

# Workplace Communication and Collaboration (WCC) Services PEAK Matrix® Assessment 2023

December 2022: Complimentary Abstract / Table of Contents



# Our research offerings

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

## Digital Workplace

- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ 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
- ▶ CX Excellence
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Engineering Services
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Services
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ 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 Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Outsourcing Excellence
- ▶ Pricing Analytics as a Service
- ▶ Process Mining
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ 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
- ▶ Value and Quality Assurance (VQA)
- ▶ 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](mailto: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

<b>1. Introduction and overview</b>	<b>5</b>
• Research methodology	6
• Key information on the report	7
• Background of the research	8
• Focus of the research	9
<b>2. WCC services PEAK Matrix® characteristics</b>	<b>10</b>
• PEAK Matrix framework	11
• Everest Group PEAK Matrix for WCC services	13
• Characteristics of Leaders, Major Contenders, and Aspirants	14
• Service provider capability summary dashboard	15
<b>3. Enterprise sourcing considerations</b>	<b>18</b>
• Leaders	18
– HCLTech	19
– Infosys	20
– TCS	21
– Wipro	22
• Major Contenders	23
– Atos	24
– DXC Technology	25
– Kyndryl	26

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

**Udit Singh**, Practice Director

**Prabhneet Kaur**, Senior Analyst

**Tanvi Rai**, Senior Analyst

# Contents

- Major Contenders (continued)
  - Microland 27
  - Orange Business Services 28
  - Tata Communications 29
  - Tech Mahindra 30
  - Unisys 31
- Aspirants **32**
  - GAVS Technologies 33
  - UST 34
- 4. Appendix 35**
  - Glossary 36
  - Research calendar 37

## Background of the research

- As the field of digital workplace is plunging into a new world of opportunities, enterprises have realized that the hybrid workplace model is here to stay, and with this, efficient communication and collaboration services within organizations have become paramount. Earlier, cost optimization and productivity were some of the key drivers dictating the adoption of WCC services; however, the gears have recently shifted, and employee engagement and experience have taken the center stage
- The WCC market is seeing higher than anticipated demand across all regions and industries and is expected to continue its strong growth trajectory in 2023, as enterprises attempt to keep up with the ever-evolving WCC landscape. This growth is marked by the advent of Metaverse and immersive collaboration, increased adoption of cloud-based communication models such as UCaaS and CPaaS, focus on platform consolidation, and challenges related to virtual culture building. Enterprises are hence looking for strong capabilities from service providers across WCC covering consulting, infrastructure design/build, cloud modernization, and management services for individual WCC segments to enable them in this journey
- In this research, we present an assessment of 14 WCC service providers featured on the Workplace Communication and Collaboration (WCC) services PEAK Matrix®

The assessment is based on Everest Group's annual RFI process conducted over Q3 and Q4 2022, interactions with leading WCC service providers and an analysis of this marketplace.

### This report assessed the following 14 service providers on the WCC services PEAK Matrix:

- **Leaders:** HCLTech, Infosys, TCS, and Wipro
- **Major Contenders:** Atos, DXC Technology, Kyndryl, Microland, Orange Business Services, Tata Communications, Tech Mahindra, and Unisys
- **Aspirants:** GAVS Technologies and UST

#### Scope of this report



**Geography**  
Global



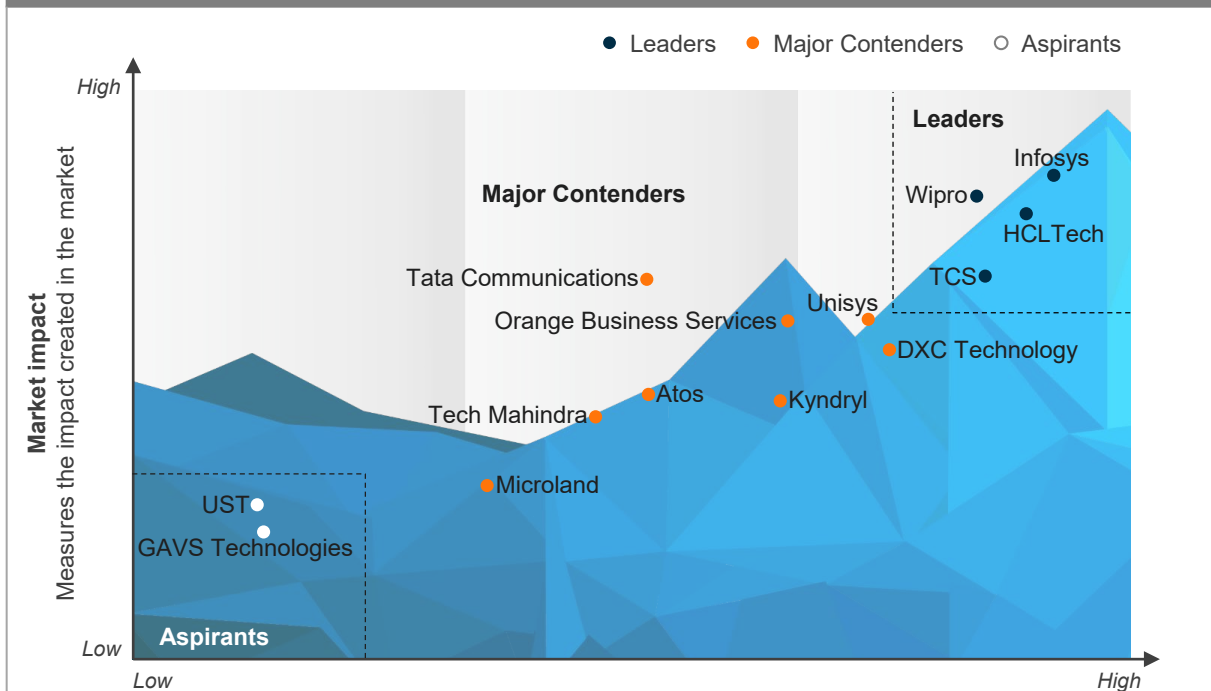
**Providers**  
14 leading WCC  
service providers



**Services**  
WCC services

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

Workplace Communication and Collaboration (WCC) Services PEAK Matrix® Assessment 2022<sup>1,2</sup>



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 capabilities across WCC segments with focus on UCaaS and CPaaS
- It has a good number of clients across all industry verticals

**Limitations**

- Provider 1 should increase investment in automation and UX-specific WCC solutions
- Clients with small-medium scale of business need to do further due diligence due to its skewed focus on large scale enterprises

1 Assessment for Kyndryl excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers  
 2 There are no Star Performers in this PEAK Matrix assessment since this was the inaugural year  
 Source: Everest Group (2022)

# Research calendar

## Digital Workplace

Published Planned Current release

Reports title	Release date
Digital Workplace Services 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
Technology as a Strategic Differentiator in an Organization's Growth	June 2022
Workplace Experience Management (WEM) Market Study	August 2022
The Digital Workplace for the Next Normal – Viewpoint	September 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – Europe	September 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – North America	September 2022
Digital Workplace Services Provider Compendium 2022 – Europe	September 2022
Digital Workplace Services Provider Compendium 2022 – North America	September 2022
Codifying Sustainable Workplaces: Journey to a Better Future	December 2022
<b>Workplace Communication and Collaboration (WCC) Services PEAK Matrix® Assessment 2023</b>	<b>December 2022</b>
Workplace Communication and Collaboration (WCC) Service Provider Compendium 2023	Q1 2023

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



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at [www.everestgrp.com](http://www.everestgrp.com).

## Stay connected

### Website

[everestgrp.com](http://everestgrp.com)

### Social Media

 @EverestGroup

 @Everest Group

 @Everest Group

 @Everest Group

### Blog

[everestgrp.com/blog](http://everestgrp.com/blog)

### Dallas (Headquarters)

[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

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.