

# Digital Workplace Services PEAK Matrix<sup>®</sup> Assessment 2024 – North America

September 2024: Complimentary Abstract / Table of Contents

**PEAK**  
MATRIX<sup>®</sup>

Digital Workplace

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- ▶ Advanced SciTech
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- ▶ Application Services
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- ▶ HealthTech
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- ▶ Insurance Technology (InsurTech)
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- ▶ Interactive Experience (IX) Services
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- ▶ IT Talent Excellence
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- ▶ Life Sciences Information Technology
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- ▶ Market Vista™
- ▶ Microsoft Azure
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- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
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# Contents

<b>05</b>	<b>Introduction and overview</b>	<b>30</b>	<b>Major Contenders</b>
06	Research methodology	31	Accenture
07	Key information on the report	32	Atos
08	Introduction	33	Bell Techlogix
09	Focus of the research	34	Capgemini
<b>11</b>	<b>Digital workplace PEAK Matrix® characteristics</b>	35	Compucom
12	Summary of key messages	36	Computacenter
13	PEAK Matrix framework	37	DXC Technology
16	Everest Group PEAK Matrix for digital workplace services – North America	38	Fujitsu
17	Characteristics of Leaders, Major Contenders, and Aspirants	39	Kyndryl
18	Star Performer summary	40	Lenovo
19	Provider capability summary dashboard	41	LTIMindtree
<b>23</b>	<b>Enterprise sourcing considerations</b>	42	Milestone Technologies
23	Leaders	43	Mphasis
24	Cognizant	44	Pomeroy
25	HCLTech	45	Stefanini
26	Infosys	46	Unisys
27	NTT DATA	47	Zones
28	TCS		
29	Wipro		

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# Contents

48	Aspirants
49	Birlasoft
50	Brillio
51	GAVS Technologies
52	Microland
53	UST
54	Appendix
55	Glossary
56	Research calendar

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# Introduction

After a period of substantial growth, the digital workplace market has experienced a period of slowdown largely due to the prevalent global macroeconomic conditions, which has accelerated the cycle of realization among enterprises that are now striving toward realization of their prior investments. However, the upcoming years are poised to experience a resurgence in enterprise investment trends. Notably, this resurgence will be marked by a heightened emphasis on a strategic combination of cost optimization and transformative initiatives. At the forefront of this paradigm shift stands the integration of generative AI, signifying a pivotal force driving change within the organizational landscape.

In North America, existing economic headwinds have prompted enterprises to scrutinize their spend and intensify their focus on business value outcomes and value creation throughout their workplace transformation journey. At the same time, there is a growing interest in industry-specific workplace solutions, generative AI-driven innovations, and product-oriented approaches. Service Providers (SPs) are focusing on strengthening their capabilities to aid enterprises in their workplace engagements.

In this research, we present an assessment of 28 digital workplace service providers featured on the Digital Workplace Services PEAK Matrix® – North America.

**This report includes the profiles of the following 28 leading digital workplace providers featured on Digital Workplace Services PEAK Matrix – North America:**

- **Leaders:** Cognizant, HCLTech, Infosys, NTT DATA, TCS, and Wipro
- **Major Contenders:** Accenture, Atos, Bell Techlogix, Capgemini, Compucom, Computacenter, DXC Technology, Fujitsu, Kyndryl, Lenovo, LTIMindtree, Milestone Technologies, Mphasis, Pomeroy, Stefanini, Unisys, and Zones
- **Aspirants:** Birlasoft, Brillio, GAVS Technologies, Microland, and UST

## Scope of this report

**Geography:** North America

**Industry:** 28 leading digital workplace service providers

**Services:** Digital workplace services

## Overview and abbreviated summary of key messages

In this report, we present the assessment and detailed profiles of 28 SPs featured on the Digital Workplace Services PEAK Matrix® Assessment 2024 – North America. The assessment is based on Everest Group’s annual RFI process conducted over Q1 and Q2 2024, interactions with leading digital workplace services providers, client reference checks, and ongoing analysis of the digital workplace services market.

### Some of the findings in this report, among others, are:

#### Everest Group Digital Workplace Services PEAK Matrix® Assessment – North America

- This report includes the profiles of the following 28 leading service providers featured on the Digital Workplace Services PEAK Matrix® – North America:
  - **Leaders:** Cognizant, HCLTech, Infosys, NTT DATA, TCS, and Wipro
  - **Major Contenders:** Accenture, Atos, Bell Techlogix, Capgemini, Compucom, Computacenter, DXC Technology, Fujitsu, Kyndryl, Lenovo, LTIMindtree, Milestone Technologies, Mphasis, Pomeroy, Stefanini, Unisys, and Zones
  - **Aspirants:** Birlasoft, Brillio, GAVS Technologies, Microland, and UST

#### Service provider characteristics

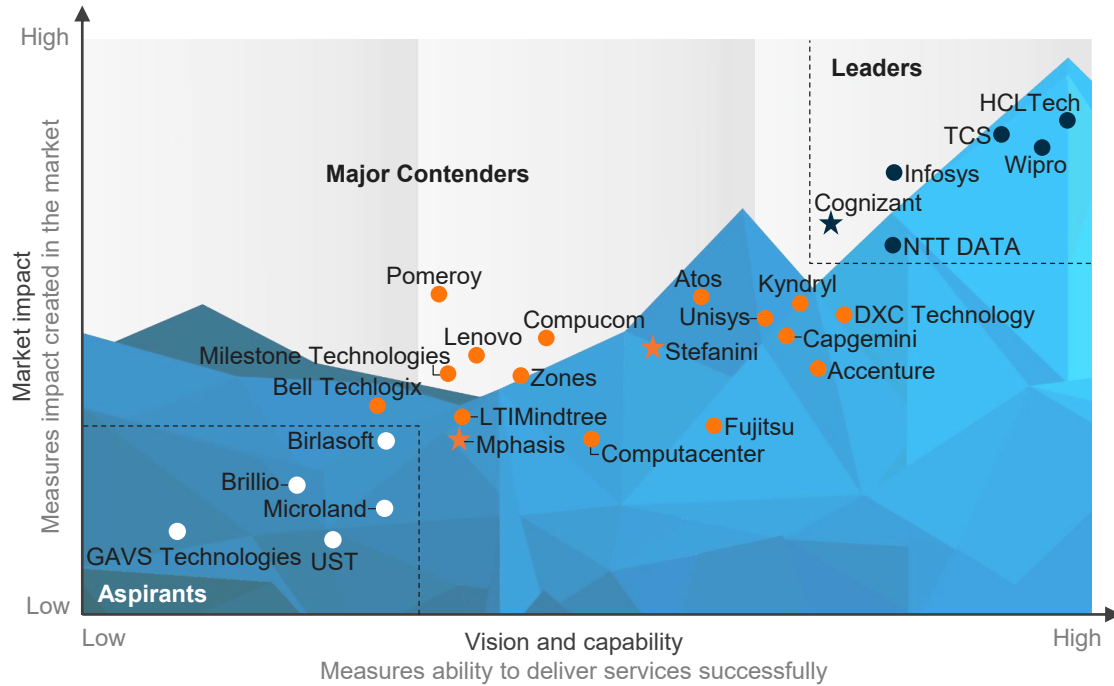
- Leaders continue to showcase high expertise and experience in delivering end-to-end workplace engagements, while maintaining client satisfaction through their balanced portfolio, coherent vision, and robust suite of agnostic and contextualized IP and solutions, supported by skilled talent and strong delivery capabilities
- Major contenders continue to strive to augment their broader workplace capabilities with targeted investments in developing their suite of IP and technology, delivery capabilities, and partnership ecosystem. However, their end-to-end workplace services capabilities continue to have some visible gaps
- Workplace services capabilities of Aspirants show gaps in service scope, internal IP maturity, and coverage across industry verticals and geographies

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

## Everest Group PEAK Matrix® Assessment 2024

### Everest Group Digital Workplace Services PEAK Matrix® Assessment 2024<sup>1</sup> – North America

● Leaders ● Major Contenders ○ Aspirants ☆ Star Performers



<sup>1</sup> Assessments Assessments for Accenture, Brillio, and Microland excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with buyers  
Source: Everest Group (2024)

## Capability assessment

Illustrative example

Measure of capability: ○ Low ● High

Providers	Market impact				Vision and 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	○	○	●	○	●	○	○	●	○

## Everest Group's remarks on providers

Illustrative example

Measure of capability: ○ Low ● High

Market impact				Vision and capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
○	●	●	●	●	○	○	○	●

### Strengths

- Provider 1's focus on strengthening its delivery capabilities across North America will be appreciated by enterprises
- Enterprises seeking a consulting-led approach will find value in provider's approach, which delivers consulting solutions for workplace deals

### Limitations

- Provider 1 should increase its investment in internal IPs as it currently lacks traction and adoption proof points for these offerings
- Enterprises seeking onshore delivery capabilities might not find provider relevant owing to its limited delivery footprint presence in North America

# Research calendar

## Digital Workplace

	Published	Current release	Planned
Reports title	Release date		
Digital Workplace Enterprise Pulse 2024: Top 5 Service Providers Delivering Superior Value across North America and Europe			February 2024
Unified Communication & Collaboration (UCC) Specialist Services Peak Matrix® Assessment 2024			March 2024
Contextualizing Your Workplace			March 2024
Digital Workplace State of the Market: Trust Loss in the More-with-Less Era			March 2024
Enterprise Playbook to Adopting Copilots			April 2024
Unified Communication & Collaboration (UCC) Specialist Services Provider Compendium 2024			June 2024
Conversational AI for IT Management Products PEAK Matrix® Assessment 2024			July 2024
Conversational AI Platforms for IT Management Provider Compendium 2024			August 2024
Digital Workplace Services PEAK Matrix® Assessment 2024 – Europe			August 2024
<a href="#">Digital Workplace Services PEAK Matrix® Assessment 2024 – North America</a>			September 2024
Digital Workplace Services for Mid-market Enterprises PEAK Matrix® Assessment 2024			Q3 2024
Digital Workplace Services Provider Compendium 2024 – North America and Europe			Q3 2024
Digital Workplace Services – Mid-market Enterprises Provider Compendium 2024			Q4 2024

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