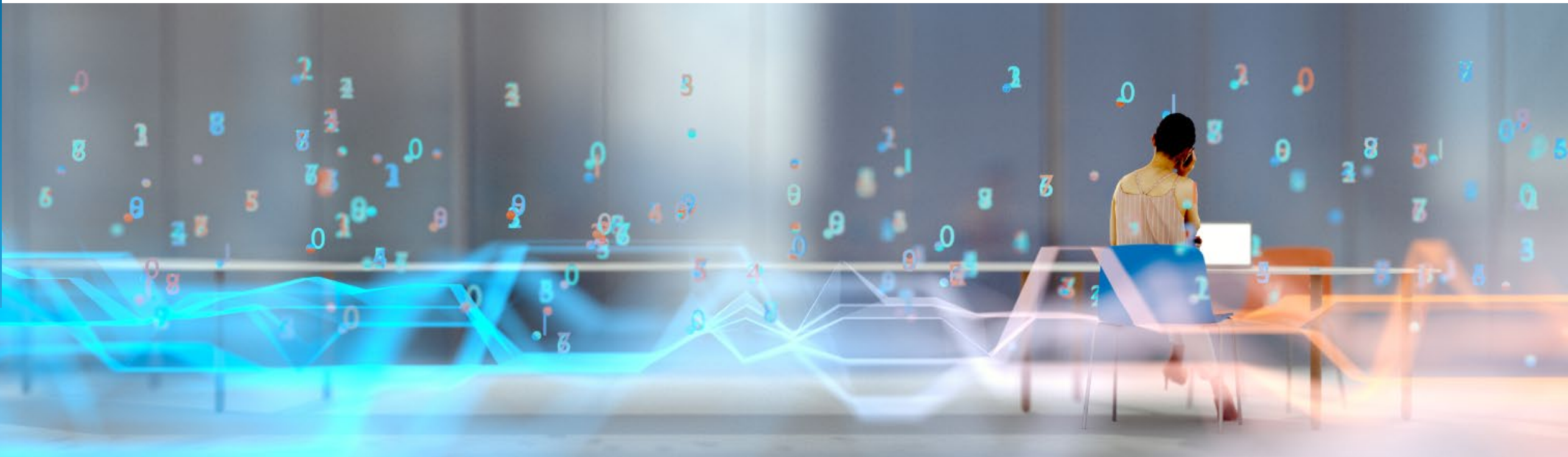


# Digital Workplace Services PEAK Matrix® Assessment 2022 – Europe

September 2022: Complimentary Abstract / Table of Contents



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

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## Background of the research

- With enterprises focusing on digital transformation initiatives, the digital workplace services market recovered rapidly in 2021. It is expected to continue its strong growth trajectory in 2022, as enterprises attempt to drive maximum value in the hybrid work model, from their recent workplace investments done during the pandemic, through partnership with a right-fit service provider
- The digital workplace market in Europe has distinct characteristics such as significantly higher focus on employee experience and engagement compared to other geographies, preference for local service delivery model, high language variations within regions, focus on ESG-centric initiatives, strong need for cultural alignment, and high variance in region-specific demands
- In this research, we present an assessment of 22 digital workplace service providers featured on the digital workplace services PEAK Matrix® – Europe

The assessment is based on Everest Group’s annual RFI process conducted over Q1 and Q2 2022, interactions with leading digital workplace service providers, and an analysis of the digital workplace services marketplace in the European region.

### This report assessed the following 22 service providers on the digital workplace services PEAK Matrix® – Europe:

- **Leaders:** Accenture, Atos, Capgemini, DXC Technology, HCL Technologies, TCS, and Wipro
- **Major Contenders:** Cognizant, Computacenter, Fujitsu, Getronics, Infosys, Kyndryl, NTT DATA, Orange Business Services, Stefanini, Tech Mahindra, and Unisys
- **Aspirants:** Microland, Mindtree, UST, and Zensar

### Scope of this report



**Geography**  
Europe



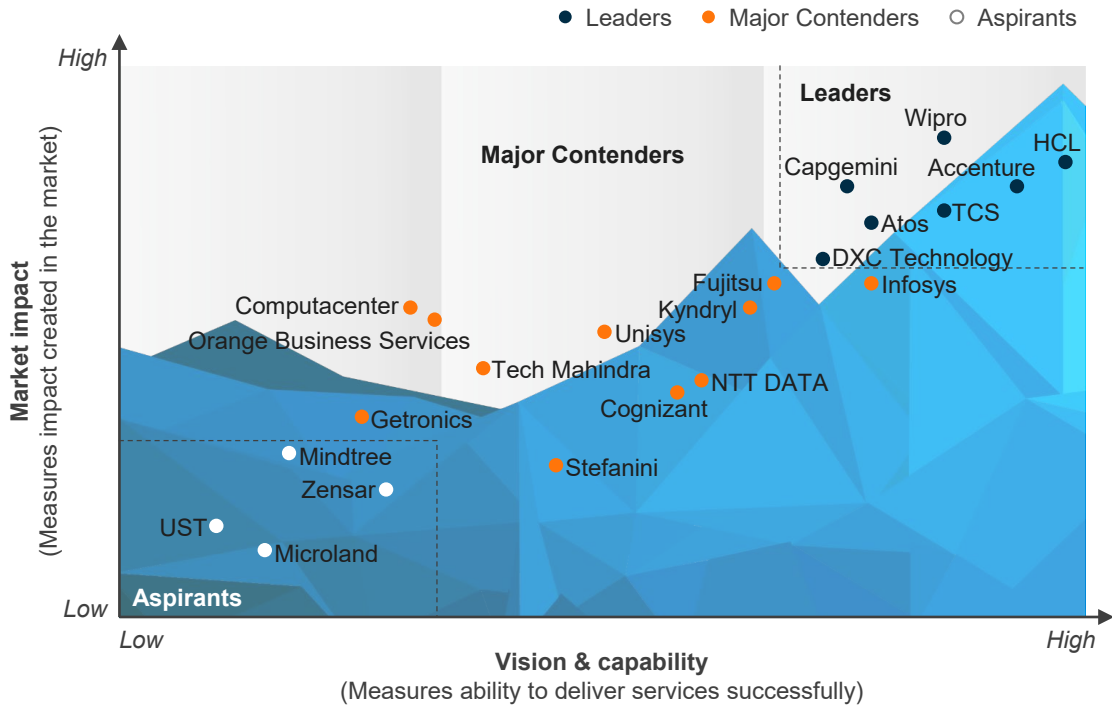
**Service providers**  
22 leading digital workplace  
service providers



**Services**  
Digital workplace  
services

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

Digital Workplace Services PEAK Matrix® Assessment 2022 – Europe<sup>1</sup>



1 Assessments for Capgemini, Computacenter, Fujitsu, Getronics, and Kyndryl exclude service provider inputs and are 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 (2022)

Capability assessment

Illustrative example

Measure of capability: ☐ Low ● High

Providers	Market Impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Provider 1	●	●	●	●	●	●	●	●	●
Provider 2	☐	●	●	●	☐	●	●	●	●
Provider 3	☐	●	●	●	●	●	●	●	●
Provider 4	☐	●	●	●	●	●	●	●	●
Provider 5	●	●	●	●	●	●	●	●	●
Provider 6	☐	●	●	●	●	●	●	●	●
Provider 7	●	●	●	●	●	●	●	●	●
Provider 8	●	●	●	●	●	●	●	●	●

Everest Group's remarks on 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**

- Provider 1, has a robust delivery presence in Europe with multiple delivery centers across UK, enabling it to service client requirements efficiently
- It has a good number of multi-country as well as single-country clients across the world

**Limitations**

- Enterprises seeking mature industry-contextual and verticalized solutions or use cases, may not find Service Provider 1 to be a suitable partner
- It should try to expand into larger multi-country deals and scout for engagements in other European markets to strengthen its presence in the region

# 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 2021	June 2022
Workplace Experience Management (WEM) Market Study	August 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – North America	September 2022
<b>Digital Workplace Services PEAK Matrix® Assessment 2022 – Europe</b>	<b>September 2022</b>
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	Q4 2022
Workplace Experience Management Solution Provider Compendium 2022	Q4 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 our published Digital Workplace reports



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