

# Workplace Communication and Collaboration (WCC) Services – Provider Compendium 2023

January 2023: Complimentary Abstract / Table of Contents



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## 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® Assessment 2023](#). 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

# The WCC service provider compendium report has over 14 provider profiles

Workplace Communication and Collaboration (WCC) Services – Provider Compendium 2023

### Provider 1 | WCC services profile (page 1 of 4)

#### Overview

**WCC vision**  
Provider 1's vision is to be the best-in-class Unified Communication and Collaboration (UCC) provider to help organizations realize a hybrid workplace, which is characterized by a fluid workplace that is intuitive, personalized, and enables a fluid workplace that is intuitive, personalized, and enables a fluid workplace that is intuitive, personalized.

**Workplace Communication and Collaboration services revenue**

<US\$50 million	US\$50-200 million	US\$200-500 million
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**Adoption by region**

North America	Europe (Excluding UK)
Asia Pacific	South America
Rest of the World	

Source: Everest Group (2022).

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### Provider 1 | WCC services profile (page 2 of 4)

#### Solutions

Proprietary solutions/IPs/products (representative list)	
Solution name	Details
Solution 1	This solution provides a digital-led, environment.
Solution 2	This virtual 3D enterprise destination.
Solution 3	<ul style="list-style-type: none"> <li>Helps in defining and increasing</li> <li>Helps with in-app guidance for b</li> </ul>
Solution 4	These are tech-enabled modular mobile booking application on a p
Solution 5	<ul style="list-style-type: none"> <li>Leverages advanced AI &amp; security</li> <li>Entails identity protection, security analytics</li> </ul>
Solution 6	This is platform-led gamified approach (IVR) announcements, branding in
Solution 7	This is an experience and technology communication strategy, developer

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### Provider 1 | WCC services profile (page 3 of 4)

#### Partnerships

Partnerships (representative list)	
Partner name	Details
Partner 1	Provider 1 claims to be the second <ul style="list-style-type: none"> <li>Has four advanced specializations</li> <li>Drives E3 to E5 migration for c</li> </ul>
Partner 2	Leverages Partner 2's expertise to
Partner 3	Partnered with Partner 3 for meeti
Partner 4	Partnered with Partner 4 for provid
Partner 5	Leverages Partner 5 for centralize
Partner 6	Partnered with Partner 6 to monit
Partner 7	Partnered with Partner 7 for exclus
Partner 8	Leverages Partner 8 to accelerate

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### Provider 1 | WCC services profile (page 4 of 4)

#### Investments and recent activities

Investments (representative list)	
Investment name	Details
Acquisitions	<ul style="list-style-type: none"> <li>Acquired XYZ's portfolio of products to enhance its collaboration and workload automation portfolio. Provider 1 is leveraging XYZ as a platform to deliver automation-driven capabilities and is also enhancing the product capabilities</li> </ul>
Investments/Skill development	<ul style="list-style-type: none"> <li>Delivery centers: opened various new delivery centers in Morocco, Hamilton, Toronto, New Brunswick, Hartford, Vietnam, Sri Lanka, and Lithuania, which have helped it scale its local delivery capabilities</li> <li>Invested in homegrown IPs, which is a framework for delivering experience transformation by adopting efficient workflows to improve user productivity</li> </ul>

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# Research calendar

## Digital Workplace

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Codifying Sustainable Workplaces: Journey to a Better Future	December 2022
Workplace Communication and Collaboration (WCC) Services PEAK Matrix® Assessment 2023	December 2022
<b>Workplace Communication and Collaboration (WCC) Services – Provider Compendium 2023</b>	<b>January 2023</b>
Weighing the Opportunities of Metaverse for Enterprises: State of the Market	Q1 2023
Enterprise Pulse Report for Digital Workplace Services	Q1 2023
Digital Workplace State of the Market Report	Q1 2023
Moving from SLAs to XLAs: Market Report	Q2 2023
Digital Workplace Services PEAK Matrix® Assessment 2023 – North America	Q2 2023
Digital Workplace Services PEAK Matrix® Assessment 2023 – Europe	Q2 2023
Digital Workplace Services Provider Compendium 2023 – North America	Q3 2023
Digital Workplace Services Provider Compendium 2023 – Europe	Q3 2023
Exploring the Business Case for Workplace Transformation	Q3 2023
Cognitive Service Desk Specialist PEAK Matrix Assessment 2023	Q4 2023
Cognitive Service Desk Specialist Provider Compendium 2023	Q4 2023

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