

Digital Workplace Services Provider Compendium 2022 – North America

September 2022: Complimentary Abstract / Table of Contents



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- ▶ Software Product Engineering Services
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Introduction

- 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 [Digital Workplace Services PEAK Matrix® Assessment 2022 – 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 Digital Workplace Services PEAK Matrix® Assessment 2022 – 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

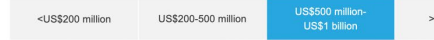
The digital workplace service provider compendium report has over 25 provider profiles

Digital Workplace Services Provider Compendium 2022: North America

Service Provider | digital workplace services profile – North America (page 2 of 5) Overview

Digital workplace services vision
XYZ's digital workplace services vision is to provide safe, secure, productive, engaged, measurable, and customer-centric services to customers.

Digital workplace services revenue (2021)



Source: Everest Group (2022)

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Digital Workplace Services Provider Compendium 2022: North America

Service Provider | digital workplace services profile – North America (page 3 of 5) Solutions

Proprietary digital solutions (representative list)

Solution	Details
Application Packaging Automation framework	<ul style="list-style-type: none"> Automates the effort required during the packaging process Service Provider claims that this solution leads to reduced costs
Migration Accelerator Toolkit	<ul style="list-style-type: none"> Web-based platform/tool developed to help enterprises migrate applications to the cloud Single interface that connects with multiple data sources
Personal e-commerce store	This is an online application catalog integrated with IT/HR systems
Field support agent tracking	This solution provides field services agents a view of their work history and performance
Persona services	<ul style="list-style-type: none"> Provides business-aligned and domain-specific personas Enables a service catalog that helps provide services to users

Other digital workplace solutions include Chat Integrators, Walk Up experience Booking & Management, and more.

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Digital Workplace Services Provider Compendium 2022: North America

Service Provider | digital workplace services profile – North America (page 4 of 5) Partnerships

Partnerships (representative list)

Partner name	Details
Microsoft	<ul style="list-style-type: none"> Leverages the partnership for digital workplace engagement Included in the Microsoft 365 and Azure Virtual Desktop ecosystem
VMware	<ul style="list-style-type: none"> Premier professional services partner, elite technology partner Leverages unified workplace services that include virtual desktops
Flexera	Partnered with Flexera for providing an asset management solution
Symantec	Partnered with Symantec for providing endpoint protection
1E	Leverages the 1E partnership for enterprise system management
ServiceNow	Partnered with ServiceNow, enabling it to be a gold certified partner for business service management, custom HR case management, and more
ESP Global	Collaborates with these partners for providing services to customers

Other digital workplace partnerships include Dell, HP, Lenovo, Versant, LogMeIn, and UIPath.

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Digital Workplace Services Provider Compendium 2022: North America

Service Provider | digital workplace services profile – North America (page 5 of 5) Investments and recent activities

Investments and recent activities (representative list)

Investment name	Details
Talent	<ul style="list-style-type: none"> Hired certified presales solution architects Provided HDI, ITIL, and IoT certifications to resources
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 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	September 2022
Digital Workplace Service Provider Compendium 2022 – North America	September 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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