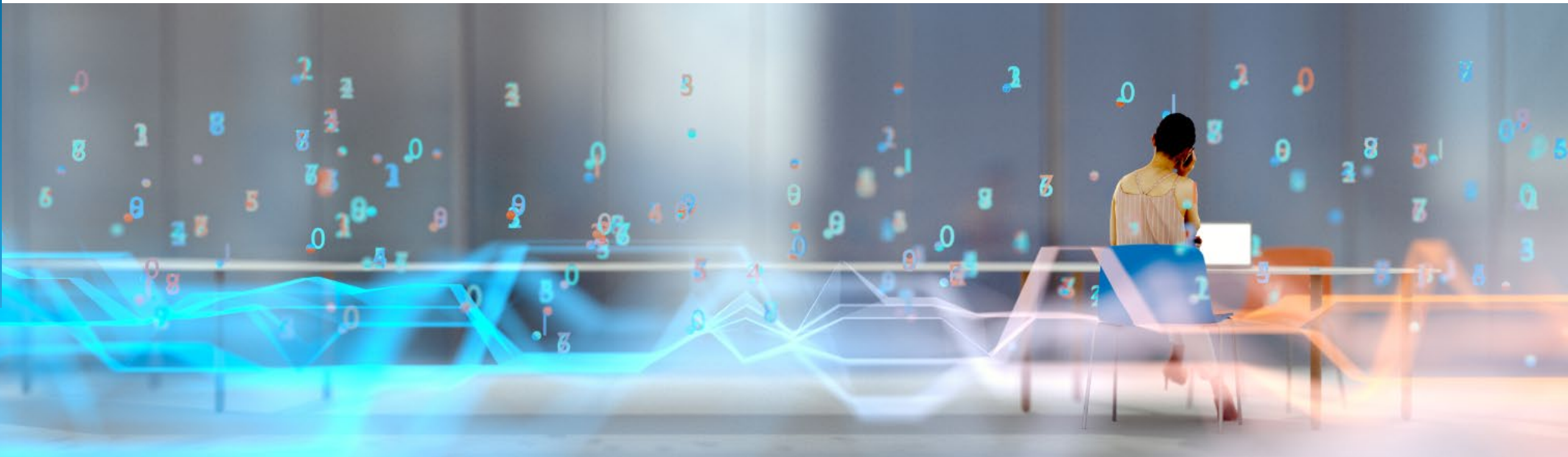


# Digital Workplace Services Provider Compendium 2022 – Europe

September 2022: Complimentary Abstract / Table of Contents



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

## Digital Workplace

- ▶ Application Services
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- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
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- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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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

**Sarmista Priyadarshini**, 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 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® Assessment 2022 – 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

# The digital workplace service provider compendium report has over 20 service provider profiles

Digital Workplace Services PEAK Matrix® Assessment 2022 – North America

## Provider | digital workplace services profile – Europe (page 1 of 4)

### Overview

#### Digital workplace services vision

XYZ's digital workplace services vision is to provide safe, secure, and efficient services to customers.

#### Digital workplace services revenue (2021)

<US\$200 million      US\$200-500 million

Source: Everest Group (2022)

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Digital Workplace Services Provider Compendium 2022 - Europe

## Provider | digital workplace services profile – Europe (page 2 of 4)

### Solutions

#### Proprietary digital solutions (representative list)

Solution	Details
Application Packaging Automation framework	<ul style="list-style-type: none"> <li>Automates the effort</li> <li>Provider claims that</li> </ul>
Migration Accelerator Toolkit	<ul style="list-style-type: none"> <li>Web-based platform</li> <li>Single interface that</li> </ul>
Personal e-commerce store	This is an online applic
Field support agent tracking	This solution provides f
Persona services	<ul style="list-style-type: none"> <li>Provides business-al</li> <li>Enables a service ca</li> </ul>

Other digital workplace solutions include Chat Integrators, Wal

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Digital Workplace Services PEAK Matrix® Assessment 2022 – North America

## Service Provider | digital workplace services profile – Europe (page 3 of 4)

### Partnerships

#### Partnerships (representative list)

Partner name	Details
Microsoft	<ul style="list-style-type: none"> <li>Leverages the partnership for dig</li> <li>Included in the Microsoft 365 and</li> </ul>
VMware	<ul style="list-style-type: none"> <li>Premier professional services pa</li> <li>Leverages unified workplace ser</li> </ul>
Symantec	Partnered with Symantec for provid
1E	Leverages the 1E partnership for er
ServiceNow	Partnered with ServiceNow, enablin
ESP Global	Collaborates with these partners for

Other digital workplace partnerships include Dell, HP, Lenovo, Versant, Log

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Digital Workplace Services Provider Compendium 2022 - Europe

## Provider | digital workplace services profile – Europe (page 4 of 4)

### Investments and recent activities

#### Investments and recent activities (representative list)

Investment name	Details
Talent	<ul style="list-style-type: none"> <li>Hired certified presales solution architects</li> <li>Provided HDI, ITIL, and IoT certifications to resources</li> </ul>
Innovation & investments	Invested in creating virtual labs in Azure for hands on training and a device lab in Phoenix.
Acquisitions	Acquired xyz with ServiceNow competency

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# 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	June 2022
Workplace Experience Management (WEM) Market Study	August 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – Europe	August 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – North America	August 2022
Digital Workplace Service Provider Compendium 2022 – North America	September 2022
<b>Digital Workplace Services Provider Compendium 2022 – Europe</b>	<b>September 2022</b>
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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[info@everestgrp.com](mailto:info@everestgrp.com)  
+1-214-451-3000

### Bangalore

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-80-61463500

### Delhi

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-124-496-1000

### London

[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)  
+44-207-129-1318

### Toronto

[canada@everestgrp.com](mailto:canada@everestgrp.com)  
+1-647-557-3475

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