

Digital Workplace Services PEAK Matrix® Assessment 2022 – North America

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:

Udit Singh, Practice Director

Prabhneet Kaur, Senior Analyst

Tanwita Nimiar, Senior Analyst

Tanvi Rai, Senior Analyst

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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 North America has higher preference for shorter transformation timelines, agile work methodologies, and process optimization. Also, due to the recent Great Resignation Movement and a heightened talent war, there is a higher demand for employee experience-centric solutions and transformations within this region. Further, considering the maturity of this market, the propensity to adopt next-generation workplace offerings remains high
- In this research, we present an assessment of 25 digital workplace service providers featured on the digital workplace services PEAK Matrix® – North America

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 North American region.

This report assessed the following 25 service providers on the digital workplace services PEAK Matrix® – North America:

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

Scope of this report



Geography
North America

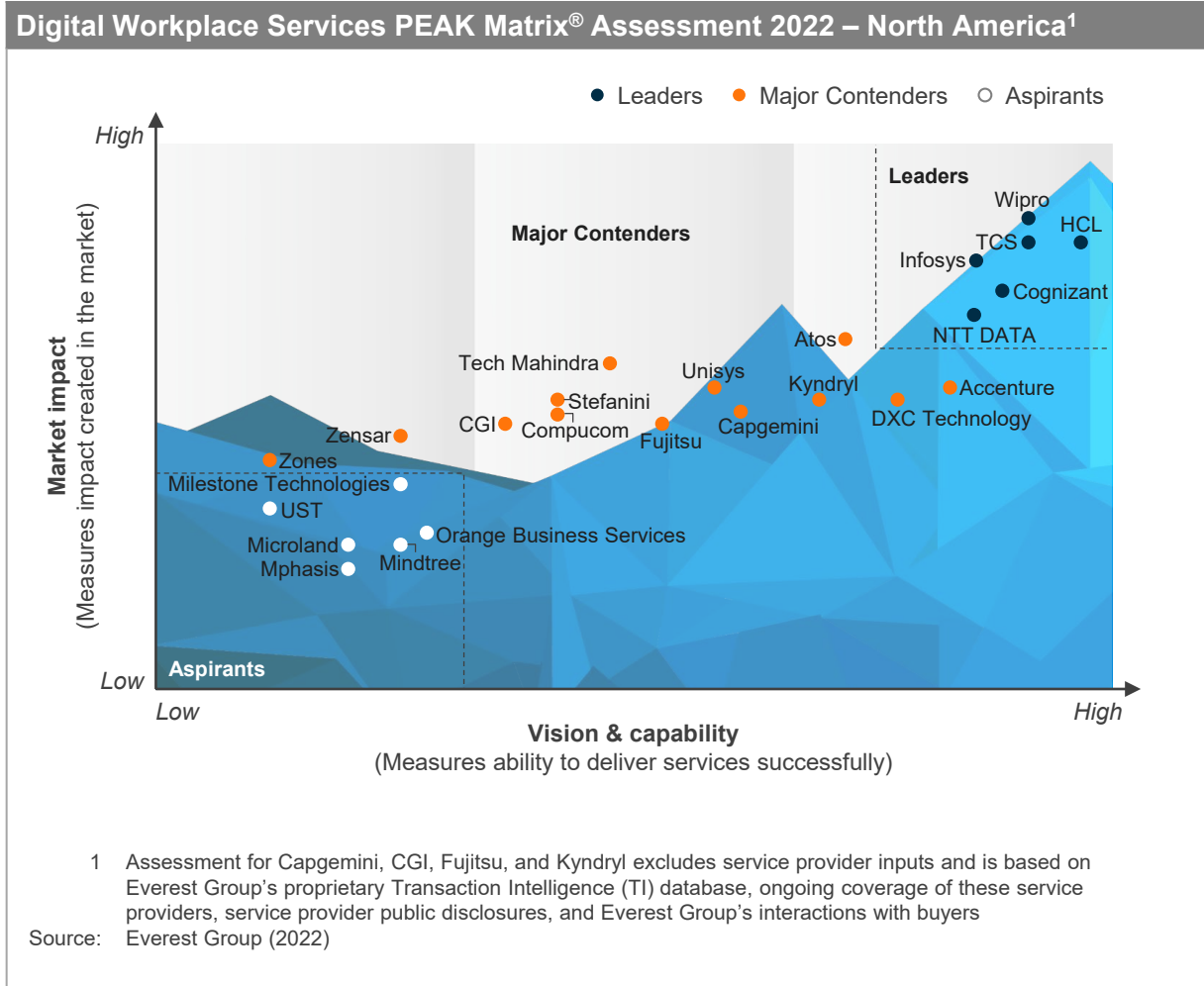


Service providers
25 leading digital workplace
service providers



Services
Digital workplace
services

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



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 North America with multiple delivery centers across US, 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 North American 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 – Europe	September 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – North America	September 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	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

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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

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