

Microsoft Modern Work: Unveiling the Top Specialist Service Providers Shaping the Future of Work

November 2024: Complimentary Abstract / Table of Contents

Market Report
Digital Workplace



Our research offerings

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

Digital Workplace

- ▶ Advanced SciTech
- ▶ Amazon Web Services (AWS)
- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Asset and Wealth Management
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Contract Research Organization Services
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ CXM Technology
- ▶ Cybersecurity
- ▶ Cyber Threat Detection and Response
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Research and Development
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ Finance and Accounting
- ▶ Financial Crime and Compliance
- ▶ Financial Services Technology (FinTech)
- ▶ Forces & Foresight
- ▶ GBS Talent Excellence
- ▶ Global Business Services
- ▶ Google Cloud
- ▶ HealthTech
- ▶ Human Resources
- ▶ 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
- ▶ IT Talent Excellence
- ▶ Lending and Mortgages
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Microsoft Business Application Services
- ▶ Modern Application Development (MAD)
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Payment Integrity Solutions
- ▶ 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
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Value and Quality Assurance (VQA)

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

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

04	Introduction and overview	14	Assessment of Microsoft Modern Work specialist service providers
05	Research methodology	15	Microsoft Modern Work scope and definition
06	Introduction	16	Assessment methodology
07	Exploring digital workplace evolution and the provider landscape	17	Top 10 Microsoft Modern Work specialist service providers in each segment
08	Evolution of workplace	18	Profiles of top 10 specialist providers in each segment
09	Prominence of Microsoft in the Modern Work segments	49	Appendix
10	Service providers adapting to enterprises' evolving changes	50	Glossary
11	Choosing between Modern Work services outsourcing scenarios	51	Research calendar
12	Specialists outperforming its large counterparts		
13	Key benefits of engaging with Microsoft Modern Work specialist service providers		

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

Udit Singh, Vice President

Aman Bhargav, Senior Analyst

Sarmista Priyadarshini, Senior Analyst

Prakhar Saxena, Assistant Manager

Aditya Pawar, Research Associate

Copyright © 2024 Everest Global, Inc.

We encourage you to share these materials internally in accordance with your license. Sharing these materials outside your organization in any form – electronic, written, or verbal – is prohibited unless you obtain the express, prior, and written consent of Everest Global, Inc. It is your organization's responsibility to maintain the confidentiality of these materials in accordance with your license of them.

Introduction to the research

As enterprises embrace hybrid work across a multi-generational workforce, each with unique needs and priorities, they are reshaping their workplace strategies to support the future of work. In this evolution, Microsoft's Modern Work offerings such as Teams and other Office 365 applications have played a pivotal role in transforming enterprise communication and collaboration tools, boosting employee engagement and productivity.

Further, the Microsoft Modern Work stack has emerged as the default offering in this space, supported by service partners providing deep consulting, migration, development, deployment, and managed services.

As enterprises seek providers that can drive effective Modern Work solutions and guide them through the pillars of Employee Experience (EX), productivity, and cost optimization, the need for Microsoft Modern Work specialist service providers has become more apparent. These specialists have demonstrated their importance through unique value propositions and focused expertise.

This report explores the scope of Microsoft Modern Work and how specialist service providers in this space are carving out their niche by expanding capabilities, adjusting strategies, and offering expertise across key segments: collaboration and productivity, desktop and virtualization management, converged communications, enterprise mobility, and employee enablement.

This report includes profiles of the following 36 Microsoft Modern Work specialist IT service providers selected in the above-mentioned categories:

Advania, Apex Digital Solutions, Arraya Solutions, Boss Info, boxxe, Campana & Schott, Claranet, CloudServus, Core Technology Systems, Coretek, eGroup Enabling Technologies, Engage Squared, Finchloom, glueckkanja AG, Infinity Group, Insentra, InterVision Systems, isolutions AG, KiZAN Technologies, Korcomptenz, Netrix Global, Netwoven, novaCapta, PRODYNA, RapidScale, Solo Network, Star Knowledge, Symity, Synergy Technical, Telappliant, The 848 Group, themissinglink, Transparency, True.Org, Valto, and Withum

Scope of this report

Geography: Global

Industry: Cross-industry

Services: Digital workplace services (Microsoft Modern Work)

Overview and abbreviated summary of key messages

In this report, we explore the scope of Microsoft Modern Work and highlights how specialist service providers in this space are carving out their niche by expanding capabilities, adjusting strategies, and offering expertise across key segments: collaboration and productivity, desktop and virtualization management, converged communications, enterprise mobility, and employee enablement

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

Exploring digital workplace evolution and the provider landscape

- The workplace has taken a paradigm shift toward digitization post-pandemic through Work From Home (WFH) and Intranet solutions. The future lies toward hybrid mode of working and enhancing Employee Experience (EX)
- Microsoft has become the go-to platform for various Modern Work segments and enterprise needs to make careful partner selection while choosing between specialists and large service providers
- Specialists are outperforming the large IT service providers by providing better satisfaction to its enterprise clients
- Personalized support, niche technical expertise, innovative mindset, and better reachability with leadership are some of the key benefits provided by Microsoft Modern Work specialist service providers to its enterprise clients

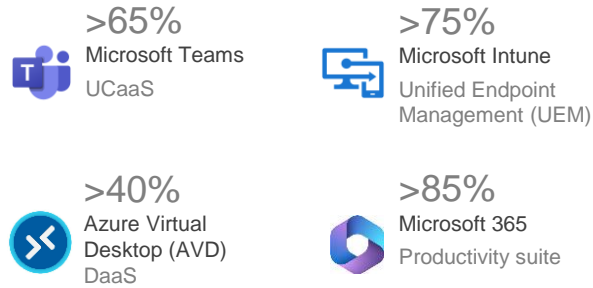
Top 10 Microsoft Modern Work specialists IT service providers in each category

- **Collaboration and productivity:** Advania, Apex Digital Solutions, Arraya Solutions, Campana & Schott, eGroup Enabling Technologies, Finchloom, glueckkanja AG, Infinity Group, Synergy Technical, and Transparency
- **Desktop and virtualization management:** boxxe, CloudServus, Coretek, Finchloom, glueckkanja AG, Netrix Global, RapidScale, themissinglink, True.Org, and Withum
- **Converged communications:** Apex Digital Solutions, Infinity Group, isolutions AG, KiZAN Technologies, Netwoven, novaCapta, PRODYNA, Synergy Technical, Transparency, and Valto
- **Enterprise mobility:** Boss Info, Claranet, Insentra, InterVision Systems, Korcomptenz, Netrix Global, Solo Network, Star Knowledge, Telappliant, and Withum
- **Employee enablement:** Core Technology Systems, Engage Squared, glueckkanja AG, isolutions AG, KiZAN Technologies, Netwoven, Symity, The 848 Group, Transparency, and True.Org,

This study offers two distinct chapters providing a deep dive into key aspects of Microsoft Modern Work market and the role of specialists; below are four charts to illustrate the depth of the report

Amid the workplace evolution, Microsoft is leading in mindshare and has become the go-to platform for various Modern Work segments

Adoption of Microsoft solutions by platform
2023, percentage of total engagements in digital workplace services



- Key demand drivers**
- Microsoft solutions provide enterprises with **scalability, flexibility, and remote access**, making them ideal for hybrid and remote work environments
 - **Vendor consolidation** initiatives by enterprises is also a driving factor for adopting Microsoft solutions as it offers a comprehensive ecosystem of Modern Work solutions
 - **Microsoft Teams** has evolved into a central collaboration hub, often functioning as the **intranet** for many enterprises
 - Beyond these core platforms, business intelligence, and analytics – **Power BI** and employee enablement platforms – **Microsoft 365 Copilot** and **Microsoft Viva** are gaining traction across enterprises of all sizes, driven by the priority of understanding and addressing employee challenges and improving EX

Key benefits of engaging with Microsoft Modern Work specialist providers

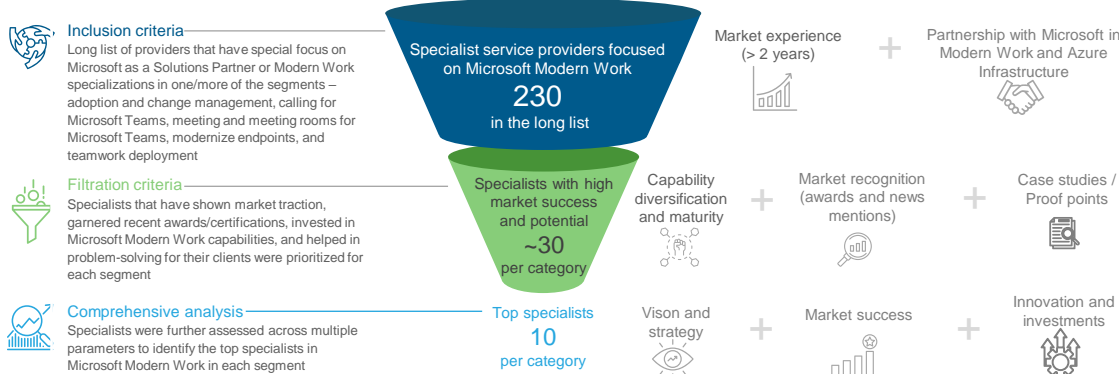
Key benefits of engaging with Microsoft Modern Work specialist providers

- Provides **personalized support** that aligns with client objectives by evaluating their distinct requirements in modern work
- Microsoft Modern Work specialists bring **niche technical expertise**, establishing themselves as the experts of the ecosystem
- Innovative mindset approach** to solve adoption issues and avoid the unconscious break-fix approach
- Better reachability** through direct and regular connects with leadership, leading to quick resolutions

Assessment methodology

Process used to identify the top 10 specialists under each category

Output of the process



Microsoft Modern Work specialists providers

Key Microsoft Modern Work focus areas

Collaboration and productivity	advania	APEX DIGITAL	Arraya	CS SYSTEMS	eGroup ENABLING	FINCHLOOM	glueckkanja	INFINIT GROUP	synergy	transparency
Desktop and virtualization management	boxxe	CLOUD	CORETEK	FINCHLOOM	glueckkanja	Netrix	rapidscale	themissinglink	True.Org	withum*
Converged communications	APEX DIGITAL	INFINIT GROUP	isolutions*	KIZAN	Netwoven	novaCapta	PRODYNA	synergy	transparency	Valto
Enterprise mobility	bossinfo	claranet	insentra	InterVision	Korcomptenz	Netrix	SOLO	STAR KNOWLEDGE	telappliant	withum*
Employee enablement	CORE	ENGAGE SQUARED	glueckkanja	isolutions*	KIZAN	Netwoven	symity	848.	transparency	True.Org

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
Digital Workplace Services PEAK Matrix® Assessment 2024 – Europe			August 2024
Digital Workplace Services PEAK Matrix® Assessment 2024 – North America			August 2024
Digital Workplace Services Compendium 2024			August 2024
Conversational AI Platforms for IT Management Provider Compendium 2024			October 2024
Digital Workplace Services for Mid-market Enterprises PEAK Matrix® Assessment 2024			October 2024
Microsoft Modern Work: Unveiling the Top Specialist Service Providers Shaping the Future of Work			November 2024
Digital Workplace Services - Mid-market Enterprises Provider Compendium 2024			Q4 2024

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

Stay connected

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto
canada@everestgrp.com
+1-214-451-3000

Website
everestgrp.com

Blog
everestgrp.com/blog

Follow us on



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.

Notice and disclaimers

Important information. Please review this notice carefully and in its entirety. Through your access, you agree to Everest Group's terms of use.

Everest Group's Terms of Use, available at www.everestgrp.com/terms-of-use/, is hereby incorporated by reference as if fully reproduced herein. Parts of these terms are pasted below for convenience; please refer to the link above for the full version of the Terms of Use.

Everest Group is not registered as an investment adviser or research analyst with the U.S. Securities and Exchange Commission, the Financial Industry Regulatory Authority (FINRA), or any state or foreign securities regulatory authority. For the avoidance of doubt, Everest Group is not providing any advice concerning securities as defined by the law or any regulatory entity or an analysis of equity securities as defined by the law or any regulatory entity.

All Everest Group Products and/or Services are for informational purposes only and are provided "as is" without any warranty of any kind. You understand and expressly agree that you assume the entire risk as to your use and any reliance upon any Product or Service. Everest Group is not a legal, tax, financial, or investment advisor, and nothing provided by Everest Group is legal, tax, financial, or investment advice. Nothing Everest Group provides is an offer to sell or a solicitation of an offer to purchase any securities or instruments from any entity. Nothing from Everest Group may be used or relied upon in evaluating the merits of any investment. Do not base any investment decisions, in whole or part, on anything provided by Everest Group.

Products and/or Services represent research opinions or viewpoints, not representations or statements of fact. Accessing, using, or receiving a grant of access to an Everest Group Product and/or Service does not constitute any recommendation by Everest Group that recipient (1) take any action or refrain from taking any action or (2) enter into a particular transaction. Nothing from Everest Group will be relied upon or interpreted as a promise or representation as to past, present, or future performance of a business or a market. The information contained in any Everest Group Product and/or Service is as of the date prepared, and Everest Group has no duty or obligation to update or revise the information or documentation. Everest Group may have obtained information that appears in its Products and/or Services from the parties mentioned therein, public sources, or third-party sources, including information related to financials, estimates, and/or forecasts. Everest Group has not audited such information and assumes no responsibility for independently verifying such information as Everest Group has relied on such information being complete and accurate in all respects. Note, companies mentioned in Products and/or Services may be customers of Everest Group or have interacted with Everest Group in some other way, including, without limitation, participating in Everest Group research activities.