and the related talent trends and strategies. Our clients include leading global companies, service and technology providers, and investors. Clients use our services to guide their journeys to maximize operational and financial performance, transform experiences, and realize high-impact business outcomes. Details and in-depth content are available at www.everestgrp.com.

Stay connected

Website

everestgrp.com

Social Media

-  @EverestGroup
-  @Everest Group
-  @Everest Group
-  @Everest Group

Blog

everestgrp.com/blog

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

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.