

# Digital Workplace Services PEAK Matrix® Assessment 2024: Mid-market Enterprises

October 2024: Complimentary Abstract / Table of Contents

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- ▶ Forces & Foresight
- ▶ GBS Talent Excellence
- ▶ Global Business Services
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- ▶ HealthTech
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- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Excellence
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- ▶ Life Sciences Business Process
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- ▶ Locations Insider™
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- ▶ Payer and Provider Information Technology
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- ▶ 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

04	Introduction and overview	29	Major Contenders
05	Research methodology	30	Bell Techlogix
06	Key information on the report	31	Coforge
07	Introduction	32	Happiest Minds
08	Focus of the research	33	LTIMindtree
		34	Microland
10	Digital workplace PEAK Matrix® characteristics	35	Milestone Technologies
11	Summary of key messages	36	Mphasis
12	PEAK Matrix framework	37	Randstad Digital
15	Everest Group PEAK Matrix for digital workplace services – Mid-market Enterprises	38	Sutherland Global
16	Characteristics of Leaders, Major Contenders, and Aspirants	39	UST
17	Service provider capability summary dashboard	40	Zones
21	Enterprise sourcing considerations	41	Aspirants
21	Leaders	42	Dexian
22	Cognizant	43	GAVS Technologies
23	Compucom	44	Itransition
24	Lenovo		
25	Movate	45	Appendix
26	Pomeroy	46	Glossary
27	Stefanini	47	Research calendar
28	Unisys		

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# Introduction

After a period of substantial growth, the digital workplace market has experienced a slowdown, primarily due to global macroeconomic challenges. These conditions have accelerated the realization phase for organizations, prompting them to focus on maximizing the value of their prior investments. However, the next few years are expected to see a resurgence in investment trends, characterized by a strategic blend of cost optimization and transformative initiatives. At the forefront of this shift is the integration of generative AI, which is set to play a crucial role in driving organizational change.

Mid-market digital workplace customers share similar priorities with larger enterprises but approach them differently. While large organizations have the resources to develop complex, highly customized solutions, most Small and Midsize Businesses (SMBs) focus on cost efficiency and prefer staggered investments through shorter, more agile engagements. In response to these distinct demand themes and the evolving workplace landscape, service providers are increasingly investing in different initiatives

and building unique offerings and IP assets to support mid-market clients in their digital workplace transformation.

In this report, we present an assessment of 21 digital workplace service providers featured on the Digital Workplace Services PEAK Matrix® Assessment 2024 – Mid-market Enterprises.

**This report includes the profiles of the following 21 leading digital workplace service providers featured on the Digital Workplace Services PEAK Matrix® Assessment 2024 – Mid-market Enterprises:**

- **Leaders:** Cognizant, Compucom, Lenovo, Movate, Pomeroy, Stefanini, and Unisys
- **Major Contenders:** Bell Techlogix, Coforge, Happiest Minds, LTIMindtree, Microland, Milestone Technologies, Mphasis, Randstad Digital, Sutherland Global, UST, and Zones
- **Aspirants:** Dexian, GAVS Technologies, and Itransition

## Scope of this report

**Geography:** Global

**Industry:** 21 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 21 SPs featured on the Digital Workplace Services PEAK Matrix® Assessment 2024 – Mid-market Enterprises. The assessment is based on Everest Group’s annual RFI process conducted over Q2 and Q3 2024, interactions with leading digital workplace services providers, client reference checks, and ongoing analysis of the digital workplace services market for mid-market enterprises.

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

#### Everest Group Digital Workplace Services PEAK Matrix® Assessment – Mid-market Enterprises

- This report includes the profiles of the following 21 leading service providers featured on the Digital Workplace Services PEAK Matrix® – Mid-market Enterprises:
  - **Leaders:** Cognizant, Compucom, Lenovo, Movate, Pomeroy, Stefanini, and Unisys
  - **Major Contenders:** Bell Techlogix, Coforge, Happiest Minds, LTIMindtree, Microland, Milestone Technologies, Mphasis, Randstad Digital, Sutherland Global, UST, and Zones
  - **Aspirants:** Dexian, GAVS Technologies, and Itransition

#### 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 some gaps in service scope, internal IP maturity, and coverage across industry verticals and geographies but are focused on expanding their workplace capabilities through investment in service flexibility, experience-centricity, and technology partnership

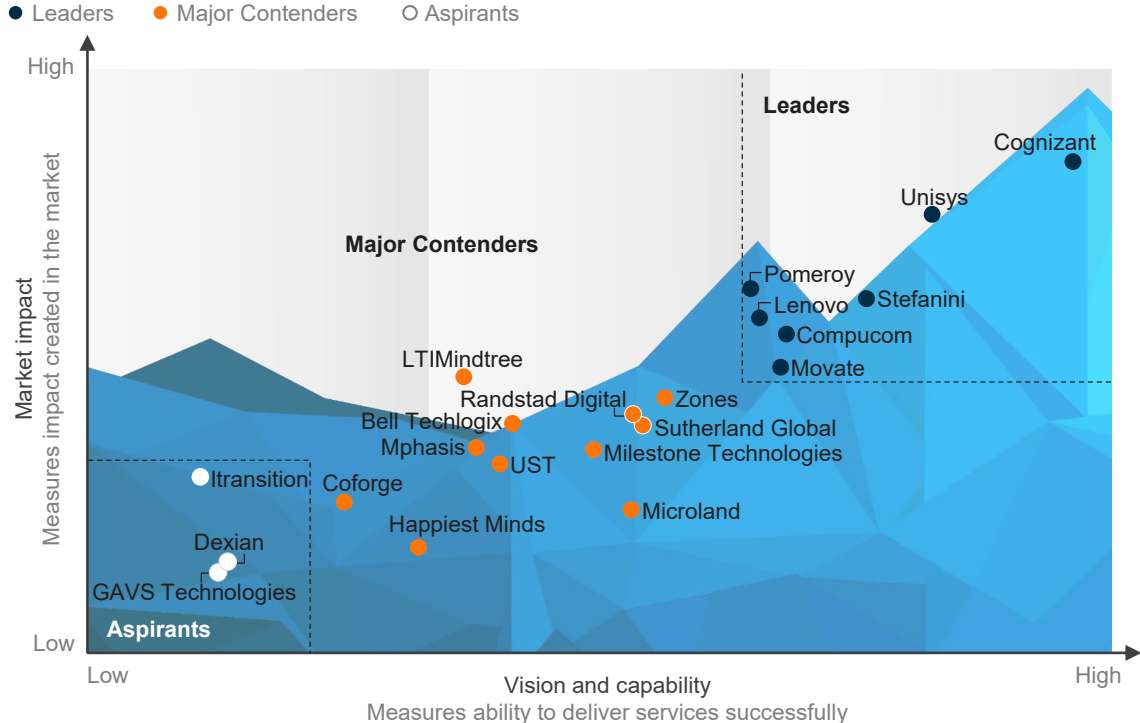
This study offers four distinct chapters providing a deep dive into key aspects of digital workplace services market for mid-market enterprises; below are three charts to illustrate the depth of the report

Everest Group PEAK Matrix® Assessment 2024

Capability assessment

Illustrative example

Everest Group Digital Workplace Services PEAK Matrix® Assessment 2024 – Mid-market Enterprises<sup>1</sup>



<sup>1</sup> Assessments Dexian and Coforge 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)

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, has a robust delivery presence in Asia Pacific with multiple delivery centers in India, Australia, the Philippines, and China, enabling it to service client requirements efficiently
- Mid-market 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 enterprise mindshare by investing in thought leadership
- SMBs 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
Digital Workplace Services PEAK Matrix® Assessment 2024 – North America			September 2024
Digital Workplace Services Provider Compendium 2024 - North America and Europe			September 2024
<a href="#">Digital Workplace Services PEAK Matrix® Assessment 2024: Mid-market Enterprises</a>			October 2024
Digital Workplace Services - Mid-market Enterprises Provider Compendium 2024			Q4 2024

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