



Digital Workplace Services in North America and Europe – Provider Compendium 2024

September 2024: Complimentary Abstract / Table of Contents

Provider Compendium
Digital Workplace



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- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
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- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
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- ▶ 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
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
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Introduction

Aftermath a period of substantial growth, the digital workplace market has witnessed a period of slowdown largely in turn to the prevalent global macroeconomic conditions which has accelerated the cycle of realization among enterprises who are now striving towards realization of their prior investments. However, the upcoming years are poised to witness 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 artificial intelligence (Gen 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. SPs are focusing on strengthening their capabilities to aid enterprises in their workplace engagements.

In the European digital workplace market, while there has been an increased focus on cost optimization, improving Employee Experience (EX) remains the top priority, with added focus on maintaining an ideal mix of global and local service delivery to deal with the cultural nuances. While also dealing with increasing regulatory and compliance restrictions, dynamic sustainability mandates, and complex vendor landscapes.

This report includes the profiles of the following 31 leading digital workplace providers: Accenture, Atos, Bell Techlogix, Birlasoft, Brillio, BT Group, Capgemini, Cognizant, Compucom, Computacenter, DXC Technology, Fujitsu, GAVS Technologies, HCL Tech, Infosys, Kyndryl, Lenovo, LTIMindtree, Microland, Milestone Technologies, Mphasis, NTT DATA, Pomeroy, Stefanini, TCS, T-systems, Unisys, UST, Wipro, Zones, and Zensar.

Scope of this report

Geography: North America and Europe

Industry: 31 leading digital workplace service providers

Services: Digital workplace services

Overview and abbreviated summary of key messages

In this report, we assess 31 digital workplace service providers and highlight the strengths and limitations of each service provider. Each profile highlights the provider's digital workplace service capabilities across the service segment along with presence across geographies, industries, and buyer-sizes.

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

Digital workplace service providers characteristics

- Leading providers have a highly balanced portfolio, display coherent vision, and invest in technology and services capability development. They are also focused on talent empowerment, solution contextualization, and sales and marketing enablement
- Providers have built meaningful capabilities to deliver workplace services by making continued investments in developing internal IP and tools and expanding their service and technology partnership networks to plug their capability gaps
- They are also aiming to ensure service flexibility, customer-centricity, and workplace transformation agility to strengthen their positioning in the market

Key insights on digital workplace service providers

- The report offers a comprehensive picture of the digital workplace service provider's vision and strategy, scope of services offered, and digital workplace offerings and solutions
- It provides insights on provider's key service locations, innovation and investments, and partner network

The digital workplace service provider compendium report has over 31 provider profiles/buyer case studies/architecture of the survey questionnaire, etc.

The image displays five overlapping pages from a report, each representing a different section of a provider profile. The pages are:

- Page 1:** "Provider 1 profile – North America (page 1 of 5) Overview". It includes a "Digital workplace services vision" section and a "Digital workplace services revenue (CY 2023)" table with columns for "<US\$200 million", "US\$200-500 million", and "US\$500 million".
- Page 2:** "Provider 1 profile – Europe (page 2 of 5) Overview". It features a "Digital workplace services vision" section and a "Digital workplace services revenue (CY 2023)" table with columns for "<US\$200 million", "US\$200-500 million", and "US\$500 million".
- Page 3:** "Provider 1 profile – North America and Europe (page 3 of 5) Solutions". It contains a table titled "Proprietary solutions for digital workplace services" with columns for "Solution name" and "Details".
- Page 4:** "Provider 1 profile – North America and Europe (page 4 of 5) Recent investments". It includes a "Digital workplace services investments" section with a table for "Investment name/theme" and "Details", and an "Acquisitions" section.
- Page 5:** "Provider 1 profile – North America and Europe (page 5 of 5) Partnerships". It features a "Digital workplace services partnerships" section with a table for "Partner name" and "Details", and a note that "Other digital workplace partnerships include XYZ, XYZ, XYZ, and XYZ."

Each page includes the Everest Group logo and the text "Proprietary & Confidential. © 2024, Everest Global, Inc. | EGR-2024-66-CA-6677".

Research calendar

Digital Workplace

	Published	Current release	Planned
Reports title	Release date		
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
Digital Workplace Services PEAK Matrix® Assessment 2024 – North America			September 2024
Digital Workplace Services in North America and Europe – Provider Compendium 2024			September 2024
Digital Workplace Services PEAK Matrix® Assessment 2024 – Mid-market Enterprises			Q3 2024
Digital Workplace Services – Mid-market Enterprises Provider Compendium 2024			Q4 2024
Microsoft Modern Work: Unveiling the Top Specialist Service Providers Shaping the Future of Work			Q4 2024
Microsoft Modern Work Services PEAK Matrix® Assessment 2025			Q1 2025

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